

Health, Safety & Wellbeing Policy

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1. Document Overview

Purpose	This policy sets out Thrive Homes' approach to maintaining a positive health, safety, and wellbeing culture throughout the organisation to ensure that we meet our obligations under the Health and Safety at Work Act 1974 and other relevant acts, regulations, and codes of practice.		
Audience	Thrive Homes and all subsidiary businesses, Colleagues, Board members and Customers		
Data Classification	Internal Use Only		
Review Cycle	24 months		
Last Review	May-25	Next Review	May-27
Relevant Legislation	Health and Safety at Work Act 1974 (HSWA) Equality Act 2010 The Management of Health and Safety at Work Regulations 1999 The Workplace (Health, Safety and Welfare) Regulations 1992 (as amended) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)		

2. Document Version History

Version	Date	Author	Reviewer	Changes & Additions
V1.0	09/08/2018	CG	Health & Safety Manager	New template format and review of policy
V1.1	07/08/2023	KM	Health, Safety and Wellbeing Manager	Review of the existing policy document, new format/template, change of title from 'Welfare' to 'Wellbeing', incorporation of additional information on wellbeing, aligned the safe and well terms of reference, added information on the Wellbeing Commitment and added the Thrive behaviours into the policy.
V1.0	19/05/2025	CG	Director of Business Assurance and Risk	New template format, review of policy and new CEO

3. Introduction

Thrive Homes has duties under the Health and Safety at Work Act (HSWA) 1974 to ensure, so far as reasonably practicable, the health, safety, and welfare at work of colleagues; and for the health, safety & welfare of consultants and contractors working in and on our properties.

As owners and managers of property, Thrive has a duty of care to ensure that customers and visitors can use the relevant buildings and facilities safely.

All colleagues must comply, and it is mandatory to follow this policy.

4. Scope

This policy applies to colleagues employed by Thrive Homes directly and our Board Members, with the spirit of these arrangements applied to anyone working through an agency arrangement or as a contractor.

This policy outlines the organisation's general arrangements for managing health and safety at work. This policy does not detail the arrangements associated with property compliance, which is covered by the Landlord Compliance Policy.

The policy does not form part of any colleague's contract of employment, and this policy may be amended at any time.

Thrive Homes has a duty to ensure that resources are available to colleagues so they can fully comply with the requirements of all legislation, regulations, and codes of practice as far as reasonably practicable.

5. Purpose

This policy outlines Thrive Homes approach to maintaining a positive health, safety and wellbeing culture, and to ensure we meet our obligations as identified under the HSWA 1974, and all other relevant acts, regulations, and codes of practice. By doing this, we aim to mitigate any health and safety risks and ensure the wellbeing of our colleagues.

As a landlord, Thrive aims to ensure that the properties for which we have responsibility are constructed, maintained and operated to a standard which avoids any health and safety risk to customers, workers, contractors, consultants and visitors.

Thrive Homes will create a work culture that takes health, safety and wellbeing matters seriously and will provide dedicated specialist resources to champion health, safety, and wellbeing across the organisation.

6. Definitions

- **Colleagues** – Any person who has entered, or works under, a contract of employment or any other contract, whether express or implied. This includes employees, contractors, agency or temporary workers, volunteer staff and those on work experience.
- **Managers** – Any Thrive Homes colleagues who has responsibility for the management, supervision, or control of other colleagues. Any worker with 'exec director', 'director', 'head of service', 'manager', 'lead' or 'supervisor' in their job title. Under this definition, managers are specifically required to implement this policy.
- **Customer** – Any person who occupies property rented by Thrive Homes

