

Responsible Executive Director Operations	Health and Safety Strategy 2023-26	
Section Property Services	September 2023	

1 Aim

Having delivered the 2020-2023 Health and Safety (H&S) Strategy and Action Plan with many functions now business as usual, this updated Strategy includes more acknowledgement of and focus on operational/occupational health and safety, the culture and training of health and safety throughout RHG, working more closely with partners and contractors, and using the Housing Health and Safety Rating System (HHSRS) as a standard method to identify hazards and risks.

The aim of this Strategy is to ensure our customers', colleagues' and contractors' safety by meeting all landlord statutory health, safety and compliance obligations. It sets out key priorities to strengthen our approach over the next three years and outlines how we will build our systems to deliver high performance as exemplars in the sector as well as customers' involvement in H&S. Effective health, safety and compliance management underpins everything we do, and we are committed to a programme of continuous improvement. This Strategy supports our Corporate Plan and Annual Business Plan, in particular:

- Built on what customers said matters > Reliable Landlord Services, Good Quality Homes, Support and Advice.
- Driven by the Board and informed by colleagues and customers through engagement > including customer survey of 1000+.
- Aligned to our new Target Operating Model.

This Strategy sets out how we will continuously improve our approach to the management of health and safety and develop our systems to ensure that a robust framework of management, monitoring, and assurance is in place. **It is supported by an annually reviewed H&S Policy and** a statement of intent of how we will meet legal obligations placed upon RHG under Section 2 of the Health and Safety at Work Act 1974 to provide an appropriate written statement.

The Regulator for Social Housing (RSH) clearly outlines its expectations: 'Providers must understand and fully meet all their existing obligations in relation to tenants' health and safety, as well as preparing for increased expectations and changing requirements, particularly for high rise buildings. We expect boards to have strong and appropriate oversight of decisions around stock quality and health and safety compliance. The safety of all tenants, especially the most vulnerable, should be of primary importance for all providers. We also expect boards to comply with all health and safety statutory requirements; this includes having up-to-date and relevant policies in place that are regularly managed and monitored by the board, effective compliance reporting and good quality data.'

2 Vision

We provide good quality homes, reliable landlord services and support and advice.

3 Values

We Work Together

We Make Things Better

We Do The Right Thing

4 Equality, Diversity and Inclusion: Principles

This Strategy seeks to outline Rooftop's (RHG's) stance to health and safety so that all operations involving RHG customers, colleagues and partners are safe and meet all minimum required standards as set out in legislation, regulation, and any contractual obligations. This applies across all of our premises, properties and sites in a fair and transparent way for all of our customers, colleagues and partners regardless of age, disability, race/nationality, gender, sex/sexual orientation, religion/faith, marital status, pregnancy/parenthood.

There is nothing in terms of this Strategy which could cause inequitable impacts/unintended issues for persons with protected characteristics. All protective characteristics will be taken into account with all communications. All operations and interactions will be reviewed to meet the legitimate and particular considerations of gender, age, sexuality, disability and ethnicity.

Particular attention and consideration will be applied to any customers with physical or mental disabilities where health and safety necessities and associated works could potentially cause disruption or anxiety whilst taking place.

5 Customer and/or Community Engagement/Involvement

The Strategy has been developed with the needs and requirements of our customers in mind from feedback gained from our customer surveys. Further work targeted within this Strategy will provide opportunities for meaningful engagement in development of the Customer Communication Plan.

