



**Health and Safety**

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**Contributors: Health and Safety Steering Committee**

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## POLICY

### 1. Policy Goal

To ensure the health, safety and welfare of our employees, residents, volunteers, contractors, customers and other visitors as far as reasonably practicable whilst pursuing our mission to give older people an independent, safe and secure future in a network of inspirational communities.

### 2. Business Objectives

To ensure that health and safety, including fire safety, is managed as an integral part of ECCT's activities, and that health and safety is considered as part of every decision.

To reduce risks of work-related ill-health or injuries to staff and volunteers.

To ensure our villages and schemes are safe and healthy whilst providing real and meaningful activities for residents.

To comply with all legal and regulatory requirements relating to health and safety and fire safety.

### 3. Organisational Statement

As a responsible provider of housing, care, housing related support and associated services for people over 55 and as a responsible employer, ECCT is committed to managing its operations and delivering services in a safe manner without compromising our mission.

ECCT will adopt a rational and proportionate common sense approach to health and safety, acknowledging that risk can not be fully eliminated and seeking a balance between reasonable precautions and enabling residents to maintain their independence whilst offering opportunities to undertake inherently risky but real and meaningful activities as part of maintaining a high quality of life in an inspirational, activity based community.

### 4. Outcomes

All ECCT trustees, staff, volunteers, residents, other service users, partners and contractors are aware of the health and safety policy, their own responsibility for health and safety and follow safety procedures.

Arrangements are in place for competent advice on health and safety to be provided to ECCT.

An effective process is in place to identify, assess and manage risks in the business.

Mandatory training is provided to all staff as part of their induction and on an ongoing basis. Volunteers receive appropriate health and safety training.

A system is in place for appropriate consultation on health and safety.

Health and safety is a standard agenda item in team meetings.

All ECCT premises have appropriate facilities to meet minimum standards on workplace welfare requirements.

Accidents and near misses are reported, recorded and monitored to ensure that trends are identified and improvements actions as necessary.

Where premises or sites are shared, arrangements are agreed by all relevant parties to ensure risks are managed in a co-ordinated manner.

The policy is regularly reviewed and procedures are monitored to ensure they are being effectively implemented and meeting the policy goal and business objectives.

## 5. Application

This policy applies to every ECCT employee, resident, volunteer, visitor, contractor and partner organisation and covers all locations owned, managed or under development by ECCT. ECCT will work with its partners to ensure that the health, safety and welfare of everyone involved or affected by its activities are safeguarded as far as reasonably practicable.

The Board of Trustees are responsible for approving this policy and have delegated oversight of health and safety to the Chair's Advisory Group, a sub-committee of the Board.

Operational responsibility for health and safety has been delegated to the Executive Team with the Chief Executive having formal responsibility for the health and safety.

The Company Secretary is appointed as ECCT's competent person and reports to the Chief Executive. The competent person is supported by a Health & Safety Steering Committee.

Executive Directors and Local Managers are responsible for ensuring the health and safety of all relevant persons in their respective areas of responsibility.

All staff, volunteers, residents, other service users, contractors and visitors must be aware of and adhere to the Health and Safety policy and procedures where appropriate.

## 6. Reason for the Policy

To ensure the health, safety and welfare of all who may be affected by ECCT's activities. To ensure compliance with all legal and regulatory requirements.

## 7. What is new / What is different

This policy has been amended to expressly cover ECCT's development activities, to clarify the responsibility of the Facilities Department for certain health and safety related issues and to include updated references to legislation and other in-house documents. The revisions also make it clear that volunteers, to whom the policy applies, will be receive appropriate training so that they are able to carry out their roles safely. Certain procedures have also been amended to make it clear that they apply to all ExtraCare managers not only location managers.

## 8. How to measure success

Balanced Score Cards, when measured in the traffic light system, are continually registering 'green'.

Numbers of preventable accidents reduce year on year.

Employer liability claims and public liability claims are successfully defended and / or reduce in number due to fewer accidents.

Visits from Environmental Health Officers or Fire Safety Officers do not result in additional requirements or enforcement action.

CQC Health and Safety related outcomes are met.

