

Plymouth Community Homes

HEALTH AND SAFETY POLICY

Approved by:	<i>Audit and Risk Committee</i>
On:	<i>28th April 2026</i>
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1 Summary

This policy sets out how Plymouth Community Homes will, in so far as is reasonably practicable, ensure the health, safety & wellbeing at work of all its employees and ensure that non-employees such as visitors and tenants are not exposed to health and safety risks from its work activities.

The policy also sets out our commitment to achieving compliance with and beyond the minimum requirements of the Health and Safety at Work etc. Act 1974 and associated Regulations.

2 Who this document is relevant to

This policy applies to all employees, contractors, tenants and visitors in Plymouth Community Homes premises and those affected by our activities.

3 Related Health and Safety Management Standards

There are a number of health and safety management standards the scope of documents can be found on page 11.

4 Related legislation

- Health and Safety at Work Act 1974,
- 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)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Building Safety Regulations 2022

The examples listed above are not exhaustive; Plymouth Community Homes considers all other applicable health and safety legislation, regulations, Approved Codes of Practice (ACOPs), and national guidance relevant to our operations.

5 Training Requirements

The People & Culture Team will identify and arrange health and safety training based on guidance from Line Managers, the Health & Safety team and relevant role profiles. They will support the Executive Management Team, Senior managers, Line managers and Board members to undertake relevant health and safety training.

6 This document replaces

Health & Safety Policy dated 29 April 2025.

7 Process for monitoring compliance and effectiveness

Monitored by Health & Safety audits and inspections.

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Health and Safety Policy Statement

Plymouth Community Homes takes the health, safety and wellbeing of its colleagues very seriously, along with prioritising the health, safety and wellbeing of all its visitors, tenants, customers, contractors and local people in the communities we work within.

PCH is committed to ensuring no colleagues, tenants or visitors are exposed to health and safety risks from our work activities, and ensuring identified significant risks are well managed and compliant with relevant health and safety legislation. This includes protecting and promoting colleague wellbeing, including mental health and the prevention and management of work-related stress, recognising this as an integral part of our health and safety responsibilities.

How are we going to do this?

By providing the right tools, equipment, advice and training to our workforce, and ensuring sensible systems are in place to prevent anyone from being harmed by our activities.

Significant risks will be assessed, outcomes and control measures communicated to relevant people.

We provide and maintain safe and healthy working conditions and places to live.

Who is going to make sure this happens?

We all have a responsibility to make sure our activities are carried out safely, and we ask our colleagues, customers, visitors and contractors to commit to following our safe working practices so we can deliver safe homes and safe working environments.

The Board and Chief Executive of PCH are committed to ensuring the right resources, funding and focus is in place for this to happen.

Further information on how you can help is found in our Health and Safety Policy, which will be reviewed regularly.

Signed:



Jonathan Cowie – Plymouth Community Homes Chief Executive

Date:

20th April 2026

YOUR SAFETY IS OUR TOP PRIORITY

ORGANISATIONAL RESPONSIBILITIES FOR HEALTH & SAFETY

1.0 Board Members will give strategic direction and will:

- 1.1 Plymouth Community Homes aligns its leadership approach with INDG417 (rev1) Leading Health and Safety at Work, published jointly by the Institute of Directors and the Health and Safety Executive.
- 1.2 This guidance outlines the core principles of effective health and safety leadership and sets clear expectations for directors and board members in providing strategic direction, integrating health and safety, and wellbeing into business decisions, and demonstrating visible, proactive commitment. Aligning with INDG417 helps ensure PCH maintains strong governance and promotes a positive health and safety culture across the organisation.
- 1.3 Approve the Health and Safety Policy and approve and provide resources to manage health and safety and wellbeing within the business and consider these in all business decisions.
- 1.4 Monitor the overall performance of health and safety and wellbeing.

2.0 Our Executive Management Team will give strategic direction and will:

- 2.1 Provide direction and approve the Health and Safety Policy and management standards.
- 2.2 Ensure that robust health and safety management systems, arrangements and organisation exist in each Directorate.
- 2.3 Support the Chief Executive in meeting their health and safety responsibilities.
- 2.4 Review and monitor health and safety performance.
- 2.5 Discuss health and safety and wellbeing at EMT meetings.

3.0 Our Chief Executive is ultimately responsible and will:

- 3.1 Lead in line with core actions and good practice outlined in INDG417 (rev1) Leading Health and Safety at Work
- 3.2 Be responsible for the overall development and implementation of effective proactive health and safety management within Plymouth Community Homes.

