transform housing & support

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Registered provider of social housing: H2452 | **Registered with Ofsted:** 2791302

Health and Safety Policy

Policy author	Steven Dicks – Health & Safety Lead
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Version number	4
Has this policy been signed off by the Client Forum (if applicable)?	N/a
Affected	All

Values

Respect	**Empowerment**
• Value diversity and fairness. • Act with honesty and integrity. • Treat people with care and compassion.	• Support the needs of everyone. • Encourage personal development and independence. • Provide safety, stability, and security.
Responsibility	**Excellence**
• Work together, in partnership. • Take responsibility for our actions. • Continue learning and improving.	• Provide a first-class service. • Deliver excellent value for money. • Explore innovative ways of working.

This Policy contains our general health and safety policy statement and arrangements for managing, health, safety and wellbeing as outlined in the Health and Safety at Work Act 1974 (HSWA) and the Management of Health and Safety at Work Regulations 1999 (MHSWR). It closely follows the core criteria set out in the UK Health and Safety Executives (HSE). It is a requirement of all organisations with 5 or more employees to have and to display a written policy statement.

Related management plans

Good Health & Safety practice will be delivered by the use of effective management plans.

The following management plans are designed to supplement and support this policy detailing how, in practice, the aims of this policy will be carried out. Management plans are created to address Health & Safety where specific areas of legislation exist. The management plans are reviewed as stated on each management plan. This policy is to be read in conjunction with the management plans.

- Asbestos safety management plan
- Electrical safety management plan
- Fire safety management plan
- Gas safety management plan
- Legionella management plan
- Driving for work management plan
- Working at heights and access equipment management plan
- Manual handling management plan
- Damp & Mould Management plan
- Lifts management plan

1. Scope

1.1 This policy and its arrangements apply to all Transform Housing & Support [Transform] employees and are equally applicable to Contractors and Service providers working on behalf of Transform.

1.2 This policy acts as the foundation for all other relevant safety standards, processes, procedures, guidance, and arrangements.

2. Purpose

2.1 To effectively communicate Transform's legal duties for health and safety and to clearly outline arrangements, responsibilities and requirements needed to achieve this.

3. Aims and Objectives

3.1 Our aim is to have the highest possible safety standards for our employees, and everyone we work with and to help us ensure we maintain safe and healthy working environments.

4. Statement of Intent

4.1 Transform Housing & Support is committed to providing safe homes and safe working environments for everyone affected by our activities.

4.2 We accept our legal and moral obligations to meet all relevant legislation and strive to follow approved codes of practice and other HSE (Health and Safety Executive) guidance. Continuous improvement is embedded in our approach to health and safety management.

4.3 Transform's Board has set out the following objectives that reflect the minimum controls that MUST be kept for us to continue to promote safe working practices and provide safe working and living environments:

1. Ensure risk assessments, safety checks and audits are carried out.
2. Ensure building safety compliance is fully met.
3. Ensure employees are provided with resources, information, instruction, and training so they have the confidence and capability to deal effectively with health and safety issues.
4. Ensure reports for monitoring safety performance are prepared and shared with the organisation.
5. Ensure fire risk controls are fully met.
6. Ensure adequate controls are in place to reduce the risk of accidents, incidents and near misses.

7. Ensure suitable procedures are in place to report, record and review accidents, incidents and near misses.

4.4 To ensure continuous improvement, this statement is reviewed and updated annually or sooner if required.

Signed: Date: 21 May 2026

Ollie Smedley, Chair, on behalf of the Board of Transform Housing & Support

5. Arrangements for Health & Safety Management

5.1 The arrangements are proportionate to the level of risk that Transform is exposed to. Our approach to health and safety management adopts the principles of Plan, Do, Check, Act, set out in Health and Safety Executive (HSE) Guidance for Directors and Board Members.

5.2 We incorporate the following essential principles within our arrangements

- Strong and active leadership from the top
- Visible, active commitment from the board
- Effective communication
- Employee involvement
- Training
- Assessing and managing risks.

Figure. Planning, Doing, Checking, Acting cycle (PDCA)

6. Communication

6.1 To achieve success in health and safety management, there needs to be effective communication up, down and across Transform. We communicate information to employees about risk, and health and safety and how we can all work safely together. We provide opportunities for employees and clients to raise concerns with us about health and safety matters.

6.2 The Health & Safety Steering Group and the Staff Forum provides a forum for employee representatives and management to work collectively to improve health and safety. There is a standard Health & safety item on Staff Forum and any issues raised are directed across.