There are no reductions in regulatory framework ratings as a result of health and safety requirements.

## 9. Reference to relevant documents

### Regulation / Guidance

*Only the main health and safety and fire safety legislation is stated below as Regulations are subject to regular*

### In House Documents

**Corporate Policies**  
Risk Management Policy

*amendment. It is the responsibility of the Competent Person to keep ECCT advised of changes to legislation and the impact on ECCT.*

The Health and Safety at Work Act 1974

The Management of Health and Safety at Work Regulations 1999

Regulatory Reform (Fire Safety) Order 2005

*The following (non exhaustive) areas are covered by H&S regulations:-*

- *Accident reporting*
- *First aid*
- *Personal protective equipment*
- *Safety signs*
- *Working environment and welfare*
- *Electrical safety*
- *Gas safety*
- *Asbestos*
- *Food safety*
- *Chemicals & COSHH*
- *Display screen equipment*
- *Manual handling*
- *Working at height*
- *Work equipment*

Data Protection Policy

Volunteering Strategy and Policy

### **HR Policies**

Induction Policy

Training and Development Policy

Lone Workers Policy

Stress at Work Policy

Whistleblowing Policy

Adverse Weather Policy

### **General Operations Policies**

Dealing with Death Policy

Risk Assurance and Escalation of Major Incidents

ExtraCare at Home Policy

### **Service Management Policies**

Activities Management Policy

Catering Facility Policy

Food and Beverage Management Policy

Housing Related Support Policy

### **Property and Facilities Management Policies**

Gym Facilities Policy

Gas Servicing Policy

Control of Legionella Bacteria Policy

Pest Control Policy

Planned Repairs and Renewals Policy\*

- *Lifting equipment*
- *Construction*
- *New & expectant mothers*
- *Children & young persons*
- *Smoking*

*Guidance on these & other health and safety issues is available from the HSE's website: [www.hse.gov.uk](http://www.hse.gov.uk)*

*In addition, reference should be made to the following:-*

CQC Fundamental Standards

Data Protection Act 1998

Responsive Repairs (inc Handyman) Policy

**Housing Management Policies**  
Emergency Response and Access Policy

Managing Mobility Aids Policy

Pets Policy

Anti-Social Behaviour Policy

**QCDM Policies & Work Instructions**  
Including

Care Planning Policy

Infection Prevention and Control Policy

Moving & Handling Policy

including Safeguarding & Management of Medication policies

**New Development & Commissioning Policies**

Appointing Construction Contractors and Consultants Policy

New Village Project Management Policy

FFE Design Specification Policy

Resident Move In Policy

Service Preparation and Handover Policy

(Those policies marked \* are currently under review)

10. **Approval date** – December 2015

11. **Next review date** – December 2016

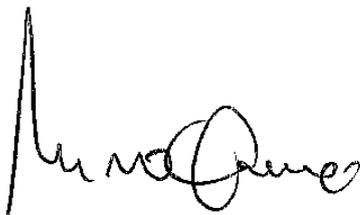
This policy has been produced in line with appropriate levels of governance and has been approved by