4.0 Our Director of Place will:

- 4.1 Be the nominated health and safety Executive Director at Executive Management Team (EMT), supported by the Chief People Officer as the Executive Director overseeing wellbeing as part of health and safety.
- 4.2 Consult with EMT to regarding corporate health and safety issues identified and organisational performance that is monitored by the Audit and Risk Committee.
- 4.3 Monitor and review progress against the Commercial Services Service plan.

5.0 Our Executive Directors will provide strategic direction and will:

- 5.1 Provide effective health and safety leadership in accordance with the core actions and good practice outlined in INDG417 (rev1) Leading Health and Safety at Work – Leadership Actions for Directors and Board Members, jointly published by the Institute of Directors and the Health and Safety Executive.

- 5.2 Be overall responsible for wellbeing, health and safety compliance and performance in their Directorate.
- 5.3 Set targets and objectives and provide resources to ensure that the policy is used in safe working arrangements and that performance is measured and reviewed.
- 5.4 Provide visible and active leadership in good wellbeing, health and safety practice and leading by example.
- 5.5 Recognise the extent of their own personal responsibilities and liabilities and ensuring their own level of health and safety competency.
- 5.6 Adequately resource health and safety with both time and finances.
- 5.7 Ensure that Senior Managers make adequate provision for consultation with employees, including appointed safety representatives, on all health and safety matters.
- 5.8 Include health and safety and wellbeing as a standing item at Executive Management and Directorate Management team meetings.
- 5.9 Promote sensible risk management throughout our business and direct managers to ensure all significant risks are properly assessed, recorded, adequately controlled and reviewed.

6.0 Our Senior Leaders, Front Line Managers/Leaders, Supervisors and Team Leaders will provide strategic and operational direction and will:

- 6.1 Give health and safety a high priority and consider health and safety and wellbeing implications in all business decisions.
- 6.2 Meet the requirements of our health and safety management standards.
- 6.3 Identify all work-related hazards and with our health & safety advisors undertake suitable and sufficient risk assessments to reduce risks to a level that is as low as reasonably practicable.
- 6.4 Develop safe working practices, and make sure that colleagues are adequately informed, instructed, trained and supervised.
- 6.5 We consider the needs of people with varying needs to provide appropriate support and reasonable adjustments, removing barriers to ensure everyone can work safely and effectively
- 6.6 The Head of People and Culture will support managers with advice, interventions and development relating to wellbeing risks.
- 6.7 Make sure health and safety systems are used (such as accident reporting and investigation, planned inspections of the workplace etc).
- 6.8 Make sure systems are in place and used to consider and ensure competency of suppliers and contractors and monitor their health and safety performance.
- 6.9 Encourage the involvement of colleagues in health and safety decision making through inclusion on agendas at team meetings, toolbox talks, check-ins and objective setting etc.
- 6.10 Recognise the extent of their own personal responsibilities and liabilities and recognise their own limits of health and safety competency and ask for help if needed.
- 6.11 Provide visible and active leadership in good health and safety practice and lead by example.

- 6.12 Bring this Policy and relevant health and safety management standards to the attention of all colleagues and check that they fully understand the content.
- 6.13 Regularly monitor and review their areas health and safety performance.
- 6.14 Nominate suitable people to undertake health and safety functions, such as risk assessors, fire wardens, first aiders, workplace inspections etc.
- 6.15 Have adequate provision for consultation with colleagues, appointed safety representatives, contractors and tenants on health and safety matters, and include health and safety and wellbeing as a standing item at team meetings.
- 6.16 Keep health and safety records to meet legal requirements such as risk assessments, workplace inspections and supervision notes.
- 6.17 Investigate incidents with colleagues and members of the public and assist the health and safety team in the investigation of more serious incidents.
- 6.18 Ensure colleagues report all accidents, incidents and near misses. Focus on learning not blame, and using feedback, incident and near misses to improve how we work
- 6.19 If you are a Person in Control (PIC) of a premise you must ensure that all statutory duties are undertaken.
- 6.20 Provide and maintain adequate welfare facilities including drinking water, safe access and egress, clean and tidy workplaces, heating, lighting and ventilation and safe plant and equipment.
- 6.21 Consult all relevant documents such as the asbestos register before any building or alteration work is undertaken which disturbs the fabric of the building or grounds.
- 6.22 Co-operate and work with the Health & Safety Team.
- 6.23 Put in place a suitable system where visitors are required to record their visit to the particular premises (e.g. visitor's book).
- 6.24 Ensure that a person aged 18 or older (or is supported by a carer / responsible family member or friend, if necessary) is present during all visits to tenanted properties, carried out by PCH employees.

