

# HEALTH AND SAFETY POLICY

## 1. INTRODUCTION

ISHA is committed to ensuring, so far as it is reasonably practicable, the health, safety, and welfare of all employees, residents, contractors and any others affected by our activities. We will comply with Health and Safety legislation, associated regulations, and approved codes of practice.

## 2. AIMS

ISHA aims to:

- ensure, as far as reasonably possible, the health and safety of all employees at work and ISHA residents in their homes.
- follow applicable health and safety laws and regulations.
- ensure safe, healthy working conditions and systems.
- offer appropriate and adequate information, guidance, oversight, and instruction to support health and safety improvements.
- promote the prevention of accidents and cases of work-related ill health.
- consult employees on health and safety matters affecting them.
- continuously improve health and safety performance.

## 3. SCOPE

This policy applies to ISHA's Board, employees, agency staff, residents and contractors.

## 4. POLICY

### 4.1 Roles and responsibilities

#### Employee responsibilities

- Taking reasonable care of their own health and safety.
- Following ISHA procedures and training.
- Reporting hazards, accidents, and unsafe practices.
- Engaging with training, as and when needed.

#### Line managers responsibilities

- Policy implementation within their teams.
- That staff are familiar with applicable health and safety policies.
- Risk assessments for staff have been completed.
- The environment is safe for staff and visitors.
- Establishing safe systems of work.
- Carrying out risk assessments and verifying that control measures have been implemented.
- Accidents, incidents, and near misses are reported, investigated, and followed up as necessary.
- Protective clothing and equipment are used whenever required.
- Staff receive relevant health and safety training.

#### ISHA Board responsibilities

- Monitoring compliance with health and safety policies.

To achieve this, the Board will:

- Review and approve this Policy every three years or after significant changes.
- Review health and safety performance quarterly, address significant risks promptly, and actively promote health, safety, and welfare standards across ISHA.

### **Management Team (MT) and Leadership Team (LT) responsibilities:**

- Pursuing this policy's goals.
- Ensuring line managers are trained, competent, and aware of their health and safety responsibilities.
- Providing managers with resources, equipment, documentation, and guidance to meet health and safety standards.
- Overseeing departmental health and safety to ensure compliance with laws, policies, and best practice.
- Maintaining adherence to health and safety regulations.
- Supplying necessary resources for health and safety.
- Reviewing this policy every three years.

### **Director of Housing and Neighbourhoods responsibilities:**

- Managing the operations of the Health and Safety Compliance Team
- Coordinating the Heads of Assets & Repairs and Building Safety to ensure housing stock safety assurance.
- Keeping LT updated on health and safety issues in their service area.
- Lead officer on H&S with the Regulator

### **Director of Culture, Communications and Involvement**

The Health and Safety Officer (ISHA office) is the Director of Culture, Communications and Involvement. Administrative actions may be delegated to the Facilities officer.

- Preparing, reviewing, and updating this policy in connection with accident and hazard reporting procedures, fire and safety protocols, evacuation guidance, and organising fire drills.
- Processing accident and hazard report forms pertaining to the office, while maintaining records of all reports completed throughout ISHA.
- ensuring adherence to the responsibilities outlined in this policy and reporting any non-compliance to the Leadership Team for appropriate sanctions to be imposed.
- liaison with health and safety officers, environmental health officers, fire brigade, etc. and ensuring appropriate recommendations are implemented.
- Secretariat to the Health and Safety Forum.

### Head of People and Culture responsibilities:

The Health and Safety Officer (employees) is the Head of People and Culture.

- Compliance with policy and overseeing the preparing, reviewing and updating this policy.
- Ensuring compliance with the responsibilities outlined in this policy and reporting failure to comply to the Leadership Team for sanctions to be applied.
- Implementing the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and all such other legislation or requirements as may be enacted from time to time.

### Contractors' responsibilities:

- Be suitably competent and validated for activities they are carrying out on ISHA's behalf
- Meet all legal health and safety requirements for ISHA work
- Comply with ISHA's health and safety policies and procedures
- Create and maintain a safe working environment
- Report all accidents, near-misses, and health and safety breaches to ISHA as needed.

