

Health and Safety Policy.

Purpose

This policy outlines how Liver Care and Housing Ltd (LCH) ensure statutory compliance and safety standards across our housing stock. It defines our commitment to maintaining safe living environments, managing risks associated with the Big Six and beyond, and our strategy for meeting statutory compliance across all managed properties.

Policy Statement

We recognise our responsibility for statutory compliance and are committed to ensuring that every home is safe and meets all regulatory requirements. We will maintain a proactive approach to risk management, ensuring that all properties are regularly inspected and that safety data is recorded accurately within our systems.

This policy covers:

- Asbestos management
- Electrical safety
- Fire and building safety management
- Gas safety
- Water hygiene (legionella)
- Lifts (LCH does not currently own any properties with lifts)
- In-service inspection and testing (ISIT)
- Decent Homes Standard
- Health and Housing Safety Rating System (HHSRS)
- Damp, Mould and Condensation

Our approach to responsive repairs and planned maintenance can be found in the Repairs and Maintenance Policy.

Principles

Our health and safety aims are to maintain a zero-failure approach to compliance. We will do this through:

- Conducting frequent fortnightly checks to identify hazards before they cause harm
- Ensuring only qualified professionals provide certification within their area of expertise on our properties
- Maintaining a central compliance register with live dates for all safety certificates and copies of certificates
- Making safety information and risk assessments available to service users
- Reviewing all near-misses or safety incidents to prevent recurrence

Definitions

The Big Six: The core compliance areas including Gas, Electric, Fire, Asbestos, Water (Legionella) and lifts (LCH does not currently own properties with lifts).

HHSRS: The Housing Health and Safety Rating System used to identify potential hazards in a home

FRA: Fire Risk Assessment; a professional survey of a building to identify fire risks and necessary precautions

LGSR: Landlord Gas Safety Record

EICR: Electrical Installation Condition Report

ISIT: In-Service Inspection and Testing (formerly Portable Appliance Testing (PAT))

EPC: Energy Performance Certificate

Responsible Person: The Property Manager within LCH is accountable for safety compliance, who is supported by our commissioned Health and Safety experts Citation

Category 1 Hazard: A hazard that poses a serious and immediate risk to a person's health or safety

Our approach

LCH will take all reasonable measures to establish effective systems to manage the risks associated with statutory maintenance and in accordance with the requirements of legislation and guidance.

We will complete a programme of compliance and cyclical works, including all statutory servicing requirements. It is important that we are granted access to carry out these services for the safety of our service users and we will always give advance notice to arrange an appointment. We view health and safety through a safeguarding lens. Any significant safety failure or repeated denial of access for safety checks will be reviewed to determine if there is an underlying safeguarding concern or unmet support need.

If a service user does not allow us into their home to carry out annual safety checks and servicing, they are breaking their tenancy agreement, and we may take legal routes to gain access. Any costs incurred will be recharged.

The Chief Executive Officer holds the central Compliance Register and reviews all safety certification monthly. They are responsible for appointing competent contractors and ensuring that any remedial actions identified in FRAs or EICRs are completed within the required timescales.

Health & Safety is reported to the Board on a quarterly basis. Where serious concerns arise, these will be escalated immediately to senior leadership and the Board for urgent review and action.

We will comply with the Tenant Satisfaction Measures (TSMs) and publish all relevant safety performance information for service users.

Asbestos

We maintain an Asbestos Register to monitor and record ACMs identified in our housing. Staff working on properties that may contain asbestos are trained to understand and manage the risks. No works are permitted on properties known or suspected to contain ACMs until a relevant survey is completed or existing data is confirmed as accurate.

Surveys are undertaken by UKAS-accredited consultants. Visual inspection of areas identified as containing asbestos are carried out fortnightly by Property Manager and recorded. Work to remove high-risk asbestos will only be carried out by an HSE-licensed contractor.

Fire Safety

We maintain a register of all properties requiring Fire Risk Assessments. These are reviewed annually by a competent person. Management actions arising from FRAs are tracked to completion, including photographic evidence and certification.

Fire safety is monitored fortnightly through internal safety checks. Individual rooms are fitted with smoke detection systems, which is checked annually by a qualified electrician. We will comply with the Fire Safety (England) Regulations 2022, specifically regarding the provision of fire safety instructions to service users and checks on fire doors. Individual PEEPS are completed on each tenant at time of moving in and are reviewed annually or before if required. PEEPS are accessible at all sites if required.

We provide service users with annual safety information and reminders regarding fire escape routes and fire-door integrity. Fire drills are completed quarterly.

Gas Safety

All homes with gas appliances receive an annual service/safety check. We operate a ten-month cyclical programme to ensure access is gained before the 12-month expiry. All engineers must be Gas Safe registered and provide proof of registration before commencing work.

A copy of the LGSR will be provided to the service user at sign-up and following every annual check. Carbon monoxide detectors are installed in all homes with open-flued and room sealed appliances and are tested annually during the gas safety check.

Electrical Safety

All homes and communal areas will have an EICR no later than every 5 years. Empty properties (voids) will have a new EICR undertaken prior to re-letting.

Any Code 1 or Code 2 defects identified will be rectified immediately or the system will be decommissioned for safety. All other electrical defects will be repaired within 10 working days.

Organisation-owned portable appliances (ISIT/PAT) in communal areas will be tested at least once every two years.

