

## HEALTH AND SAFETY STRATEGY



**MONITORING INFORMATION:**

**POLICY/PROCEDURE/STRATEGY:**

**HEALTH AND SAFETY STRATEGY**

**DATE APPROVED:**

**JANUARY 2024**

**EXPIRY DATE:**

**JANUARY 2027**

**OWNER:**

**VICTORIA MCGALL**

**JOB TITLE:**

**HEALTH AND SAFETY MANAGER**

**APPROVAL ROUTE:**

**BOARD**

## Health and Safety Strategy

### Introduction:

Teign Housing recognises that Health and Safety is much more than a legal requirement. Our staff and our tenants are core to Teign Housing's success, so it is vitally important that we ensure their health, safety and wellbeing when working and living within Teign Housing's properties. This strategy provides the framework for Health and Safety Management within which the organisation will operate.

### Strategy Statement:

Our Health and Safety strategy places the emphasis on continuous improvement to protect the health, safety and wellbeing of our staff and tenants. The strategy's aim is to support the work towards our corporate aims to provide excellent service, quality homes and a sustainable business.

This strategy aligns Teign Housing's Health and Safety Management system to the principles of the HSE's guidance HSG65 Managing for Health and Safety, which is modelled on the Plan, Do, Check Act approach.

### Plan

- This strategy and our Health and Safety Policy lay out our health and safety commitments and responsibilities and how we intend to deliver them over the next three years.

### Do

- We will profile our H&S (Health & Safety) risks using the H&S Risk Register ensuring we focus our work to keep our residents and staff safe.
- The action plan below details how we will implement our H&S work plan over the next 3 years.

### Check

- We will monitor our performance by carrying out Audits, H&S Inspections, monitoring compliance, investigating accidents and incidents.

## Act

- We will review performance in all areas of H&S via the Health and Safety Committee and the Board. We will act on lessons learnt from incident investigations, Audits and Health & Safety inspections to continually improve Health and Safety Performance.

## Strategy Themes

The strategy has been developed around the themes of: -

## Action

The steps that we will undertake to do our best to ensure that “everyone goes home safe.”

- Policies, procedures, risk assessments, safe systems of work, visibility of documentation and guidance for staff and residents. Auditing of compliance, H&S Inspections.

## Culture

Developing a positive safety culture where our employees and residents understand the importance of safety and look out for the health and safety of others as well as themselves.

- Develop a culture where our staff and our customers feel comfortable around reporting health and safety incidents, sharing and applying of lessons learnt from H&S incidents including near miss events.
- To promote positive health and safety culture we will ask all levels of leadership to conduct multi-disciplinary safety tours.

## Training

Developing the knowledge of our staff and our residents, so they are aware of the actions that they need to take to keep themselves and others safe.

- H&S training for all levels of the organisation, coaching and support, toolbox talks

Theme	How we will do this	What success will look like	How will we monitor it
<b>Action</b>  <b>Year 1</b>  <b>2023/24</b>	<p>We will undertake a review of all policies and procedures relating to the key health and safety risks to our tenants. Our policies and procedures will be reviewed and updated to reflect Teign Housing's new structure and changes in legislation.</p> <ul style="list-style-type: none"> <li>• Fire, Water Hygiene, Gas, Electricity, Asbestos Lifts, Damp and Mould</li> </ul>	<p>Reviewed and updated policies &amp; procedures will be ratified through the defined governance route.</p> <p>H&amp;S Management system aligned with HSG 65</p>	<p>Health and Safety Committee &amp; Board Reports</p>
	<p>We will develop new policies and procedures where gaps are identified in the organisation's H&amp;S management system to ensure Teign Housing meets all legislative requirements.</p>	<p>We will address all the gaps in our H&amp;S Management system identified within the 2021 ROSPA (Royal Society for Prevention of Accidents) audit by producing the highlighted policies and procedures.</p> <p>H&amp;S Management system aligned with HSG 65</p>	<p>H&amp;S Risk Register Action plan, H&amp;S Committee and Board reports</p>
	<p>We will keep the health and safety risk register under review and ensure that satisfactory controls are in place to control the risks and produce an action plan for areas requiring further controls.</p>	<p>A comprehensive risk register that details causes, consequences, controls, and an action plan for each recorded risk.</p>	<p>H&amp;S Committee and Board reports</p>
	<p>We will work to improve our risk assessments across the organisation. Our immediate focus will be to ensure that all risk assessments for the activities undertaken by the grounds maintenance and caretaking team are suitable and sufficient and that all controls to protect their wellbeing have been identified and are being fully implemented.</p>	<p>A full suite of suitable and sufficient risk assessments for the Estates and Caretaking team.</p> <p>All risk assessments on Assure to have been reviewed by the assessment owner with the support of H&amp;S Team by the end of Q4 2023/24.</p>	<p>H&amp;S Committee report.</p>