7. Health, Safety and Wellbeing Policy Statement

- Thrive Homes recognises its duties and responsibilities under Health and Safety Legislation to mitigate and manage risks, to secure a safe working environment for all colleagues, board members, contractors, agency or temporary workers, volunteer staff, and those on work experience.
- We will ensure that effective, robust policy, arrangements, procedures, and guidance are implemented, maintained and reviewed regularly.
- As a landlord, Thrive aims to ensure the properties that we are responsible for are constructed, maintained, and operated to a standard which demonstrates our duty of care and avoids potential health and safety risks to customers, colleagues, contractors, consultants, and visitors.
- To ensure the effective management of Health, Safety and Wellbeing within Thrive Homes, a structure has been established to ensure that roles and responsibilities are defined and understood.
- Thrive Homes understands that Health, Safety and Wellbeing requires commitment and cooperation at all levels within the organisation. This will be achieved by:
 - The Customer and Pride & Place Working Groups are ensuring health, safety and wellbeing engagement is embedded throughout the organisation.
 - Communicating meaningful data to help the organisation monitor its health, safety and wellbeing performance and understand any steps needed to improve that performance.
 - Including health, safety and wellbeing considerations in all planning and business decisions/strategies, while ensuring the availability of sufficient resources/provision.
 - Ensuring appropriate identification of training needs and allocation to colleagues for training, information, supervision, and instruction is carried out by competent people, to maintain safe working practices and individual health, safety, and wellbeing responsibilities.
 - Making sure significant hazards arising out of operations at Thrive Homes undergo suitable and sufficient risk assessments, and measures are identified to control and minimise risks to as low as reasonably practicable to customers, colleagues, contractors, visitors, and members of the public.
 - Thrive is committed to making sure all accidents, incidents and near misses in areas under its control are reported and investigated with outcomes and lessons learned.
 - Driving a culture of health, safety and wellbeing that has a positive impact on colleagues and customers.
 - Developing services and a working environment that keeps colleagues and customers safe from harm, both physically and mentally.

Thrive Homes will communicate this policy to those working in or on behalf of the business. It will be available to interested parties and reviewed periodically to ensure that it remains relevant and appropriate.

Signed on behalf of Thrive Homes and the Board



..... Chief Executive



.....Chair of The Board

15 September 2025

15 September 2025

8. Roles and responsibilities

As a business, we try hard to ensure the effective management of health, safety and wellbeing and that a structure has been established to make certain that roles and responsibilities are defined, understood and adhered to.

All Thrive Homes colleagues should take reasonable care for their own health, safety and wellbeing and that of the other people who may be affected by their actions. All colleagues should collaborate with management to enable them to fulfil their statutory duties.

Colleagues must follow policies and procedures and carry out tasks in a safe way; considering themselves, others and the environment that they are in. They must work with their line manager to ensure they have the correct training, that it is relevant, and that it is up to date. Team-based risk assessments should be adhered to, and where additional risks are identified, these should be amended as appropriate.

Thrive Homes will ensure that health, safety and wellbeing are a strategic risk on the risk register and early warnings, controls and actions are reviewed at regular intervals throughout the financial year.

The Customer and Pride & Place working groups will examine current practices, review colleague and customer feedback and seek opportunities to support what we do well, how to do things better, while understanding any budgeting or resource implications, and review and implement our Wellbeing Commitment.

9. Health, Safety and Wellbeing Roles and Responsibilities

The Board	<ul style="list-style-type: none">• Providing strategic leadership and direction for effective health, safety & wellbeing management• Ensure robust systems and practices are in place
Chief Executive	<ul style="list-style-type: none">• Establishing plans that reflect current priorities• Maintaining effective monitoring and reporting of health, safety & wellbeing performance• Addressing health, safety & wellbeing implications of executive decisions
Executive Directors and Directors	<ul style="list-style-type: none">• Reinforce the aims and objectives of this policy through their actions and decisions• Properly assigning and understanding health, safety and welfare responsibilities• Monitoring health, safety & wellbeing performance and allocating adequate resources for effective implementation
Directors, Head of Service, Business Leads and Supervisors	<ul style="list-style-type: none">• Ensuring this policy and associated procedures are fully communicated and implemented• Considering health, safety and wellbeing when making operational decisions• Effectively maintaining control of contractors in accordance with the procedure• Ensuring the team is provided with information, instruction, training and supervision• Ensuring accidents, incidents and near misses are reported• Highlighting and addressing health, safety & wellbeing issues with their team and wider community
Health, Safety & Facilities Manager	<ul style="list-style-type: none">• Developing and monitoring health and safety policies and procedures to ensure they are effectively implemented and maintained• Advising managers on associated hazards and ensuring effective controls are implemented and maintained• Supporting all departments within the organisation on health & safety matters• Reviewing and investigating accidents and ensuring corrective actions are implemented• Reviewing matters and supporting managers with matters relating to colleagues' safety• Communicating changes in legislation to the relevant department
Customer and Pride & Place @ Thrive Working Groups	<ul style="list-style-type: none">• Monitoring health, safety and wellbeing requirements, considering corporate and operational compliance within the workplace and for its customers• Engaging and communicating matters relating to health, safety and wellbeing to colleagues and customers• Legislative updates, best practices and sector trends• Monitoring progress against health, safety and wellbeing matters in the balance scorecard and the sub-strategic plan