Mick Laverty

Chief Executive

The ExtraCare Charitable Trust



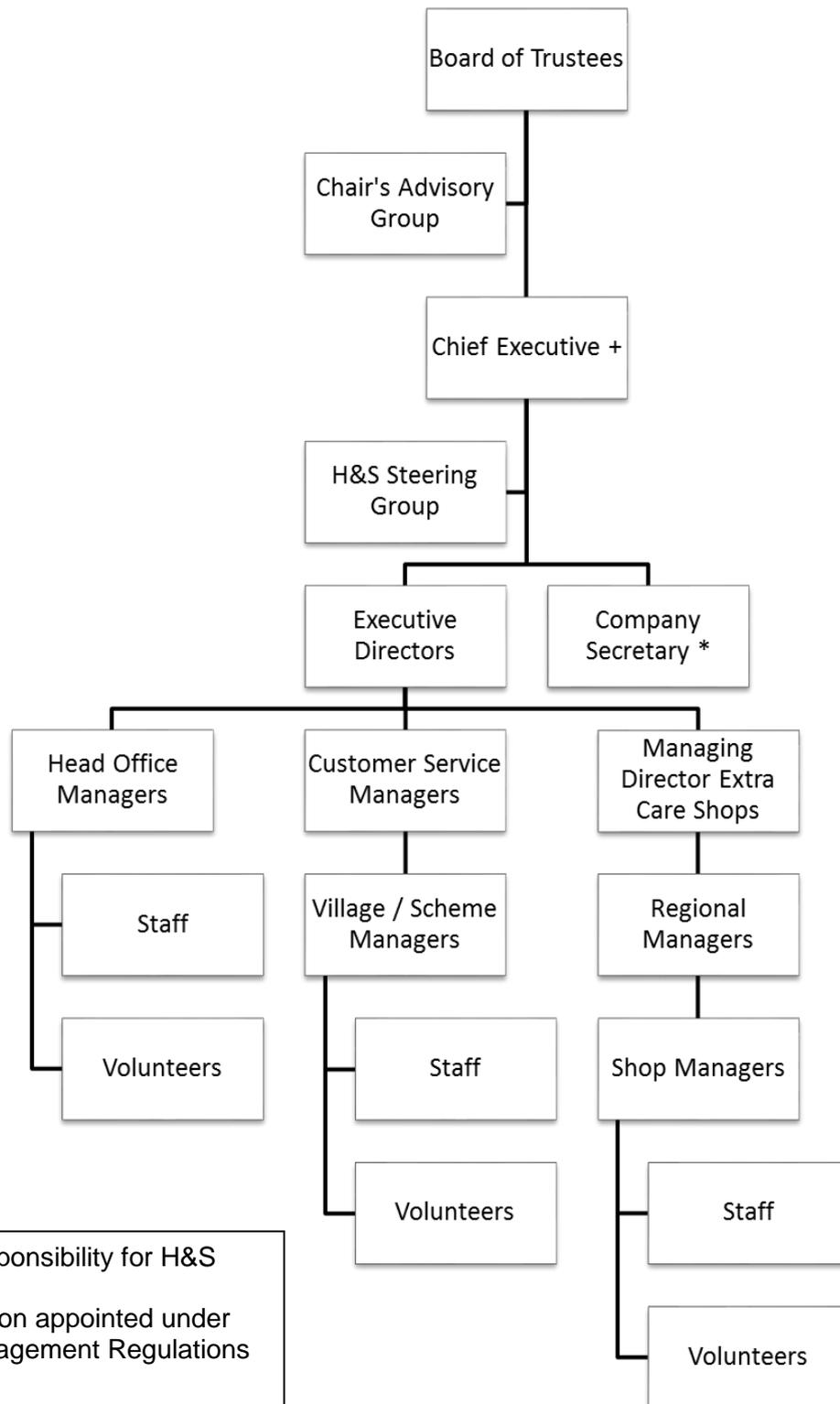
Martin Shreeve

Chair of the Trustees

The ExtraCare Charitable Trust

## APPENDIX 1

### ORGANISATION FOR HEALTH & SAFETY MANAGEMENT



+ Operational responsibility for H&S  
\* Competent person appointed under Reg 7 of the Management Regulations 1999

## **APPENDIX 2**

### **RESPONSIBILITIES FOR HEALTH & SAFETY**

All trustees, employees, volunteers and sub contractors have legal duties and responsibilities to comply with statutory legislation and the rules and regulations set by ECCT.

Fire Safety is managed by ECCT as part of its health and safety management system and references to health and safety throughout this policy should be taken to include references to fire safety where appropriate.

## APPENDIX 2.1

### Responsibilities of the Board of Trustees and Chair's Advisory Group

#### Board of Trustees

The Board of Trustees of ECCT will:

- Ensure that there is an effective policy for Health and Safety which will be an integral part of ECCT's culture, of its values and performance standards.
- Ensure all strategic decisions reflect ECCT's health and safety intentions, as stated in the health and safety policy statement.
- Review the health and safety policy on an annual basis.
- Monitor the adequacy and effectiveness of ECCT's health and safety arrangements by means of a formal annual review.
- Accept the prime responsibility for the health, safety and welfare of staff, residents, volunteers living and working at ECCT locations.

