

Policy Name	Health & Safety Policy
Version No.	7
Approval Date	10.12.2018
Category	CEO - Corporate
Classification	Internal

HEALTH AND SAFETY POLICY	
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Version Control

Version	Date	Description	Updated By	Approved By
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1. Policy Purpose & Aim

The ExtraCare Charitable Trust (ECCT) is committed to ensuring the health, safety and welfare of our employees (including permanent, relief, agency and temporary staff), residents, volunteers, contractors, customers and other visitors as far as is reasonably practicable.

ECCT recognises health and safety as a major risk to the delivery of its strategic objectives and the aim of this policy is to set out how ECCT will manage health and safety working in partnership with all staff, volunteers, residents and contractors to deliver a safe and healthy environment in which to live and work.

2. Objectives

The objectives of this policy are to:

- Ensure that health and safety is managed as an integral part of ECCT's activities so that that it is considered as part of every decision;
- Ensure our villages and schemes are safe and healthy whilst providing real and meaningful activities for residents;
- Reduce the risk of work-related ill-health or injuries to staff, volunteers, residents and all who visit our locations; and
- Comply with all legal and regulatory requirements relating to health and safety.

3. Scope of Policy

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, including villages, schemes, charity shops and Head Office. 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 is reasonably practicable.

For the avoidance of doubt this policy also applies to ExtraCare Retail Limited.

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4. Responsibilities

All Trustees, employees, volunteers, contractors and sub-contractors, visitors and residents have legal duties and responsibilities to comply with health and safety requirements and the rules and regulations set out by ECCT. Detailed responsibilities are set out below.

4.1 Board of Trustees

The Board of Trustees of ECCT acknowledges that it has ultimate responsibility for the health, safety and welfare of all ECCT's employees, residents, volunteers, contractors, customers and other visitors. The Board 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 intentions, as stated in the health and safety policy statement; and
- Review the health and safety policy on an annual basis.

Whilst remaining accountable for health and safety, the Board has delegated its oversight responsibilities to its Board Committees as set out below

The **Audit & Assurance Committee** provides oversight of the ECCT's internal control arrangements and risk management framework seeking assurance that these are effective, efficient and economical in managing risk, embedded in the culture of the organisation and subject to a sufficient and systematic review. ECCT's health and safety management system forms part of its internal control arrangements and is therefore subject to the general oversight of this Committee by means of internal audit and review of the corporate risk register.

The **Development Committee** seeks assurance that ECCT's development, sales and commissioning activities comply with all relevant legislative and regulatory requirements, including health & safety, and that risk in these areas is effectively managed. Specifically, the Development Committee shall:-

- Keep under review arrangements to ensure that ECCT meets its obligations under the Construction Design & Management Regulations 2015 in the development of new villages and the refurbishment of existing villages and schemes; and
- Keep under review the commissioning process for each new village to ensure that all legislative and regulatory requirements have been identified and met in a timely fashion.

The **Operations Committee** seeks assurance that ECCT's activities at its schemes and villages comply with all relevant legislative and regulatory requirements, including health & safety, and that risk in these areas is effectively managed. Specifically, the Operations Committee shall:-

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- Keep under review regulatory activity and make recommendations as to any further areas for management action;
- Keep under review all health and safety arrangements and other applicable statutory requirements that support overall health and safety, and monitor policy and legislative compliance; and
- Keep abreast of new health and safety legislation and consider proposals for effective implementation.

The **Fundraising, Research & Advocacy Committee** seeks assurance that ExtraCare Retail Limited is complying its legal obligations and that risk in is effectively managed. In particular, that the health, safety and welfare of those who may be affected by its retail activities is ensured as far a reasonably practicable.

In the case of a serious non-compliance issue the Chief Executive and Board Chair will determine whether it should be declared to the Regulator of Social Housing.

4.2 Chief Executive

The Board of Trustees have delegated day to day operational responsibility for health & safety to the Chief Executive. The Chief Executive is appointed as the ‘Health and Safety Director’ and 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 Executive Leadership Team (ELT) fulfil their responsibilities in relation to health and safety matters, and that 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, volunteers, contractors, customers and other visitors are not compromised;
- Ensure that consultation with employees and other relevant parties takes place on any matters that is in the interest of improving their awareness of health & safety at work; and
- Keep the Board up to date on any significant issues affecting health and safety.