7.0 Our Colleagues will:

- 7.1 Co-operate with PCH on all health and safety and wellbeing matters.
- 7.2 Observe safe working procedures at all times and consider the health and safety of themselves and others at all times.
- 7.3 Stop work and inform their manager immediately of any wellbeing, health and safety problems, unsafe acts or conditions in the workplace, including working in intimidating situations.
- 7.4 Report any accidents, including concerns, incidents or near misses including verbal and physical abuse to their manager and to the Health and Safety team on the incident reporting system.
- 7.5 Wear any protective clothing or equipment and use any safety devices that have been provided for their health and safety.
- 7.6 Not misuse any equipment and safety devices that have been provided in the interest of their health and safety.
- 7.7 Ensure that a person aged 18 or over (or is supported by a carer / responsible family member or friend, if necessary) is present during all visits to tenanted properties.

7.8 Speak up if work is affecting their health or wellbeing.

8.0 Our Health and Safety Team will:

- 8.1 Act as the organisation's 'competent persons' as defined in the Management of Health and Safety at Work Regulations 1999, providing corporate oversight, advice, and assurance on general health and safety matters. (Specialist areas requiring technical competence, such as Fire Safety, Gas Safety, Asbestos Management, Legionella and CMD are the responsibility of the designated specialist teams or qualified officers within the organisational structure, as defined in sections 9 – 12 of this policy).
- 8.2 Lead and support Plymouth Community Homes in managing its general health and safety responsibilities. Working closely with People & Culture around wellbeing matters.
- 8.3 Review all new health and safety legislation and HM government guidance to ensure user friendly health and safety policy and management standards are introduced and kept up to date.
- 8.4 Develop and maintain a close working relationship with the board, employees, contractors and tenants on matters relating to health and safety.
- 8.5 Respond to customers, tenants and contractors' enquiries promptly and provide sensible risk management solutions.
- 8.6 Promote and advise on the process of risk assessment and support managers in carrying out these assessments.
- 8.7 Compile and provide statistics on incidents and health and safety performance.
- 8.8 Inform the Health & Safety Executive (HSE) as required by Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- 8.9 Assist line managers in the investigation of serious incidents and accidents.
- 8.10 Develop and implement suitable health and safety monitoring systems.
- 8.11 Where they have reason to believe that the health and safety of employees or others is at risk, temporarily suspend or stop any unsafe systems of work or processes including by any contractor.
- 8.12 Liaise with the appropriate enforcing authorities (such as the HSE).
- 8.13 In conjunction with Managers monitor the health and safety standards of contractors.
- 8.14 Actively seek solutions to promote sensible risk management across Plymouth Community Homes that takes bureaucracy away from our customers.

9.0 Homes and Safety – Building Safety & Compliance

- 9.1 The Head of Homes and Safety, is responsible for service delivery leading the management of responsive, planned, cyclical and void repair services, ensuring they support PCH's objectives, provide value for money, and achieve strong customer satisfaction and statutory compliance.
- 9.2 They will also oversee compliance across all PCH homes, including gas, electrical (Mechanical & Electrical), fire safety, asbestos, damp and mould, legionella, building safety and wider legal obligations.
- 9.3 Ensure compliance with relevant leases on corporate buildings and out of city premises.

10.0 Homes and Safety - Property Compliance

- 10.1 The Senior Compliance manager is responsible for compliance management and will monitor, manage and report on property compliance, ensuring full adherence to legal, statutory and regulatory requirements. They will work collaboratively across teams and with partners to provide a seamless service and support organisational efficiency.
- 10.2 Will provide specialist compliance advice, audits and inspections to all areas within Plymouth Community Homes as and when required.
- 10.3 Will provide quarterly Homes and Safety Compliance Reports to the Audit and Risk Committee for assurance and scrutiny.

11.0 Asset, Strategy, Delivery and Sustainability – Construction Safety (CDM)

- 11.1 All construction work undertaken for or on behalf of PCH must comply with the Construction (Design and Management) Regulations 2015 (CDM 2015).
- 11.2 The Head of Asset, Strategy, Delivery and Sustainability, is responsible for maintaining safe and healthy working environments and applying good health and safety practice in the design, coordination and management of all construction and maintenance activities.
- 11.3 They will ensure, PCH meets, and where possible exceeds, all legal and statutory requirements by providing appropriate support to all parties involved. The same commitment to high standards of health and safety is expected from all consultants, contractors and employees engaged in PCH construction projects. (Reference - PLYMOUTH COMMUNITY HOMES Construction Design Management (CDM) Policy).

