



Building a better future - together



Health and Safety (Corporate) Policy

Document ID/Version:	V1		
Executive Lead (Owner):	Matthew Bailes Chief Executive Officer		
Policy Author:	Melissa Goodeve Assistant Director – Health, Safety and Facilities		
Strategic alignment:	This policy outlines our commitment to legal and ethical responsibilities under the Health and Safety at Work etc. Act 1974 and related regulations in achieving the highest health and safety standards across our sector where our colleagues, contractors, visitors and customers work and live.		
Review frequency:	Every 3 years ☐	Other (state period)	Yearly
Previous review date:	N/A		
Date policy approved:	3 November 2025		
Policy approved by:	Designate Executive Board Designate Board		
Next policy review date:	26th October 2026		
IMPACT ASSESSMENTS			
Equality Impact Assessment			
Completed?	No ☐	Yes ☒	
	If not required, state reason:		
Resident Impact Assessment			
1) Is this one of the agreed policies requiring resident consultation? Please refer to:	Yes ☐	No ☒	
2) If yes, please confirm resident consultation has taken place	☐	Briefly detail changes arising from resident feedback:	
APPROVAL - To show transparency and accountability, specify whether policies have been approved by the Board/Executive/Committee. Clear approval lines strengthen governance, ensuring assurance and accountability.			
Approval journey:	Executive Team	Committee	Board
	☐	Yes ☐	Committee name(s)
		Add name, otherwise state N/A	☒
Which Regulatory Standard does this Policy support?	Economic		
	Governance & Viability	Rent	Value for Money
	☒	☐	☐
	Consumer		

	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	☐	☒	☐	☐
Associated legislation	The Health and Safety at Work Act 1974 and associated legislation.			
Associated procedures	Health and Safety Policy Statement of Intent The SettleParadigm Health and Safety Manual and related Health and Safety documentation i.e. Risk Assessments. The Property Health and Safety Policy Property Compliance Policies People Policies			
Where is this policy to be published?	Website	Intranet	Both	
	☐	☐	☒	

Health and Safety (Corporate) Policy

1. Policy Statement

- This is a policy of Paradigm Housing Group Limited (t/a SettleParadigm). Any reference in this policy to “SettleParadigm” includes not only the Group Parent company, but also all its subsidiaries (Settle Group, Paradigm Homes Charitable Housing Association Limited, Paradigm Commercial Limited and Paradigm Commercial Services Limited).
- The Policy covers colleagues holding employment contracts for both Paradigm Housing Group Limited and Settle Group under the direction and leadership of the SettleParadigm appointed Chief Executive Officer and Executive Directors.
- This policy is supported by SettleParadigm Health and Safety documentation i.e. Health and Safety Manual, Risk Assessments etc.

2. Objectives, desired outcomes and strategic alignment

- At SettleParadigm we recognise that a healthy and safe workplace requires the active involvement of all colleagues across the organisation. We recognise that high standards of health and safety contribute to the success of the business as well as keeping our colleagues, residents and contractors safe and healthy.
- SettleParadigm will comply with the requirements of the Health and Safety at Work etc. Act 1974 and any relevant Regulations or Approved Codes of Practice made under this Act.
- Colleagues, residents and contractors are all responsible for health and safety. It is everyone's right to be healthy and safe when working or living in a SettleParadigm property.
- We want our colleagues, residents and contractors to feel empowered to stop work and report unsafe actions / conditions.
- At SettleParadigm our goal is to strive for zero harm. We adopt an honest, open and transparent approach to health and safety, as we believe it is imperative that we identify hazards and risks to our colleagues, residents and contractors at the earliest possible time and look to remove or mitigate these accordingly.
- We want all our colleagues, residents, contractors and visitors to always be safe and free from harm in the places they work, live and visit.

3. Scope

- This policy applies to colleagues, residents and contractors working in or visiting properties under the direct control and management of SettleParadigm. This may include properties that

are not owned directly by SettleParadigm but where we have legal responsibilities to ensure safe operation and delivery.

- All colleagues, residents and contractors must always comply with this policy.

3. Policy Principles

Our policy principles are outlined below.