7. Implementation

7.1 The implementation of this policy is the responsibility of everyone at Transform. Failure to follow the policy will be taken seriously. Failures will be investigated, and appropriate action will be taken, including disciplinary action for serious breaches.

8. Responsibilities, Specific roles, responsibilities, and duties are outlined within this section.

8.1 Safety starts at the top of our organisation with the Board having ultimate responsibility and oversight of health & safety. While it's also understood that everyone has responsibilities and duties with health and safety, the table below aims to show these responsibilities, and the resources needed to help us manage health and safety effectively.

8.2 Roles and Responsibilities:

Role	Responsibilities
The Board	• The Board is responsible for ensuring adequate resources are in place to comply with health and safety requirements. • The Board is responsible for monitoring delivery of this policy and compliance with statutory duties. • The Board is responsible for reviewing the outcomes and findings from investigations of accidents, incidents and near misses. • The Board will pass authority to the Chief Executive and the Executive Team to implement this policy.
Chief Executive	• The Chief Executive will ensure responsibility for health and safety is understood at all levels within Transform. • The Chief Executive will ensure Directors, Managers and employees undertake their duties in relation to this policy.
The Executive Team	• The Executive Team has overall responsibility for safe systems of working. • The Executive Team will lead the response to serious accidents, incidents and near misses. • The Executive Team will provide instruction to ensure the right action is taken to prevent serious incidents happening again.

The Health & Safety Steering Group	• The Health and Safety Steering Group is responsible for monitoring matters relating to health and safety. • The Health and Safety Steering Group reports and makes recommendations to the Senior Leadership Team, Executive Team and the Board as required. • The Health and Safety Steering Group will oversee the co-ordination of health and safety across the organisation. • The Health and Safety Steering Group with receive, review, and share safety information with the organisation.
Health & Safety Lead	• The Health & Safety Lead provides information, assistance and advice with health and safety matters. • The Health & Safety Lead Investigates and reports on significant accidents, incidents, and near misses. • The Health & Safety Lead produces health & safety reports for the organisation. • The Health & Safety Lead supports the Internal Audit Program (Safety & Building Compliance). • The Health & Safety Lead acts as principal contact with external governing bodies such as the HSE – Health and Safety Executive.
Role	**Responsibilities**
Managers	• Managers respond to all safety issues, accidents, incidents and near misses. • Managers investigate and provide reports and documentation, as necessary. • Managers utilise resources for prevention of harm and management of risks. • Managers monitor remedial actions to a satisfactory conclusion. • Managers regularly review data and statistics to develop and improve on accident, incident and near misses' prevention strategies. • Managers must adopt this policy and ensure requirements are put into action. • Managers must ensure risk assessments are in place where required and that they are reviewed at appropriate intervals. • Managers are responsible for following polices and guidance. • Managers are required to respond to safety issues or concerns raised by anyone and take appropriate action. • Managers are required to report incidents and seek support from the Health & Safety Lead or the Executive Team.
All Employees	• Employees have a duty to follow the instructions of their employer by adhering to the polices and guidance provided. • Employees are responsible for ensuring their own personal safety and the safety of others. • Employees are expected to report concerns about safety to their Line Manager or Health & Safety Lead. • Employees are expected to work in a safe way to prevent accidents and incidents.

9. Accidents, Incidents and Near misses

9.1 Our Accidents, Injuries and Near misses reporting procedure sets out how we investigate and manage accidents, incidents, near misses, illness, dangerous occurrences, acts of aggression, vehicle incidents and fire.

9.2 We operate a severity level investigation system to help us understand the level of investigation required:

- Level 1: Minor injury
- Level 2: Injury requiring time off work
- Level 3: Major injury
- Level 4: Fatality

9.3 The Health & Safety Lead investigates major accidents, incidents, and near misses such as those resulting in serious injury, those which have caused severe property damage, those that could have resulted in serious outcomes and those reportable under Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR).

9.3 The Health & Safety Lead manages communications with statutory bodies such as the Health and Safety Executive (HSE).

9.4 All accident, incident and near miss reports are investigated to help us identify why existing safety controls failed and where we can make improvements to prevent reoccurrences.

10. First Aid

10.1 Transform is responsible for ensuring we have the right provisions in place to help employees who may need first aid support.