#### Chair's Advisory Group

The following responsibilities have been delegated to the Chair's Advisory Group, a sub-committee of the Board:-

- To ensure that ECCT complies with all relevant legislation and that Trustees are kept informed of, and are alert to, relevant health and safety risk management issues.
- To ensure that ECCT employs suitably qualified staff who discharge their responsibilities in accordance with the high standards expected of staff employed by ECCT.

- To ensure that ECCT staff, and the Board's own members, have appropriate access to expert advice and training opportunities in order to enable them to exercise their responsibilities effectively.
- To receive and discuss quarterly reports on ECCT's management of health of safety, including preventative information and reactive monitoring including without limitation, incident data accident trends, personal injury claims, enforcement visits & action, changes to risks, new developments or changing legal requirements.

## APPENDIX 2.2

### Responsibilities of the Chief Executive & Executive Directors

The Board of Trustees have delegated day to day operational responsibility for Health & Safety to the Chief Executive.

#### Chief Executive

The Chief Executive is appointed as the “health and safety director” and in this role has overall operational responsibility for health and safety including fire safety.

The Chief Executive will

- Ensure ECCT’s Health & Safety Policy has been prepared and effectively implemented and monitored. He will ensure the Policy is revised and updated at regular intervals.
- Ensure sufficient financial provisions are allocated for the implementation of the Health & Safety Policy and for matters arising that affect the health, safety and welfare of our residents, volunteers, employees and other relevant parties.
- Ensure that the Trustees and Executive keep updated on health and safety matters as they affect residents, employees, volunteers and others.
- Ensure responsibilities for Health & Safety has been properly assigned and are accepted and understood throughout ECCT.
- Ensure the Health & Safety Policy is being strictly adhered to and will take the appropriate action when required to ensure the health, safety and welfare of employees, residents and volunteers are not compromised.

- Ensure that consultation with employees and other relevant parties takes place on any matters that is in the pursuance of improving their awareness of Health & Safety at work.

### **Executive Directors**

All members of the Executive team will take the lead in ensuring the communication of health and safety duties and benefits throughout the organisation. Executive directors will develop policies to avoid health and safety problems and will respond quickly where difficulties arise or new risks are introduced.

The Executive Directors will

- Accept formally and publicly their individual role in providing health and safety leadership of ECCT.
- Ensure all operational decisions reflect ECCT's health and safety intentions, as stated in the health and safety policy statement.
- Recognise their role in engaging the active participation of staff in improving health & safety.
- Ensure that they are kept informed of, and alert to, relevant health and safety risk management issues.
- Receive and discuss recommendations supplied by the Competent Person(s) and H&S Steering Group.

## APPENDIX 2.3

### Responsibilities of the Competent Person & Health & Safety Steering Group

#### Competent Person

ECCT has appointed the following person(s) as competent persons in accordance with Regulation 7 of the Management of Health and Safety at Work Regulations 1999 to assist in undertaking the measures required to comply with the requirements imposed by Health & Safety and Fire Safety legislation and to assist in the further development of the occupational health and safety management system.

<b>Vikki Hall - Company Secretary</b>
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Additional competent persons will be appointed as necessary.

The Competent Person(s) will be responsible as follows:

- To review the Health & Safety Policy and structure of the SHE Plan on a regular basis.
- To advise ECCT of changes and developments in health and safety legislation.
- To bring to the attention of the Chief Executive, Executive Directors and H&S Steering Group any concerns relating to the health and safety management system or any recommended improvements.
- To advise on risk assessments.
- To advise on accidents and any subsequent investigation.

- To advise on monitoring processes to ensure continued improvement in the organisation's management of health & safety.

### **Health & Safety Steering Group**

ECCT has appointed a Health & Safety Steering Group to provide additional support to the organisation and ensure cross-departmental co-operation and co-ordination. The Committee is chaired by the Chief Executive and a fixed member position is always held by ECCT's Competent Person and the Facilities Manager (in the event that the Facilities Manager is not formally appointed as a competent person).