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4.3 Executive Leadership Team (ELT)

Executive Directors will take the lead in ensuring the communication of health and safety duties and benefits throughout the organisation. They 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 alerted to, relevant health and safety risk management issues;
- Receive and discuss recommendations supplied by the Competent Person(s); and
- Ensure appropriate reporting to the relevant Board Committee.

4.4 Competent Person

The Health & Safety Facilitator has been appointed as ECCT's competent person 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 to assist in the further development of the occupational health and safety management system.

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

- To review the Health & Safety Policy and structure of the Safety, Health & Environment (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 and ELT 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; and
- To advise on monitoring processes to ensure continued improvement in the organisation's management of health & safety.

4.5 Head of Compliance and Improvement

The Head of Compliance and Improvement has strategic responsibility in ensuring the ECCT Health and Safety Policy meets all regulatory, legislative and best practice requirements. They will review this annually and recommend to the ELT and Board of Trustees changes needed to meet these requirements.

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4.6 Facilities Team

The Facilities Team supports Head Office and all villages and schemes with regard to the following issues listed below:

- Ensuring 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 portable appliance testing (PAT) and fixed wire testing)
 - Radon Monitoring
- Coordinating a routine preventative maintenance programme.

Retail work with their own specific contractors to ensure that charity shop premises meet all legal requirements and are safely fitted out and maintained. Advice and support to Retail is provided by the Facilities Team upon request.

4.7 Training & Development Team

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

- Providing support and advice on staff welfare issues, including work-related stress, violence at work, and other occupational health issues;
- Reviewing ECCT training packages regularly to ensure that the health & safety elements reflect current legislation, policies and procedures; and
- Providing training on specific topics and for specific groups of staff and volunteers as required.

4.8 Development Team

The Development and Construction Team 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 and Construction Team is therefore responsible for discharging ECCT's legal 'client duties' under the Construction Design & Management Regulations 2015 (CDM) to ensure the health and safety of all who may be affected by the construction work, including members of the public.

The Development and Construction Team has overall responsibility for the successful management of development and construction projects. This includes ensuring that:

- Other 'duty holders' are appointed as required by CDM and have the appropriate skills, knowledge, experience and organisational capacity to meet their duties;

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- Other “duty holders” are provided with relevant information and carry out their duties;
- Sufficient time and resources are allocated to the project; and
- Welfare facilities are provided.

Retail work with an external consultant to ensure that any shop fitting works for which they are responsible are carried out in accordance with CDM Regulations.

4.9 The Commissioning Team

The Commissioning Team is responsible for coordinating the implementation of ECCT’s Health and Safety Policy at new villages, ensuring that new village operations are undertaken in such a manner as to ensure, so far as is reasonably practicable, the health, safety, and welfare of all employees and others who may be affected by new village operations.

The Commissioning Team will:

- Ensure ECCT’s Health & Safety Policy is accessible and that all employees, contractors and temporary workers are made aware of their responsibility;
- Ensure that all new Village Managers and employees understand and fulfill their personal responsibilities with regards to health and safety legislation and ECCT’s Health & Safety Policy and procedures, receive adequate and appropriate induction training as may be laid down in procedures and are issued with personal protective equipment as required.
- Ensure adequate budget and resources are in place to meet the requirements of ECCT policies and procedures and legislative and regulatory requirements;
- Ensure that statutory notices, ECCT’s Health & Safety Policy, Employers’ Liability Insurance Certificate and health and safety Visitors Information are displayed and maintained in prominent locations;
- Ensure that notification and reporting procedures are implemented to meet both statutory and ECCT requirements; and
- Regularly monitor and review the management of health and safety in new village operations and discuss any policy or procedure improvements with the Competent Person.

4.10 Location Managers (Operations) and Regional Managers (Retail)

Village and Scheme Managers in Operations and Regional Managers in Retail have responsibly for the following in their locations:

- Providing health & safety leadership for the locality;
- Ensuring that their staff and volunteers are aware of their responsibilities for health & safety and support them in fulfilling them;
- Ensuring all statutory and mandatory checks are carried out in the required time scales;
- Ensuring the SHE plan is kept current and reviewed regularly;
- Ensuring all Fire Risk Assessment actions are resolved;

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- Ensuring 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;
- Ensuring, in villages and schemes, that the Emergency Evacuation box is up-to-date with the required information; and
- Displaying the Corporate Health and Safety statement in their location.