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	We will undertake an annual Health and Safety Inspection regime across all our buildings to ensure that they comply with the relevant Health and Safety legislation and are safe for our residents and staff	All sites with communal space to have been inspected across the financial year and an action plan raised to address any areas of non-conformance or concern, which will be tracked through to completion.	Report to H&S Committee.
<b>Action Year 2 2024/25</b>	We will undertake the annual review of our Health and Safety Policy to ensure that it reflects the progress that has been made in the development of the H&S management system.	Reviewed H&S policy will be ratified by the Board and signed by the Chair & Teign Housing's Chief Executive.	H&S Committee and Board.
	We will review all our H&S policies requiring annual review to ensure that they are up to date and meet the organisations needs and operational structure.	Reviewed and updated policies & procedures will be ratified through the defined governance route. H&S Management system aligned with HSG 65	Health and Safety Committee & Board Reports
	We will undertake H&S auditing of the H&S Management system, to provide assurance to board that it is being implemented across the organisation and to identify areas of good practice and those requiring further improvement.	An audit report for each area of our H&S Management system will be presented to the H&S committee over the financial year. H&S Management system aligned with HSG 65	Health and Safety Committee & Board Reports
	We will appoint ROSPA to undertake an audit of our H&S Management system.	ROSPA accreditation.	H&S Committee
	We will appoint an external independent suitably qualified Fire specialist to undertake a full audit of fire management system to ensure that it is fit for purpose. This will include looking at the policy,	Independent confirmation that our Fire Management is fit for purpose and that Teign Housing is meeting all its legal requirements under the Regulatory Reform (Fire Safety) Order 2005.	Health and Safety Committee and Board Reports

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	management processes, risk assessment, training, planned maintenance etc.		
	Safe systems of work will be developed and documented where the risk assessment has identified the need.	Safe systems of work documented as a control against the Risk Register on Decision Time.	H&S Committee
	We will keep the health and safety risk register under review and ensure that satisfactory controls are in place to control the risks and produce an action plan for areas requiring further controls.	A comprehensive risk register that details causes, consequences, controls, and an action plan for each recorded risk.	Health and Safety Committee and Board Reports
	We will undertake an annual Health and Safety Inspection regime across all our buildings to ensure that they comply with the relevant Health and Safety legislation and are safe for our residents and staff.	<p>All sites with communal spaces to have been inspected across the financial year and an action plan raised to address any areas of non-conformance or concern, which will be tracked through to completion.</p> <p>A year-on-year improvement on tenant satisfaction perception question 5 of the tenant satisfaction measures "that tenants are satisfied that their home is safe".</p>	Report to H&S Committee.
<b>Action Year 3 2025/26</b>	We will undertake the annual review our Health and Safety Policy to ensure that it reflects the progress that has been made in the development of the H&S management system.	<p>Reviewed and H&amp;S policy will be ratified by the Board and signed by the Chair &amp; Teign Housing's Chief Executive.</p> <p>H&amp;S Management system aligned with HSG 65</p>	H&S Committee and Board.

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	We will appoint an external independent suitably qualified Fire specialist to undertake a full audit of fire management system to ensure that it is fit for purpose. This will include looking at the policy, management processes, risk assessment, training, planned maintenance etc.	Independent confirmation that our Fire Management system is fit for purpose and that Teign Housing is meeting all its legal requirements under the Regulatory Reform (Fire Safety) Order 2005.	Health and Safety Committee and Board Reports
	We will undertake an annual Health and Safety Inspection regime across all our buildings to ensure that they comply with the relevant Health and Safety legislation and are safety for our residents and staff.	All sites with communal spaces to have been inspected across the financial year and an action plan raised to address any areas of non-conformance or concern, which will be tracked through to completion.  A year-on-year improvement on tenant satisfaction perception question 5 of the tenant satisfaction measures "that tenants are satisfied that their home is safe".	Report to H&S Committee.