Membership also consists of a single representative from each directorate, as laid out below:

- Operations
- Finance
- Development/Property
- Commissioning/Partnership
- Human Resources
- Shops
- Villages and Schemes.

Dates and times of meetings will be agreed in advance and will be held as a minimum on a quarterly basis. Meetings must be attended by a minimum of 4 representatives and must always include the Competent Person in order to achieve a quorum.

### **Terms of Reference**

- To ensure that ECCT is compliant with all health & safety regulations and follows best practice in all aspects of health and safety to fulfill their obligations in law.

- To ensure individuals with responsibility and accountability for health and safety in their area, are identified to implement and monitor health and safety performance across ECCT. This will normally be scheme or village managers for locations. Head Office should include one lead person, with delegated responsibility for each team/department.
- To make recommendations to the Executive Team on changes or updates on health and safety policies and the associated performance standards.
- To identify key organisational priorities to manage risk and improve health and safety performance.
- To ensure all staff are appropriately trained in order to carry out their duties in line with the above.
- To monitor accidents and/or incidents, RIDDOR statistics and inspections or actions taken by all enforcing authorities and report these to the Executive Team, in order to identify any emerging trends or key organisational risk.
- To set up and lead departmental health and safety forums or other relevant forums, groups or committees which may become necessary to ensure good health and safety practice within all areas of ECCT.

## APPENDIX 2.4

### Responsibilities of Specific Functional Departments

#### Human Resources & Training Department

The Training & Development Department provides organisation-wide support in the following health and safety related matters.

- To provide support and advice on staff welfare issues, including work-related stress, violence at work, and other occupational health issues.
- To provide guidance on the health & safety implications of employing children and young people.
- To review the company training packages on a regular basis to ensure that the Health & Safety elements reflect current legislation, policies and procedures.
- To provide training on specific topics and for specific groups of staff and volunteers as required.

#### Facilities Team

The Facilities Department supports Head Office and all villages and schemes with regard the issues listed below. Shops work with their own specific contractors to ensure that its premises meet all legal requirements and are safely fitted out and maintained. Advice and support is provided by the Facilities Department upon request.

- To ensure compliance with legal requirements relating to buildings, fixtures and fittings and work equipment; including:
  - Gas safety
  - Legionella & Water Safety
  - Fire Safety

- Lift / Lifting Equipment Safety
  - Asbestos
  - Electrical Safety (including PAT and fixed wire testing)
- To co-ordinate a routine preventative maintenance programme.
  - To manage the relationship with contractors to ensure that all contractors are made aware of any Health and Safety requirements of ECCT and are properly accredited and qualified for the job. Contractors managed by the Facilities Department include, without limitation, heating & ventilation, grounds maintenance, window cleaning and pest control.
  - To liaise with housing partners and their agents relating to property-related health and safety issues.
  - To ensure that lease obligations relating to health and safety are complied with.

### **Development Department**

The Development Department is responsible for appointing and managing consultants and contractors who design, plan and build new ECCT villages; including architects, employer's agents and the main construction contractor. The Development Department is therefore responsible for discharging ECCT's legal "client duties" under the Construction Design & Management Regulations 2015 (CDM) and as such has overall responsibility for the successful management of the project. This includes ensuring that:

- other "duty holders" are appointed as required by CDM, are provided with relevant information and carry out their duties,
- sufficient time and resources are allocated to the project, and
- welfare facilities are provided.

## **APPENDIX 2.5**

### **Responsibilities of Managers**

These broad general responsibilities apply to all ECCT employees who are designated as managers by virtue of their job title, contract of employment and / or who are directly supervise other employees or volunteers.

Customer Service Managers (Schemes & Villages) and Regional Managers (Shops) will have specific additional responsibilities, as will Location Managers (Schemes & Villages) and Shops Managers (Shops). Further details are contained in the SHE Plan.

In addition, all managers have individual responsibilities as an employee of ECCT, as detailed in Appendix 2.6.