	<ul style="list-style-type: none"> • Developing, monitoring and maintaining a programme of communications and activities to ensure we meet the requirements of the wellbeing commitment for colleagues and customers • Review and recommend for approval of health, safety and wellbeing related policies, procedures and sector trends • Develop, monitor and maintain improvements following feedback • Escalating significant risks • Developing, monitoring and maintaining a positive health, safety and wellbeing culture
All Colleagues	<ul style="list-style-type: none"> • Taking reasonable care of their health, safety & wellbeing and that of others who may be affected by their actions • Cooperating with management to enable them to fulfil their statutory duties • Following all policies and procedures • Carry out tasks in the way they have been trained

10. Health and Safety Arrangements

10.1 Health, Safety, and Wellbeing duties and procedures

Thrive will ensure compliance with statutory duties and other requirements affecting its operations, and ensure effective, robust procedures are maintained and reviewed regularly

10.2 Hazard identification and risk assessment

Hazards identified within Thrive Homes operations will be risk assessed, and appropriate control measures implemented in accordance with the risk assessment procedures, to reduce risks to as low as reasonably practicable

10.3 Training and Awareness

Develop various ways of identifying training and awareness needs on a local level and on a broader business level

10.4 Control of Contractors

The control of contractors and their competencies will be assessed and controlled by the control of contractor's procedure.

10.5 Participation and Consultation

To recognise the importance of participation and consultation (including statutory obligations). Consultation is carried out via Thrive Homes Safe & Well Working Groups and its terms of reference

10.6 Emergency Planning

Emergency situations and Thrive's responses to them, in relation to both specific activities and the wider workplace, have been assessed, and procedures, playbooks and guidance notes have been implemented

10.7 Monitoring and Reporting

Health, safety, and wellbeing monitoring and reporting are shared throughout the business. Inspections and data are shared with the Customer and Pride & Place Working Groups and reported to the Leadership team monthly and the Customer, Colleague and Governance Committee (CCG) and Board quarterly.

10.8 Workplace

To ensure that the workplace meets all colleagues' health, safety and wellbeing needs, including those protected under the Equality Act 2010. Procedures are reviewed regularly. Diversity and inclusion are integral to Thrive, and therefore, Thrive is committed to ensuring equal representation, accessibility, cultural sensitivity, and effective communication in the workplace.

11. Wellbeing Arrangements

Thrive Homes has a Wellbeing Commitment, which is made up of 6 strands and aims to provide a positive impact on the lives and work of colleagues. These strands include:



Your
Safety



Your
Physical
Wellbeing



Your
Mental
Wellbeing



Your
Financial
Wellbeing



The Fun
Factor



Good
Leadership

Your Safety - to provide a physical working environment that is safe and healthy to work in. Whether you are office or field based, Thrive aims to reduce any physical risk as low as reasonably practicable.

Physical Wellbeing - Promoting physical fitness and healthy living as it has a direct impact on reducing the amount of time lost to Thrive from sickness absence.

Mental Wellbeing - We aim to make colleagues feel comfortable discussing mental health issues so we can adjust and support our colleagues to a position of positive mental wellbeing.

Financial Wellbeing - We aim to create a package of pay and benefits that reflects the value of the role in the market and the contribution colleagues make to Thrive in that role.

The Fun Factor - We dedicate time and opportunity to understand as much about our colleagues, which will encourage teams to interact informally as well as formally, valuing the relationship we will build as a result.

Good Leadership - Thrives leaders will listen and make colleagues feel valued in the decisions leaders make.