- **Compliance with Legislation:** We will comply with all relevant health and safety laws, regulations, and approved codes of practice and have access to competent advice.
- **Risk Management:** We will identify, assess, and manage risks associated with our operations to prevent accidents, injuries, and occupational illnesses.
- **Safe Work Environment:** We will provide and maintain safe working conditions, equipment, substances and systems of work.
- **Training and Development:** We will ensure all colleagues and contractors are given the time and resources to receive appropriate information, instruction, training, and supervision to perform their duties safely and competently, taking account of anyone who does not have English as a first language.
- **Consultation and Communication:** We will engage with colleagues, residents and contractors on health and safety matters, encouraging active participation and feedback to improve our practices.
- **Continuous Improvement:** We will set measurable objectives and targets to continually enhance our health and safety performance.
- **Record, Review and Learn:** We will record accidents, incidents and near misses, review how they occurred, and dial any lessons from these matters into future Health & Safety compliance planning

4. Equality, Diversity & Inclusion

We shall ensure equality, diversity and inclusion by:

- **Assessing Risk –** We review and consider the needs of diverse groups (e.g. disabled colleagues, pregnant workers, those with medical conditions, neurodivergent individuals, differing religious practices). We will ensure additional languages are identified and considered to ensure health and safety information and instructions can be clearly understood. We will ensure PPE and equipment are suitable for all body types, genders, and cultural needs.
- **Emergency Planning -** in workplaces we ensure evacuation plans consider permanent and temporary mobility impairments, language barriers, neurodivergent needs (e.g. sensory overload). Personal Emergency Evacuation Plans (PEEPs) are completed where needed.

In residential buildings we ensure we comply with Building Safety and Fire Safety requirements in ensuring we can identify residents who may require Personal Emergency Evacuation Plans (PEEPs).

- **No Blame Culture** – We promote a culture where all colleagues feel safe to speak up about concerns without fear of judgment or retaliation and feel empowered to stop work if something does not look or feel safe.

5. Roles and responsibilities

The Group **Common Board** has overall accountability for health and safety as the “legal employer”. The Common Board has delegated responsibility for regular monitoring of health and safety activity to the **Audit and Risk Committee**.

The below roles hold the following responsibilities for health and safety.

Chief Executive Officer (CEO) / Board

- Overall responsibility for the safe operation of SettleParadigm’s day to day operation and activities.
- Leading by example of all matters relating to health and safety to promote a positive health and safety culture.
- Ensuring SettleParadigm complies with health and safety legislation and regulations.
- Ensure that health and safety is considered in all strategic decisions.
- Provide adequate resources to implement this policy effectively.
- Review health and safety performance regularly.
- Delegating any specific health and safety duties to other qualified individuals i.e. technical specialists.
- Ensure a competent person in health and safety is appointed under regulation 7 of the Management of Health and Safety at Work Regulations 1999.

The Executive Directors

- Demonstrating commitment to health and safety by actively promoting and implementing the health and safety policy and associated procedures.
- Setting minimum acceptable standards for health and safety based on sector standards, best practices and benchmarking, legal requirements and trends identified in SettleParadigm health and safety performance data.
- Ensuring SettleParadigm complies with health and safety legislation and regulations.
- Managing risks and ensuring necessary measures are in place to mitigate these risks.
- Addressing safety concerns that arise and ensuring these are resolved promptly and effectively.

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- Creating a work environment where health and safety practices are valued and adhered to by all colleagues.
- Promoting regular communication, training programmes, and feedback sessions regarding health and safety.

Governance Team

- Ensuring relevant Health and Safety reports and papers are prepared, reviewed, presented and recorded in line with the SettleParadigm's reporting process. For example, the biannual health and safety performance report to Audit and Risk Committee

The Competent Person – Health and Safety

- Providing expert guidance and advice on all matters relating to health and safety.
- Ensuring any changes to regulations / legislation are reported to the Board and that policies, procedures, process are updated / adapted accordingly.
- Implementing a health and safety management system to ensure hazards, risk and incidents can be reported, reviewed, investigated and corrective actions implemented accordingly.
- Monitoring health and safety performance and reporting on various trends, themes and opportunities for improvement through relevant reporting channels.
- Providing leadership of health and safety across the organisation to support the CEO, Executive Directors, Leadership Team, Health and Safety Team, Managers and Colleagues fulfil their accountabilities and responsibilities for health and safety.

The Health and Safety Team

- Develop, review and maintain health and safety policies and procedures and ensure they are up to date and aligned with other SettleParadigm policies and procedures as well as new and existing health and safety legislation / regulations.
- Conduct and review risk assessments. Identify hazards, evaluate risks, and recommend control measures.
- Undertake robust incident investigations and ensure accurate reporting. Ensure incidents that are reportable under RIDDOR are notified to the HSE within the legal timeframes.
- Analyse themes and trends in health and safety performance across SettleParadigm and implement corrective actions.
- Deliver health and safety induction and refresher training and provide additional training as required i.e. Toolbox Talks, Fire Marshall etc)
- Promote a culture of safety through campaigns and business partnering engagement.
- Voice recommendations for improvements to systems, equipment, and processes across SettleParadigm to positively impact health and safety.