### Health and Safety Forum responsibilities:

The Health and Safety Forum, led by the Chief Executive, meets every quarter with senior managers and staff health and safety reps. It is responsible for:

- Implementing and monitoring the H&S policy
- Reviewing health and safety reports on contraventions, incidents, and near misses affecting staff and residents
- Addressing health and safety issues identified by the organisation or audit reports

### Chief Executive responsibilities:

- Holds primary responsibility for implementing this Policy and ensuring that adequate resources are allocated to health and safety throughout ISHA. They will:
- Lead effectively to maintain ongoing safety awareness among employees.
- Implementing and ensuring compliance with this Policy is assigned to the Leadership Team and relevant employees within their respective areas of oversight.

## Risk and hazards assessment

4.2.1 The Head of People and Culture will oversee the preparation and updating of all risk assessments for all parts of ISHA's activities and facilities. They will do so in conjunction with the Director of Housing & Neighbourhoods for all activities and facilities taking place at/from the main office and outside the office.

Annual risk assessments will be carried out, with extra reviews for new facilities or processes. Employees must report concerns without delay and Managers must respond promptly and take corrective action.

## **5. HEALTH AND SAFETY**

Failure to comply with existing legal or regulatory obligations on health and safety has been considered in this policy.

## **6. EQUALITY AND DIVERSITY**

ISHA is committed to equal opportunities and fair treatment of all. We will take account of diversity and ensure that all colleagues and other stakeholders who we work with understand roles and responsibilities across all levels of the organisation.

## **7. TRAINING (LEARNING AND DEVELOPMENT)**

ISHA will ensure that all colleagues are made aware of this policy and that managers are trained and supported appropriately to understand the policy, and that it is consistently applied. Health and Safety induction is provided for all staff. Health and Safety training will be provided specifically to individual job roles and identified needs, and staff will be reminded about the policy on a regular basis through staff meetings and communications.

## **8. DATA PROTECTION CONSIDERATIONS**

Personal data relating to health and safety incidents, accidents, sickness records, and occupational health will all be stored securely. Health and safety records will be kept in line with our retention guidelines.

## **9. STATUTORY AND REGULATORY FRAMEWORK**

- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment Regulations 1992 (PPE)
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Regulatory Reform (Fire Safety) Order 2005

## **10. REVIEW**

This policy will be reviewed every three years, or sooner if legislation changes. Leadership Team are responsible for approval of this policy, before it goes to ISHA's Board for final approval.

## 11. ASSOCIATED DOCUMENTS

- Asbestos Management
- Electrical Safety
- Fire policy (Office)
- Fire Safety
- Water Hygiene Policy
- Manual Handling
- Panic alarm procedure
- Lone Working Policy
- Playground equipment
- Reporting an incident or a near miss
- Role risk assessment template
- Smoking, drugs and alcohol (see staff handbook)
- Stress at work
- Stress risk assessment
- Pregnancy risk assessment
- Working at Height

## 12. KEY PERFORMANCE INDICATORS

### 12.1 ISHA staff health and safety KPI scorecard \*

This scorecard provides an overview of key Health & Safety performance indicators and targets for ISHA staff and office-based personnel.

Category	KPI	Target
Compliance	Staff risk assessments completed	100%
Compliance	Policy review adherence	Every three years or after significant change
Incident Management	Accidents per 100 staff	↓ vs last year
Incident Management	Incident case closure time	10 days
Incident Management	RIDDOR compliance	100%
Training	Induction online H&S completion	100%
Training	Annual H&S training	95%
Training	H&S awareness communications	4 per quarter
Continuous Improvement	Audits completed	100%
Continuous Improvement	Audit actions closed	90%

\*This comes into force from 6<sup>th</sup> April 2026

12.2 The safety of our tenants is tracked by the Tenant Satisfaction Measures (TSM's) and ISHA's Compliance Scorecard which is monitored by Leadership Team monthly, Property Investment Committee (pic) quarterly and Board annually.

Reference	Version	Created	Author	Review	Board Approved
Health and safety policy	8	November 2025	Director of Housing and Neighbourhoods	November 2028	03/12/2025