12.0 Visitors, Contractors, Tenants and Members of the Public visiting premises/workplaces will:

- 12.1 Comply with our health and safety policy, management standards and local procedures.
- 12.2 Where applicable will be required to wear a 'visitors' identification badge.
- 12.3 Where applicable work to agreed method statements and risk assessments etc.

13.0 Audit & Risk Committee will:

- 13.1 Ensure a suitable Risk Management framework is in place and kept under review to ensure that PCH has effective arrangements in place to manage health and safety risks.
- 13.2 Monitor and review Strategic Risks in relation to corporate health and safety, and monitor health and safety performance, providing assurance to the Board
- 13.3 Further details of the roles and responsibilities can be found in the Audit and Risk Committee Terms of Reference.

14.0 Risk and Assurance Manager

- 14.1 The Risk and Assurance Manager will provide updates and assurance to the Board and Audit & Risk Committee that Plymouth Community Homes has robust & effective arrangements in place to manage health and safety risks.

- 14.2 This includes managing the risk process on a day-to-day basis, through the creation of the organisations strategic and operational risk registers and their effective monitoring.
- 14.3 The Risk and Assurance Manager will support the Board, ARC and EMT through regular reporting on appropriate risks.

15.0 Colleague Representation

- 15.1 We promote and value the contribution that colleague representation can make to improving and maintaining health and safety standards.
- 15.2 Plymouth Community Homes recognises that colleague wellbeing, including mental health and work-related stress, is a key health and safety consideration and will be managed through a coordinated approach between managers, People & Culture and the Health & Safety Team.
- 15.3 We will provide facilities and assistance to safety representatives to enable them to carry out their functions.
- 15.4 We will consult colleagues in good time on matters of health and safety arrangements and practice through appointed safety representatives.
- 15.5 We encourage our safety representatives to develop a pro-active approach to health and safety within their areas of responsibility, and to work with our managers and health and safety advisors in developing joint solutions.

16.0 Systems for implementing the Health and Safety Policy

- 16.1 Further guidance on specific topics can be found in our health and safety management standards and codes of practice.
- 16.2 These will develop over time with changes in health and safety legislation and best practice and will be updated and revised as necessary by our health and safety team.
- 16.3 Our Health and Safety Policy and management standards are the minimum standard that is expected to be achieved, and against which health and safety performance will be monitored, reviewed and audited.
- 16.4 A copy of the Health and Safety Policy can be found on the “Strategy & Policies” page on Sharepoint. Management Standards and Codes of Practice can be found on the Health and Safety and QA Sharepoint pages.

17.0 Monitoring

- 17.1 Overall corporate health and safety performance and compliance will be monitored using a variety of quantitative (factual) and qualitative (subjective) measures such as:
 - Incident statistics,
 - Provision of health and safety training,
 - Existence of up-to-date operational documentation,
 - Findings from internal and external health and safety audits,
 - Other performance indicators as described within health and safety related Operational procedures.
 - External benchmarking against comparable organisations.
- 17.2 The corporate health and safety team will provide the following periodic management information/reports, that will provide assurance, identify any issues

arising, trends, identify actions undertaken to resolve, and assist leaders across PCH in decision making and keeping colleagues informed:

- Monthly health and safety dashboard report to Executive Management, Senior and Wider Management teams,
- Quarterly overview report at Joint Consultative Committee Meetings (JCC),
- Bi-annual Health and Safety report to the Audit and Risk Committee,
- Bi-annual Health and Safety report to the Board.

18.0 Corporate Management Standards:

Accident and Investigation (MS01)
Asbestos (MS02)
Contractors (MS03)
COSHH (MS04)
Display Screen Equipment (MS05)
Electricity at work (MS06)
Event safety (MS07)
Fire (MS08)
First Aid (MS09)
Forklift truck safety (MS10)
Gas (MS11)
Health and safety induction (MS12)
Health and safety inspections (MS13)
Legionella (MS14)
Lone working (MS15)
Manual Handling (MS16)
New & expectant mothers (MS17)
Noise at work (MS18)
Risk assessment (MS19)
Stress (MS20)
Vibration at work (MS21)
Violence and Aggression (MS22)
Work at height (MS23)
PPE (MS24)
Occupational Health (MS25)
Construction Design and Management (MS26)
Hybrid & Mobile Working (MS27)
Confined Spaces (MS28)
Scaffold (MS29)