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- Carry out audits, inspections, and checks to ensure compliance.
- Develop and test emergency plans (e.g. fire evacuation, lockdown) for SettleParadigm offices and other buildings as required to ensure PEEPs (Personal Emergency Evacuation Plans) are in place as required. Ensure first aid provision and fire marshal coverage.
- Consult and engage with colleagues, residents and contractors to promote safety.

Senior Leadership Team (Directors and Heads of Service)

- Leading by example and on all matters relating to health and safety by demonstrating commitment and compliance with SettleParadigm health and safety policies and procedures.
- Ensuring adequate financial, personnel, and material resources are allocated to fulfil health and safety requirements.
- Being accountable for the health and safety performance of SettleParadigm and accepting the consequences if safety measures are not adequately enforced.
- Striving for zero harm and taking a zero tolerance to health and safety failings / breaches.
- Actively communicate on health and safety matters at team meetings and one to ones.
- Proactively drive a positive health and safety culture.

Line Managers

- Monitor day-to-day operations to ensure compliance with health and safety procedures.
- Plan work, ensure risk assessments and safe working methods can be always achieved.
- Empower direct reports to stop work and report if something doesn't look or feel safe.
- Promote dynamic risk assessing prior to, during and after work is completed.
- Encourage open communication regarding health and safety concerns.
- Report and investigate accidents and incidents promptly.

Colleagues

- Take reasonable care for their own health and safety and for the health and safety of others who may be affected by their actions or omissions.
- Follow Policies and Procedures and comply with SettleParadigm's health and safety policies, safe systems of work, and risk assessments. Use equipment and PPE correctly and safely.
- Report hazards and incidents promptly to their line manager or health and safety team. Cooperate and participate in investigations when required.
- Complete mandatory health and safety training. Stay up to date with refresher courses and toolbox talks.
- Participate and contribute in Risk Assessments relevant to their role or work area. Suggest improvements or raise concerns during assessments.

- Support a Positive Safety Culture by encourage safe behaviours among colleagues and challenging unsafe practices.
- Feel empowered to stop work and report to their line manager and health and safety if something doesn't look or feel right.
- Use equipment safely and only operate machinery, tools, and vehicles if trained and authorised. Ensure defects or maintenance issues are reported immediately.
- Be alert and know the location of emergency exits, first aid kits, and fire extinguishers. Understand evacuation procedures and participate in drills

Residents

- Report and health and safety risks in their home or common areas to the SettleParadigm customer services team.
- Ensure they do not obstruct or impede safe evacuation in the event of an emergency.
- Adhere to any health and safety regulations outlined in their lease or rental agreement, which may include specific responsibilities regarding building maintenance and safety.
- Be aware of health and safety information on the SettleParadigm website, newsletters, text alerts and where possible participate in resident engagement surveys.

Contractors

- Comply with SettleParadigm's health and safety policies and procedures.
- Ensure that their own health and safety policies meet legal requirements.
- Provide risk assessments and method statements prior to commencing work.
- Report incidents immediately to the SettleParadigm Contract Manager.

The Role of Health and Safety Boards / Groups

The health and safety board and groups meet periodically with the aim of encouraging best practice and providing wider colleague consultation and involvement, whilst ensuring existing systems are robust, regular performance is monitored and seeking assurance on key health and safety risks.

The purpose of the group, frequency of meetings, who should attend, and the outputs are detailed within the terms of reference specific to these meetings.

6. Compliance/Key Performance Measures

Risk Assessments

- Review risk assessments periodically and after any significant changes.
- Ensuring reported hazards and risks are investigated and actioned accordingly.

Engagement Visits and Inspections

- Undertake periodic visits and inspections.
- Ensure actions arising are reports, tracked and remedied within specified timeframes.

Training and Competence

- Regularly review the training matrix in line with scope of works.
- Ensure mandatory training is completed within specified timeframes.

Communication and Consultation

- Report and record on lessons learned from incidents, inspections and visits.
- Hold periodic meetings to discuss health and safety performance and ensure minutes and actions are recorded and communicated to the organisation.

Accident and Incident Reporting

- Report in incident frequency rates and compare with HSE and sector benchmarking rates.
- Ensure incidents are reported in a timely manner and actions arising following investigations are addressed accordingly.
- Report notifiable incidents to the Health and Safety Executive (HSE) within the required timeframe.

Emergency Procedures

- Record and review the outcomes of regular drills to ensure readiness in case of an emergency

Occupational Health

- Undertake periodic monitor the health of colleagues where work activities may pose a risk.
- Record and regularly review additional person specific risk assessments that are required.

7. Related Policies, Procedures and Key Documents

- People policies
- Property Compliance policies
- Property Health and Safety Policy
- The SettleParadigm Health and Safety Manual

8. Version Control

Version control			
Date	Version	Approved By	Details of Amendments
03/11/2025	V1	Group Common Board	New integrated policy for SettleParadigm