4.11 All Managers

All managers have individual responsibilities as employees of ECCT, as detailed below:

- To accept an individual role in providing health & safety leadership for their area of responsibility;
- To ensure all decisions reflect ECCT's health & 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 & 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; and
- To bring to the attention of their immediate line manager and/or Competent Person any health & safety related concerns.

4.12 All Staff and Volunteers

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 & safety of themselves and of other persons who may be affected by their acts or omissions at work; and to cooperate with their employer in following health & safety requirements.

ECCT requires all its employees and volunteers:

- To help maintain a high standard of health & safety at Head Office, all villages, schemes, and shops by ensuring they do nothing either by their acts or omissions to endanger themselves or others, whilst at work;
- To cooperate with their managers in complying with health & safety legislation, policy and procedures;
- To ensure they are familiar with all relevant risk assessments 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;

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- 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 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 without delay in the event of an accident or incident (including near misses) or work-related ill health; and
- To attend all statutory or mandatory health and safety training and identify any further training requirements.

5. Monitoring & Review

The success of this policy in delivering its aims and ensuring that ECCT complies with health & safety legislation will be monitored by ECCT.

Health & safety will be subject to existing scrutiny and oversight processes including day to day supervision and line management control.

Staff are responsible for carrying out daily monitoring whilst completing their day to day jobs. Any defects or processes not being followed are to be reported immediately to the most senior person in charge at the location.

Managers are responsible for monthly monitoring and reporting via Balanced Score Cards and Management Report Matrix (villages & schemes only) and the monthly SHE Plan audit.

The Health & Safety Facilitator will carry out an annual Base Line SHE Plan Audit.

The Health & Safety Facilitator will monitor and review health and safety issues, including accident and incident trends, liability claims, and EHO inspection reports to identify recurring incidents and areas of risk. The review process will be used to identify requirements for new or modified arrangements, to update the Corporate Risk Register, update training and instructions and to identify any other relevant controls.

Health & safety issues will also be monitored through Manager Assurance Statements, ROM's/ Head of department review and oversight of location / department risk registers, ELT review and independent review by internal audit and oversight by the relevant Board Committee.

This policy will be subject to a full review annually.

6. Risk Management

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The Board of Trustees have identified health and safety and a breach of legislative and regulatory requirement as corporate risks, for which they have a low tolerance (appetite). Accidents and incidents not only represent a risk to individual safety, but a financial and reputational risk for the Trust. Compliance with this policy and related documents both reduces the risk of an accident and also ensures that the Trust meets its legislative and regulatory obligations.

7. Statement of Commitment

ECCT is committed to ensuring the health, safety and welfare of our employees (including permanent, relief, agency and temporary staff), residents, volunteers, contractors, customers and other visitors as far as reasonably practicable.

ECCT will adopt a rational and proportionate common sense approach to health and safety, acknowledging that risk cannot 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 ensuring 'Better Lives for Older People'.

7.1 Working in Partnership

ECCT recognises the essential value of cooperation and collaboration in promoting a health and safety culture within the business with a view to improving health and safety standards.

ECCT is committed to involving staff, volunteers and residents in the process of risk reduction and their cooperation is very important. Employees, volunteers and residents play an important role in helping to identify problems and are responsible for raising any concerns.

ECCT will work in partnership and cooperate and coordinate with third parties whilst working on the same site. In particular this includes where ECCT manages the location as an agent for a housing partner where specific requirements may be set out in the contract and when working with contractors or organisations hiring ECCT's premises.

7.2 Risk Assessments and Controls

ECCT will ensure that suitable and sufficient risk assessments are carried out which cover all aspects of the work place, activity and staffing.

Specific and individual risk assessments will be carried out for 'vulnerable' staff or volunteers such as people with a disability, those with a medical condition, or staff who do not speak English as a first language to ensure that appropriate controls are identified to prevent, so far as is reasonably practicable, risk of injury or ill health. Individual resident risk assessments are

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carried out as part of the care planning process – further details are set out in the Care Planning Policy.

All risk assessments will be reviewed at least annually and sooner in the event of an accident, change in activity, equipment or other change of circumstance. Risk assessments will be retained for three years.

ECCT will ensure that appropriate control measures are implemented following risk assessments to effectively manage the risk, including where appropriate, safety signs and personal protective equipment.

ECCT will ensure that detailed work instructions are developed, as necessary, which set out ECCT's safe systems of work. Work instructions provide detailed instructions on ECCT procedures and must be followed.