Water Hygiene (Legionella)

Water hygiene is managed via risk assessments every 2 years in line with the L8 Approved Code of Practice. All testing and works will comply with HSG274 Part 2 regarding the control of Legionella bacteria. Water hygiene checks are completed every fortnight by Property Manager when he completes his walkaround LCH properties.

Lifts

LCH does not currently own any properties with lifts.

Damp, Mould and Condensation

We recognise that damp and mould (DMC) are significant health hazards that can lead to respiratory issues and other serious health conditions. We manage this through a building first approach, focusing on building performance rather than tenant behaviour.

All reports of damp or mould will be physically inspected within 7 calendar days. Cases involving vulnerable service users (e.g. those with asthma, children, or the elderly) will be prioritised as Urgent, and inspection will take place within 24 hours.

We will use moisture meters and thermal imaging, where necessary, to identify the root cause (e.g. penetrating damp, rising damp, or structural cold bridges). We will carry out necessary remedial works

(e.g. improving mechanical ventilation, installing PIV systems, or repairing external masonry) rather than simply cleaning the surface.

We will adhere to statutory timescales for repairs relating to DMC as follows:

- **Assessment:** Within 7 calendar days of the report.
- **Commencement of works:**
 - o High risk – if the DMC poses a risk to health, works will begin within 24 hours of assessment.
 - o Standard – for all other cases, works will begin within 14 calendar days of assessment. Risk Categories see above
- **Completion of works:** Within a reasonable timeframe based on the scale of the issue.

We will record every instance of damp and mould in our central system and will review our data annually to identify "high-risk" properties that may require planned upgrades (e.g. better wall insulation or improved extractor fans) to prevent future issues.

We will never close a damp and mould case until we have confirmed with the service user that the issue has been resolved and has not returned after a 6-month period.

We will provide service users with clear, non-blaming information on how to manage condensation. Where high energy costs prevent a service user from heating their home (a major cause of damp), we will signpost them to available energy support or financial advice.

Housing Health and Safety Rating System and Decent Homes Standard

All homes will be assessed against the Decent Homes Standard (DHS) and HHSRS before a new tenancy begins to ensure no Category 1 hazards exist. Homes will be fortnightly visited and where required they will be reassessed to confirm continuing compliance, where hazards are found works will be undertaken to meet compliance. All Assessments will be undertaken by staff who have undertaken HHSRS training.

The periodic stock condition surveys are carried out every 5 years.

Risk Management Framework

We maintain a proactive Risk Management Framework to identify, evaluate, and mitigate risks across all managed properties.

We use a combination of annual FRAs, 5-yearly Stock Condition Surveys, and fortnightly walkaround inspections to identify physical hazards. Hazards are evaluated using the Housing Health and Safety Rating System (HHSRS). Any "Category 1" hazards identified are escalated for immediate remedial action.

Our contractors are required to perform "point-of-work" risk assessments to ensure safe working conditions for themselves and our service users. We maintain a central register that monitors non-physical risks, such as the failure of a contractor to perform safety checks or changes in safety legislation.

Interim Controls Statement

Where a significant health and safety defect is identified but cannot be repaired immediately (e.g. due to

parts availability, specialist contractor lead times, or major works requirements), we will implement Interim Controls to ensure the continued safety of service users.

A qualified professional will assess whether the property remains habitable while the defect exists. We will deploy temporary safety measures which may include:

- **Fire Safety:** More frequent inspections, implementing a 'Waking Watch', installing temporary wireless interlinked smoke alarms, or issuing temporary fire extinguishers.
- **Electrical/Gas:** Isolating specific circuits or appliances while maintaining essential services.
- **Damp/Mould:** Providing industrial dehumidifiers and air purifiers until structural repairs are complete.

Affected service users will be issued an Interim Safety Notice explaining the risk, the temporary measures in place, and the expected date for the permanent repair. Interim controls will be inspected weekly by the Property Manager to ensure they remain effective and have not been tampered with. If the risk cannot be mitigated by interim controls, we will facilitate the immediate temporary rehousing of the service user (decant).

Training

All staff involved in property oversight will receive training on the Housing Health and Safety Rating System (HHSRS). Staff will also be trained on identifying damp and mould and the legal requirements of Awaab's law. Staff are also trained to spot environmental cues (e.g. windows painted shut, burn marks on sockets) during their visits.

Contractors must also demonstrate competence and receive an induction on HMO safety standards before commencing work.

All staff, during induction, are made aware of the organisation's policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes.

Review and Update of Policy

We will monitor and update this policy to reflect any legislative or regulatory changes, and any associated statutory guidance as they come into force.

This Health and Safety Policy will be reviewed annually to ensure it remains relevant and effective.

Related Policies

Repair and Maintenance
Complaints

Related Legislation

- Health and Safety at Work etc. Act 1974
- The Regulatory Reform (Fire Safety) Order 2005
- Gas Safety (Installation and Use) Regulations 1998
- Landlord and Tenant Act 1985
- Building Safety Act 2022
- The Social Housing (Regulation) Act 2023

- Awaab's Law (Section 42 of the Social Housing Act)
- Environmental Protection Act 1990 (Statutory Nuisance)

- Fire Safety (England) Regulations 2022
- The Equality Act 2010
- Management of Health and Safety at Work Regulations 1999
- Domestic Abuse Policy
- Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025