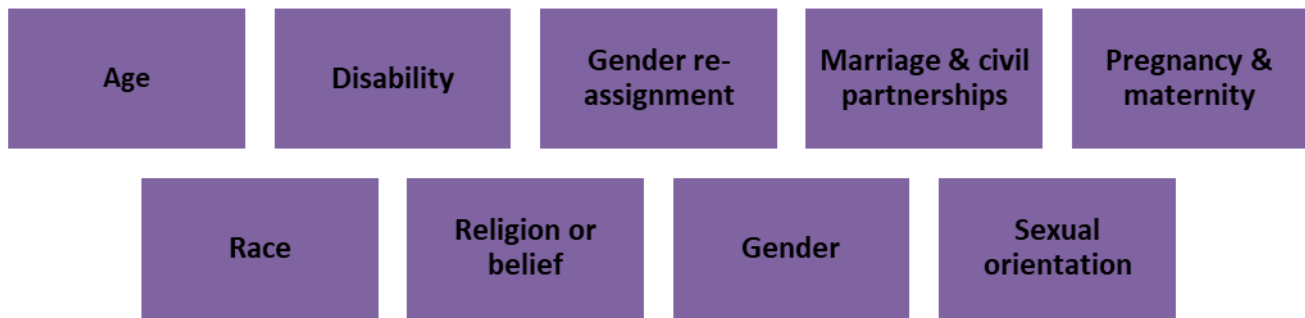
Thrive has developed a key set of behaviours that are designed to create a positive and inclusive culture.

12. Thrive Core Behaviours

Tuned-in	Engaging with and adhering to policies, procedures and guidance relating to your health, safety and wellbeing
Curious	Fostering a curious mindset by seeking out better ways of incorporating health, safety and wellbeing practices.
Smart, Cando	Taking proactive steps to learn and apply practical strategies and skills for health, safety, and wellbeing.
Ownership	Assuming personal responsibility for health, safety, and wellbeing by making informed choices and actively implementing necessary measures.
Pride	Demonstrating pride in health, safety, and wellbeing through engaging in the implementation of new processes, use of systems, initiatives and events

13. Treating Everyone with Respect

This policy has been impact assessed in line with Thrive Homes' obligation to comply with the Equality Act (2010). We aim to design inclusive services, policies and behave in a way that does not discriminate on the grounds of:



While we are not required by law, we seek to ensure we do not discriminate on any basis that is rooted in prejudice, for example, we are not influenced by:



Every effort will be made to ensure that decisions made reflect this commitment.

14. Other Related Policies and Guidance

This policy links to other policies Thrive has in place, including but not limited to:

- Dignity at Work Policy
- Company Vehicle Policy
- Housing Health & Safety Rating System Policy
- Performance Improvement Framework
- Learning and Development Policy
- Onboarding Policy
- Pregnancy Procedure
- Driving at Work Policy
- Professional Conduct and Probity Policy
- Property Compliance Policy
- Safeguarding Policy
- Smart Working Policy
- Staff Protection Policy
- Working back to Wellness Policy
- Risk Management & Assurance Framework
- Whistleblowing Policy
- Empty Homes and Letting Policy
- Procurement and Contract Management Policy

As a business, we try hard to keep all these related policies aligned with each other. Anyone spotting an inconsistency or contradictory statements is asked to contact the Author and make their concerns known. Supporting us to keep information clear and consistent will always be welcomed.

15. Other Related Policies and Guidance

This policy links to other policies Thrive has in place, including but not limited to:

- The Wellbeing Commitment
- Family Friendly Policy
- Smart Working Policy
- Landlord Compliance Policy
- Risk Assessment Procedure
- Staff Protection Policy
- Team-based / task-based risk assessments
- Control of Contractor Procedure

- Accident / Incident Report Form

16. Risk and Assurance

The commitments and intent of this policy are aligned with our Strategic and Risk & Assurance Frameworks, specifically:

Strategic Framework Pillar	Corporate Risk Register
Great Place to Work	People Risk

To ensure we hold ourselves accountable, we will, on a biennial basis, assess our adherence to this policy, reporting the assessment of compliance to the appropriate business forum.

Compliance will also be assessed on a regular basis through our internal audit programme.

As the Board has determined this to be an area of critical importance, expert external assurance will also be sought on a 3-yearly basis and reported to the appropriate Committee.

17. Policy Review & Approval

As this policy is a core component of how Thrive manages its business, the document will be evaluated by the CCG Forum, Pride & Place Working Group, CCG Committee and Thrive Board part of the review and approval process.

18. Support and Further Guidance

This policy has been drafted with input from colleagues across Thrive. Any concerns on how to interpret or follow its requirements, can be raised with members of the Health and Safety Team.

Colleagues, Board Members and third parties have a responsibility to work in a way that's consistent with the expectations set out in the policy and its implied intent. Should anyone witness or become aware of activities that undermine or conflict with the intention of this policy, please alert a member of the Health and Safety Team or any member of the leadership team as soon as possible.