7.3 Information, Instruction, Supervision and Training

ECCT will ensure that all staff, volunteers, residents, visitors and contractors understand their roles and responsibilities and receive appropriate information, instruction, supervision and training in order to ensure their health and safety.

7.4 Working Environment

ECCT will ensure that welfare amenity provisions e.g. sanitation, hand washing, showering facilities, clothing storage, drinking water and facilities for taking meals, are provided and properly maintained in all work locations.

ECCT will ensure that personal protective equipment and other work equipment is suitable for its purpose, adequately maintained and that those using it are competent to do so.

7.5 Accident and Incident Reporting

ECCT requires all accidents and incidents (including near misses) to be reported without delay using the ECCT Accident/Incident Report Form. This is not only to comply with legal requirements, but so that ECCT can identify trends and make improvements to reduce the risk of similar accidents/incidents occurring in the future.

Village and scheme managers must ensure that local reporting arrangements are in place and communicated to all to cover accidents and incidents on a 24/7 basis ('Person in Charge').

ECCT requires all accidents and incidents to be investigated to identify a root cause so that remedial action, if any, is identified and implemented.

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7.6 Environmental Health Officer (EHOs)/ Health and Safety Executive (HSE) Inspectors

Local authority EHOs or HSE officers (enforcement officers) may inspect ECCT premises at any time to check that ECCT is meeting its legal duties in relation to health and safety. ECCT will co-operate transparently and fully with all enforcement officers.

All EHO/HSE visits, follow up letters or other communication must be reported, without delay, to the Health & Safety Facilitator.

8. Other Relevant ECCT Policies & Documents

General		<ul style="list-style-type: none"> • Risk Management Policy • Whistleblowing Policy • Data Protection Policy • Records Management Policy
Safety Processes	Records & Checks	<ul style="list-style-type: none"> • (Location) Safety, Health & Environmental Plan (SHE Plan) • Carrying Out Statutory Checks - Work Instruction
	Information & Training	<ul style="list-style-type: none"> • Induction Policy • Training and Development Policy • Health & Safety General – Work Instruction
	Risk Assessments	<ul style="list-style-type: none"> • Risk Assessment Process Work Instruction
	Accidents	<ul style="list-style-type: none"> • Accident / Incident Reporting Work Instruction • Completing an Accident / Incident Report Form Work Instruction • RIDDOR Reporting Work Instruction • Accident / Incident Investigation Work Instruction
	First aid	<ul style="list-style-type: none"> • First Aid Provisions Work Instruction • Automatic External Defibrillator Policy
	Incident Planning & Response	<ul style="list-style-type: none"> • Dealing with Death Policy • Risk Assurance and Escalation of Major Incidents
Tasks & Activities	Driving at work	<ul style="list-style-type: none"> • Driving at Work Policy *
	Moving and handling	<ul style="list-style-type: none"> • Moving & Handling Policy
	Resident activities	<ul style="list-style-type: none"> • Activities Policy
	Gym & spa safety	<ul style="list-style-type: none"> • Gym Facilities Policy
	Woodwork room safety	<ul style="list-style-type: none"> • Hobby/Woodwork Room Work Instruction
	Garden safety	<ul style="list-style-type: none"> • Use of Greenhouse Work Instruction
	Food safety	<ul style="list-style-type: none"> • Catering Facility Policy • Food and Beverage Management Policy • Bar Management Policy • Bar Management Work Instruction