10.2 Our First Aid at Work Policy sets out how we manage First Aid.

10.3 Our First Aiders provide assistance in cases of accidents and incidents that have resulted in injury or harm.

10.4 Our first aiders are responsible for:

- Summoning further help when needed, such as calling for an ambulance.
- Providing basic first aid treatment to help prevent a person needing first aid from worsening.
- Checking the contents of first aid boxes and other related first aid equipment.
- Assisting with completing accident, incident and near miss reports if ‘treatment’ has been given.

11. Fire Wardens

11.1 Transform views fire as one of the core risks to the organisation and places fire safety as a top priority.

11.2 Our Fire safety management plan sets out how we manage fire.

11.3 Our Fire Wardens ensure colleagues, clients and visitors can evacuate safely during emergencies.

11.4 Our Fire Wardens are responsible for:

- Carrying out Fire drills.
- Summoning further help when needed, such as calling the fire brigade.
- Undertaking checks and walkarounds and reporting any fire related issues.
- Assisting with completing an accident, incident and near miss report if a fire occurs.
- Instructing employees to evacuate calmly when required.

12. Health and Safety Training

12.1 Health and safety training is assessed as part of each employee's welcome and induction. This continues to be reviewed during one-to-one supervision sessions, quarterly reviews and following a review of risk assessments.

12.2 All employees undertake the mandatory training listed below when they commence employment and take refresher training at appropriate intervals:

- Health & Safety Essentials
- Display Screen Equipment
- Asbestos Awareness
- Lone Worker Safety
- Manual Handling
- Driver Awareness

12.3 Senior managers are required to attend IOSH Leading Safely Training.

12.4 Other health and safety training is contained in the organisation's training plan, which is reviewed at least annually to ensure everyone can undertake their duties safely. The training plan is designed to support safe systems of working and compliance with statutory duties covering all operations and all types of service provision.

13. Contractors and Service Providers

13.1 Our Contractors and Service providers play a key role in ensuring the safety of clients, employees and buildings when delivering their services.

13.2 Our contractor vetting process ensures contractors, service providers and suppliers have adequate health and safety policies and arrangements along with the required qualifications, accreditations, and trade body memberships to deliver services safely.

13.3 Supply chain partners are required to sign up to and adopt the Contractor and Service Provider Code of Conduct that sets out the behaviors and other requirements necessary for our supply chain to deliver services safely.

13.4 We are committed to supporting the clear message of a Stop-Work approach. Contractors and service providers are encouraged to cease any work-related activities and tasks when they feel at risk from unsafe practices and unsafe working environments.

13.5 We understand the importance and benefits of clear communication with our contractors and service providers and make sure that a safe and confidential reporting and discussion environment is maintained.

13.6 We require our Contractors and Service Providers to: (List non-exhaustive).

- Comply with their Health and Safety Policies and arrangements.
- Follow our Contractor and Service Provider Code of Conduct.
- Be aware of the accidents and incidents reporting procedure.
- Follow our drug and alcohol policy.
- Comply with all legislation relevant to the services being delivered.
- Share safety information with all responsible and affected persons.
- Effectively plan, manage, and control work activities to be safe.
- Ensure all responsible persons have read, understood, and acknowledge the Contractors and Service Providers' Code of Conduct and its contents.
- Ensure employees working on site and clients are aware of services and work being carried out in or near their homes.
- Ensure all employees and subcontractors working on site are familiar with the Fire safety and emergency arrangements.
- Follow site rules.
- Provide own first aid.

- Make sure employees and subcontractors are competent, suitably trained and sufficiently resourced with correct personal protective equipment and tools. Wear ID badges and make them visible for employees and clients to see.
- Keep the working area clean and tidy and free from obstructions and trip hazardous such as trailing power cables and boxes.
- Follow our smoke-free policy.
- Always remain respectful and courteous.
- Understand our safeguarding protocols.
- Understand the Stop-Work approach.

14. Continual Improvement

14.1 We regularly look to see how we can improve safety to make sure the processes and procedures in place are working properly.

14.2 The Health and Safety Steering Group uses information from the health and safety compliance score card, accident, incident and near misses reports, audits and information discussed at the safety meetings to help us understand how things could be done better and to show us where things are working well.

14.3 The score card is reviewed regularly to ensure it evaluates performance covering all key risk areas such as:

- Occupational safety
- Asbestos
- Fire
- Gas
- Electricity
- Water
- Lifts
- Damp & Mould

14.4 What we learn from this information is considered when we review and update our policies, processes, and procedures. This information is also used to review and set safety goals and targets.

15. Review

15.1 This Policy and our Statement of Intent will be reviewed annually or sooner if required and will be signed off by the Chair, on behalf of the Board of Transform.