6 Objectives

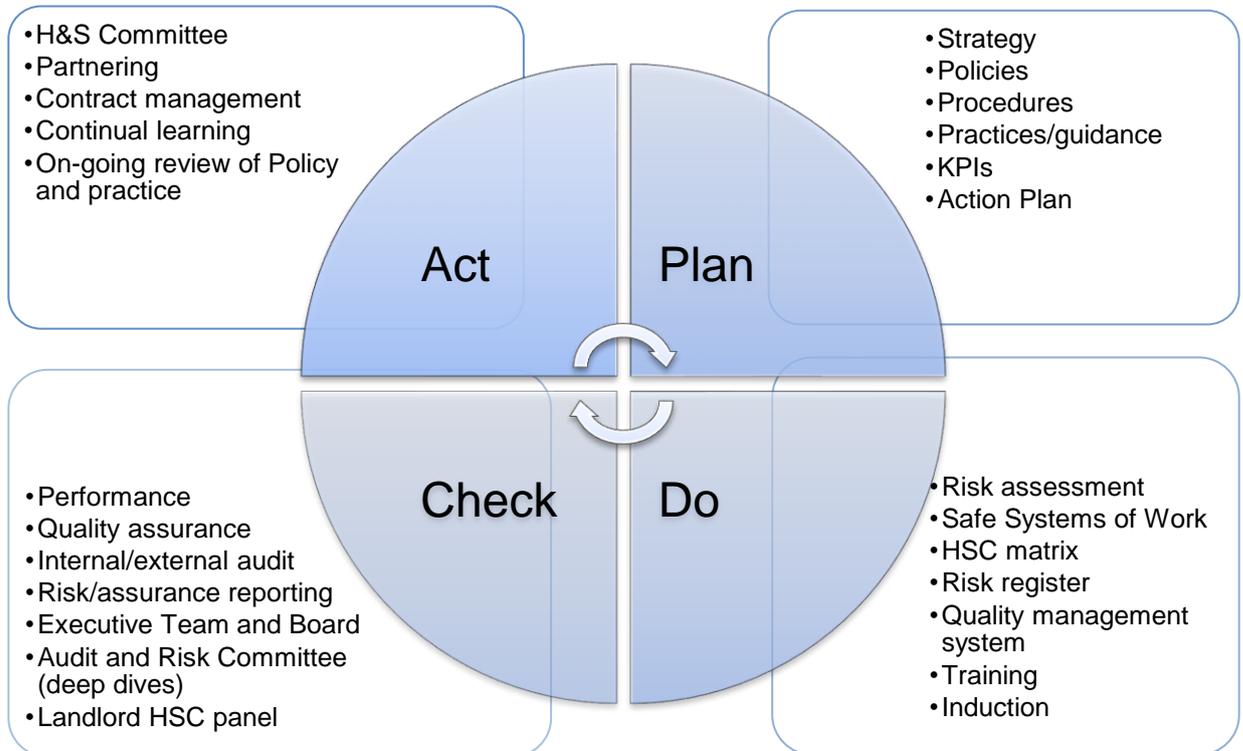
- To work in conjunction with the Building Safety Strategy to cover all aspects of health and safety affecting our customers, properties, colleagues and partners.
- Identify, protect and minimise risks and hazards or accidents from any deficiencies identified in our homes.
- Provide assurance that RHG are legally compliant and managing health and safety risks effectively.
- Create and embed an excellent health and safety culture.
- Deliver recognised health and safety performance across operations for customers, colleagues and partners including accreditation and benchmarking against similar organisations and sector standards.
- Ensure open and transparent communications with our customers in the management and awareness of health and safety.
- Increase reporting of incidents and near misses by colleagues and customers whilst embedding a no blame culture.
- Develop and train colleagues and managers, enabling them to take ownership and responsibility for the risks associated within their work areas.
- Uphold our reputation as an employer who is committed to the health and safety of our customers, colleagues and partners.
- Continual review of our procurement processes to ensure our partners' health and safety performance continues to meet our standards.
- Deliver improved value for money that includes a reduction in costs from legal claims and/or enforcement action.
- Deliver a robust health and safety management and reporting system.
- To acknowledge a dedicated Health and Safety Lead within the organisation.
- The Strategy is linked to the Health and Safety Policy and associated duty holders.

- To reflect the appetite of the Board to have a zero tolerance approach to the adoption of and compliance with all health and safety aspects.

These objectives can only be achieved in an environment where a positive health and safety culture is encouraged, legislative compliance is achieved, and our customers, colleagues and other stakeholders are actively engaged.

7 How we aim to achieve this

During the next three years, we will continuously improve our H&S management and performance providing assurance that we will continue to meet all legislative requirements. Detailed below is an outline of the mechanisms that support effective H&S management. See Appendix 2 for full details of our Strategy Action Plan.



8 Measuring success

Effective H&S management is a key component of our ability to provide and maintain great homes and excellent services. Successfully delivering this Strategy will require commitment from staff at all levels and their willingness to be receptive to feedback, learn from others and work collaboratively.

This Strategy maps our approach following which we will have a mature and comprehensive approach to H&S management across our business.

Current indicators for H&S will continue to be reported on to the Group Board whilst we work to identify addition primary and a tier of secondary early warning indicators to support our approach.

9 Review

This Strategy will be reviewed every three years unless there are major changes in legislation or good practice. A report to the Board on progress will be made annually.

10 Appendix – Strategy 3-year Action Plan