- To accept an individual role in providing health and safety leadership for their area of responsibility.
- To ensure all decisions reflect ECCT's health and safety intentions, as stated in the Health and Safety Policy.
- To ensure that their staff and volunteers are aware of their responsibilities for Health & Safety and support them in fulfilling them.
- To ensure that a copy of the Health & Safety Policy is available and is brought to the notice of all staff and volunteers.
- To ensure that all health and safety requirements are observed in areas under their control and that breaches are investigated and remedial action taken as necessary.

- To ensure that all staff and volunteers are fully trained in relevant health & safety matters.
- To ensure that all staff and volunteers follow all Health & Safety procedures.
- To ensure that buildings, fixtures and fittings and work equipment in areas under their control are in safe working order and that any concerns or defects are promptly reported to the appropriate person.
- To bring to the attention of their immediate line manager and / or appropriate member of the Health & Safety Steering Group and / or Competent Person any Health & Safety related concerns.

## **APPENDIX 2.6**

### **Responsibilities of Individuals**

In accordance with section 7 of the Health & Safety at Work etc Act 1974, every employee has a legal duty while at work to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and to co-operate with their employer in following health and safety requirements.

ECCT requires all its employees and volunteers:

- To help maintain a high standard of health and safety (including fire safety) at Head Office, all locations and shops by ensuring they do nothing either by their acts or omissions to endanger themselves or others, whilst at work.
- To co-operate with their managers in complying with health & safety and fire safety legislation and policy and procedures.
- To ensure they are familiar with all relevant risk assessments, Fire Evacuation Procedure and any other policies, rules or procedures that have been brought to their attention and to comply with them in all respects and at all times.
- To bring to the direct notice of management, any safety hazard or unsafe practice they have noticed and any relevant suggestions they may have on health & safety or fire safety matters.
- To use work equipment (including safety equipment and devices) only in accordance with instructions and or training received.

- To carry out their duties in a safe manner, taking into account the findings of risk assessments, safe systems of work, information, instruction and training provided.
- To notify their manager in the event of an accident or incident (including near misses) or work-related ill health.
- To attend all mandatory health and safety and fire safety training and identify any further training requirements.

**APPENDIX 3****Glossary**

Accident	This is an undesired event or incident that results in injury to a person or damage to equipment.
Balanced Score Card (BSC)	This documents the monthly monitoring system for accidents reporting and H&S compliance at each location.
COSHH	Control of Substances Hazardous to Health Regulations – more generally control of chemicals etc.
CDM	Construction Design & Management Regulations 2015
CSM	Customer Service Manager – Schemes & Villages
Dangerous Occurrence	These are incidents defined by RIDDOR with a high potential to cause death or serious injury involving lifting equipment, pressure systems, overhead electric lines, electrical incidents causing explosion or fire, explosions, biological agents, radiation generators and radiography, breathing apparatus, diving operations, collapse of scaffolding, train collisions, wells and pipelines or pipeline works.
EHO	Environmental Health Officer, working for the local authority, who enforces Health & Safety & Food Safety legislation in offices, shops, restaurants & (generally) Villages and Schemes.
Hazard	Anything with the potential to cause harm in terms of human injury or ill-health.
HSE	Health & Safety Executive, who enforce Health & Safety in locations not covered by EHOs.
Incident	This is an event or condition that does not cause harm to a person or equipment but has the potential to do so eg a near miss.
PEEP	Personal emergency evacuation plan for individuals with disabilities or other mobility issues, without which the individual would otherwise be a significant risk in a general evacuation.

PPE	Personal protective equipment
PUWER	Provision & Use of Work Equipment Regulations 1998
RM	Regional Manager – Shops
RIDDOR	Reporting of Injuries, Diseases & Dangerous Occurrence Regulations 2013
Risk	The likelihood and consequences of a particular hazardous event occurring.
Risk Assessment	The overall process of identifying the hazards and evaluating the magnitude of risk and deciding whether or not the risk is acceptable to further actions / additional controls are required to reduce the risk.
Safe System of Work (SSOW)	This is a formal / written procedure based on a risk assessment which defines safe methods of working which eliminates or reduces risks as far as possible.
SHE Plan	Safety, Health & Environmental Plan which documents the Trust's health and safety management system at each scheme or village.