



Zen Registered Providers: Health and Safety Policy

Version:	2.0
Author:	Zen Management Limited & Altair
Policy Owner:	Board
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Approved by:	

1. Introduction

- 1.1. Zen Housing Limited, Zen Housing 2 Limited and Zen Rented Limited (together Zen) considers the health and safety of its staff, residents and visitors to its properties or offices to be of the utmost importance. This policy sets out how we will seek to minimise the levels of health and safety risk which these parties are exposed to.

2. Policy statement

- 2.1. Zen will fulfil its statutory duties under the Health and Safety at Work Act 1974 and Health & Safety at Work Act 2005 and will aim to achieve best practice in all areas of health and safety.
- 2.2. Zen will provide an environment that ensures the health, safety and wellbeing of residents, employees and visitors to its properties.
- 2.3. Zen will ensure that it delivers continuous improvement in health and safety and ensure it is compliant with the latest statutory and regulatory requirements.

3. Scope

- 3.1. This policy applies to all employees and residents of Zen, and visitors to its premises, contractors or any agencies carrying out work on behalf of Zen.

4. Approach

- 4.1. Responsibilities





4.1.1. The Zen Board of Directors accepts that they are ultimately responsible for ensuring compliance with this policy, and for providing leadership and control on matters of health and safety. Their specific responsibilities under this policy include:

- Identifying staff and residents who are at risk
- Introducing necessary precautions to safeguard staff and residents
- Releasing staff to attend training when required
- Reviewing the effectiveness of the policy in line with monitoring arrangements
- Ensuring that the Policy remains compliant with the latest regulatory and legal requirements for health and safety.

4.1.2. The Operations Director Asset Management has ultimate responsibility for the operational activity.

4.1.3. Employees have a responsibility to co-operate to achieve a healthy and safe workplace, to take reasonable care of themselves and others, to involve themselves in safety matters, be conscious of their duties and report any hazardous situation. The specific responsibilities of employees include:

- The duty to use equipment in a correct manner and to follow
- Manufacturer's instructions and guidance
- Maintaining and using such safety equipment and devices as provided
- Reporting accidents and dangerous occurrences in accordance with the requirements of RIDDOR.
- Accident reporting procedures, and drawing the attention of management to any hazardous, or potentially hazardous situations, practices or equipment
- Contractors and agencies working for Zen have a duty to be aware of all aspects of this policy and for ensuring compliance. Contractors will also be required to provide a copy of their Employer / Public Liability Insurance.

4.2. Policy

4.2.1. As a provider of social housing, ensuring the safety of residents is central to this policy. Key to Zen's approach to the health and safety of its residents is ensuring that all of its properties meet or exceed the Decent Homes Standard. A Decent Home is defined as one which:

- Meets current statutory minimum standards for housing
- Is in a reasonable state of repair
- Has reasonably modern facilities and services
- Provides a reasonable degree of thermal comfort





4.2.2. The revised Decent Homes Standard, which will apply from 2035 defines a Decent Home as one which:

- Must be free of the most dangerous hazards
- Must be in a reasonable state of repair
- Must provide core facilities and services
- Must provide thermal comfort
- Should be free of damp and mould

4.2.3. In ensuring the continued safety of its properties and residents, Zen will observe all statutory and regulatory obligations relevant to the 29 housing hazards identified in the Housing Health and Safety Rating System (HHSRS).

www.gov.uk/government/publications/housing-health-and-safety-rating-system-guidance-for-landlords-and-property-related-professionals

4.2.4. Zen will meet all the requirements of the Regulatory Reform (Fire Safety Order) 2005, Fire Safety (England) Regulations 2022 and Fire Safety Act 2021.

4.2.5. Zen will also observe all statutory and regulatory obligations relevant to overarching health and safety concerns for residents, including:

- Electrical safety
- Gas appliance safety
- Fire precautions and procedures
- Control of Hazardous Substances (e.g. Asbestos)
- Legionella
- Lifts and Hoisting Equipment (LOLER)

4.2.6. Health and safety files will be maintained in a timely manner and will include policies, risk assessments and incident reporting. Record keeping will be in compliance with data protection requirements.

5. Safe systems of Work

5.1. Managers shall ensure that departmental protocols, procedures or safe systems of work are provided for work activities as a result of risk assessment and in accordance with legislation and best practice guidance.





5.2. Managers shall ensure that health and safety training needs for employees are identified, and relevant training provided in a timely manner.

5.3. Managers will ensure that all contractors provide and ensure compliance with safe systems of work.

6. Recording of Accidents

6.1. All accidents and near misses involving staff, residents or visitors to Zen properties or offices shall be recorded and all RIDDOR requirements will be complied with.

6.2. Managers will complete a review of all accidents including number and seriousness at least annually.

6.3. Managers will complete a review of all accidents that are RIDDOR reportable and provide an update to Zen Board.

7. Appeals and Complaints

7.1. Anyone who feels that they have not been treated in accordance with this policy can raise a complaint through the relevant complaints process.

8. Whistleblowing

8.1. Any employee who has any concerns about the delivery of this policy can refer to the Whistleblowing Policy.

9. Monitoring and Compliance

9.1. Performance on compliance with health and safety requirements and accidents and near misses, will be reported to Board annually or after any significant occurrence or breach.

10. Policy Review

11. This policy will be reviewed every two years – unless legislation, business or sector developments require otherwise – to ensure that it continues to meet the stated objectives and to take account of good practice developments and changes in the law or regulation.

12. Regulatory Code and Legal Framework

12.1. Zen will comply with all of the legal and regulatory requirements required in:





- The Regulator of Social Housing's Safety and Quality and Decent Homes Standard
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations (1999)
- Landlord and Resident Act 1985 S11
- Defective Premises Act 1972
- Gas Safety (Installation & Use) 1998
- Electrical Safety regulations 1994
- Control of Asbestos Regulations 2012
- Fire Safety – Regulatory Reform Order 2005
- The Electrical Installation and Use Regulations 1998
- Health & Safety (First Aid) Regulations 1981
- Control of Substances Hazardous to Health Regulations 2002
- Provision and Use of Work Equipment Regulations 1998
- Electricity at Work Regulations 1989
- Lifting Operations and Lifting Equipment Regulations 1998
- Personal Protective Equipment (PPE) at Work Regulations 1992
- Management of Health and Safety at Work Regulations 1999