Theme	How we will do this	What success will look like	How will we monitor it
<b>Culture</b> <b>Year 1</b> <b>2023/24</b>	We will use the HSE's health and safety climate tool to measure Teign Housing's Health and Safety Culture. We will use the findings of the survey to: <ul style="list-style-type: none"> <li>• Inform us of the areas where we can improve.</li> <li>• Compare the results between employees and management.</li> <li>• Benchmark our safety culture against wider industry from information held by the HSE (Health and Safety Executive) (Health and Safety Executive).</li> </ul>	Staff engagement with the questionnaire which will provide us with meaningful information which will enable us to identify areas for improvement and to benchmark against wider industry.	Health and Safety Committee Report
	We will monitor usage of our lone working devices and work with managers and staff to ensure effective use of the system is maintained.	High staff engagement with lone working devices.	Health and Safety Committee Report
	We will develop a lesson's learnt process to help staff and customers learn from H&S Incidents (including near misses) to raise awareness of the actions that can be taken to protect their own H&S and that of others.	A documented lessons learnt process and evidence of information sharing on our intranet and tenant facing internet pages.	SHOP
<b>Culture</b> <b>Year 2</b> <b>2024/25</b>	We will use the HSE's health and safety climate tool to measure Teign Housing's Health and Safety Culture. We will use the findings of the survey to: <ul style="list-style-type: none"> <li>• Inform us of the areas where we can improve.</li> </ul>	Increased in numbers of staff completing the Safety Climate tool from previous year.  Improved scores in the annual H&S Climate Survey.	Health and Safety Committee Report



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	<ul style="list-style-type: none"> <li>Compare the results between employees and management.</li> <li>Benchmark our safety culture against wider industry from information held by the HSE.</li> </ul>	Improvement against the industry benchmark figure.	
	To promote a positive health and safety culture we will ask all levels of leadership to conduct multi-disciplinary safety tours.	<p>We will produce a quarterly programme for multi-discipline safety tours to be undertaken.</p> <p>Any remedial actions arising will be tracked to completion.</p> <p>Improved scores in the annual H&amp;S Climate Survey.</p>	Health and Safety Committee Report
	We will monitor usage of our lone working devices and work with managers and staff to ensure effective use of the system is maintained.	High staff engagement with lone working devices.	Health and Safety Committee Report
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	We will monitor usage of our lone working devices and work with managers and staff to ensure effective use of the system is maintained.	High staff engagement with lone working devices.	Health and Safety Committee Report
<b>Training</b> <b>Year 1</b> <b>2023/24</b>	All new starters will receive a H&S induction from the H&S Team within 1 week of their start date.	Completed H&S Induction paperwork on record in staff file.	HR
	We will provide risk assessment refresher training to all managers.	Suitable and sufficient risk assessments recorded on assure.	Audit – with findings reported to H&S Committee
	The H&S Manager will work with the HR Learning and Development Advisor to review Teign Housings Training matrix to ensure appropriate H&S Training has been identified for all roles across the organisation.	A comprehensive training matrix for the organisation ensuring that H&S training needs analysis is incorporated into the annual training programme.	H&S Committee
	All levels of Teign Housing including members of the Board will receive IOSH (Institution of Occupational Safety and Health) (Institution of Occupational Safety and Health) H&S training on recruitment relevant to their role.	All staff will have completed the training.	H&S Committee

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	All staff undertaking lone working will receive face to face conflict resolution and breakaway training.	All staff will have completed the training.	H&S Committee
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	All levels of Teign Housing including members of the Board will receive IOSH H&S training on recruitment relevant to their role.	All staff will have completed the training. H&S TNA (Training Needs Analysis) requirements are being met.	H&S Committee
	We will include resident focused safety information in our ezine to help inform residents of steps they can take to keep themselves, their families, and other residents safe.	Health and safety information regularly included within the ezine magazine.  A year-on-year improvement on tenant satisfaction perception question 5 of the tenant satisfaction measures "that tenants are satisfied that their home is safe".	SHOP
	All staff will receive training on incident reporting so they will understand, what an incident is and when it needs to be reported.	Increased near miss incident reporting on Assure.	H&S Committee
	All staff undertaking lone working will receive face to face conflict resolution and breakaway training.	All staff will have completed the training.  H&S TNA requirements are being met.	H&S Committee
	All staff will receive regular toolbox talks relevant to the activities that they undertake.	All staff will have completed the training. H&S TNA requirements are being met.	H&S Committee

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	All staff will receive regular toolbox talks relevant to the activities that they undertake.	All staff will have completed the training.  H&S TNA requirements are being met.	H&S Committee
	All staff will undertake H&S refresher training.	All staff will have completed the training.  H&S TNA requirements are being met.	H&S Committee
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