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		<ul style="list-style-type: none"> • Cleaning of Beer Lines • Personal Hygiene and Kitchen Hospitality Work Instruction
	Cleaning & laundry	<ul style="list-style-type: none"> • Cleaning Communal Areas Work Instruction • Use, Maintenance and Repair of Cleaning Equipment Work Instruction • Cleaning Schedule Work Instruction (for housekeepers) • Use, Maintenance and Repair of Laundry Equipment Work Instruction • Laundry Service Work Instruction • Health & Safety for Housekeeping Work Instruction
	Repairs and maintenance	<ul style="list-style-type: none"> • Responsive Repairs (incl. Handyperson) Policy
	Lifting equipment & operations	<ul style="list-style-type: none"> • Moving and Handling Policy
Hazards	Lone working	<ul style="list-style-type: none"> • Lone Workers Policy
	Display screen equipment	<ul style="list-style-type: none"> • Display Screen Equipment Policy*
	Work-related stress	<ul style="list-style-type: none"> • Stress at Work Policy
	Work-related violence	<ul style="list-style-type: none"> • Anti-Social Behaviour Policy
	COSHH	<ul style="list-style-type: none"> • COSHH Work Instruction
	Infection control	<ul style="list-style-type: none"> • Infection Prevention & Control Policy • Infection Control Work Instruction
	Window safety	<ul style="list-style-type: none"> • Window Restrictors Work Instruction
	Fire safety	<ul style="list-style-type: none"> • Fire Safety Policy
	Smoking	<ul style="list-style-type: none"> • Smoking at Locations Work Instruction • Register of Smokers at Risk of Fire • Completing a Smoking Risk Assessment Work Instruction
	Electrical Safety	<ul style="list-style-type: none"> • Electrical Safety Policy*
	Gas Safety	<ul style="list-style-type: none"> • Gas Servicing Policy • Use & Storage of Gas Cylinders - Work Instruction • Using Oxygen Safely (Management of Medication QCDM) • Medical Gases Work Instruction
	Asbestos	<ul style="list-style-type: none"> • Managing asbestos in Buildings Work Instruction
	Radon	<ul style="list-style-type: none"> • Radon Work Instruction*
	Legionella	<ul style="list-style-type: none"> • Control of Legionella Bacteria Policy
Adverse weather	<ul style="list-style-type: none"> • Adverse Weather Policy 	

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		<ul style="list-style-type: none"> • Adverse Weather Conditions Work Instruction
	Pest control	<ul style="list-style-type: none"> • Pest Control Policy
	Waste control	<ul style="list-style-type: none"> • Waste Disposal Work Instruction • Clinical Waste Work Instruction
	Working at height	<ul style="list-style-type: none"> • Safe use of ladders and step ladders – what we need to do in locations • Ladders – detailed inspection checklist • Permit to Work System – Work Instruction
	Mobility Scooters	<ul style="list-style-type: none"> • Managing Mobility Aids Policy • Use, Maintenance & Storage of Mobility Aids work Instruction
	Furniture etc	<ul style="list-style-type: none"> • Furniture, Fixtures and Equipment Design Specification Policy
	Hot Works	<ul style="list-style-type: none"> • Permit to Work System – Work Instruction
People	Contractors	<ul style="list-style-type: none"> • Contractor Control Work Instruction
	Visitors	<ul style="list-style-type: none"> • Welcome to Visitors Work Instruction
	Volunteers	<ul style="list-style-type: none"> • Volunteering Strategy & Policy
	Children & young People	<ul style="list-style-type: none"> • Volunteering Strategy & Policy • Involving young people as volunteers within ECCT guidance • Young person's risk assessment tool
	New & expectant mothers	<ul style="list-style-type: none"> • Family Friendly Policy
	Other vulnerable staff / volunteers	<ul style="list-style-type: none"> • Employee / volunteer individual risk assessment
	Agency & relief staff	<ul style="list-style-type: none"> • Agency Worker Regulations Policy
	EHO visits	<ul style="list-style-type: none"> • Enforcement Visits Work Instruction*

* Documents in red – to be drafted

9. Relevant Legislative & Regulatory Requirements

Legislation
The Health and Safety at Work Act 1974
The Management of Health and Safety at Work Regulations 1999
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
Confined Spaces Regulations 1997
Construction Design and Management Regulations 2015
Control of Asbestos Regulations 2012
Control of Noise at Work Regulations 2005
Control of Substances Hazardous to Health (COSHH) 2002
Control of Vibration at Works regulations 2005
Electricity at Work Regulations 1989
Gas Safety (installation and Use) Regulations 1998
Health and Safety (Consultation with Employees) Regulations 1996

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Health and Safety (Display Screen Equipment) Regulations 1992
Health and Safety (First Aid) Regulations 1981
Health and Safety (Safety Signs & Signals) Regulations 1996
Lifting Operations & Lifting Equipment Regulations 1998
Manual Handling Operations Regulations 1992
Personal Protective Equipment at Work Regulations 1992
Provision & Use of Work Equipment Regulations 1998
Work at Height Regulations 2005
Workplace (Health, Safety & Welfare Regulations) 1992
Food Safety Act 1990
General Food Regulations 2004
Food Hygiene Regulations 2006
Occupiers Liability Act 1957 & 1984
EU Food Information for Consumers Regulations 2011
Regulation
RSH Standards (especially Governance & Financial Viability Standard & Home Standard) CQC Fundamental Standards
Guidance
Guidance on the above & other health and safety issues is available from the HSE's website: www.hse.gov.uk

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