

Policy Name	Health and Safety Policy
Version No.	13
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Category	CEO - Corporate
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HEALTH AND SAFETY POLICY

Author	Carly Musson, Health and Safety Manager
Contributors	Head of Operations, Asset and Maintenance Manager, Managing Director ExtraCare Retail, Regional Operations Managers, Charity Volunteer Lead, Training & Development Manager, Head of People, Catering Manager, SMT, ELT
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Version Control

Version	Date	Description	Updated By	Approved By
1-5	Oct 2017	Working drafts in new format	Company Secretary	N/A
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6	Nov 2017	No changes	Company Secretary	Operations Committee
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7	November 2018	Update for ELT approval	Head of Compliance & Improvement	ELT
8	December 2018	Update for Board approval	Head of Compliance & Improvement	Board of Trustees
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10	December 2019	Update for Board approval	Head of Compliance & Improvement	Board of Trustees
11	October 2020	Update for ELT approval	H&S Manager	ELT
12	December 2020	Update for Board approval	H&S Manager	Board of Trustees
13	February 2022	Updates including what training is statutory and its frequency; clear reporting line between Corporate H&S Group and ELT; clarifying roles of teams such as HR and Training; use of RiskBase system for property compliance; ensuring lessons are learned; and changes to job titles.	H&S Manager	Board

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1. Policy Purpose & Aim

The ExtraCare Charitable Trust (ExtraCare) 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.

ExtraCare 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 ExtraCare 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.

This policy will be reviewed annually by the Health and Safety (H&S) Manager and Executive Director Governance & Compliance and be approved by the Executive Leadership Team (ELT) and Board. All revisions will be communicated to all relevant staff by the H&S Manager.

2. Objectives

The objectives of this policy are to:

- Ensure that H&S is managed as an integral part of ExtraCare's activities so that it is considered as part of every decision;
 - Ensure that all of our locations are safe and healthy places to work whilst providing real and meaningful activities for residents within villages and schemes;
 - 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 H&S.
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3. Scope of Policy

This policy applies to every ExtraCare employee, resident, volunteer, visitor, contractor and partner organisation employees and covers all locations owned, managed or under development by ExtraCare, including villages, schemes, charity shops and Head Office. ExtraCare 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 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 H&S requirements and the rules and regulations set out by ExtraCare. Detailed responsibilities are set out below.

4.1 Board of Trustees

The Board of Trustees has ultimate responsibility for the health, safety and welfare of all ExtraCare's employees, residents, volunteers, contractors, customers and other visitors. The Board will:

- Ensure that there is an effective policy for H&S which will be an integral part of ExtraCare's culture, its values, and its performance standards;
- Monitor H&S performance regularly;
- Review the H&S policy on an annual basis;
- Keep under review H&S arrangements and other applicable statutory requirements that support overall H&S, and monitor policy and legislative compliance; and
- Keep abreast of new H&S legislation and consider proposals for effective implementation.

Whilst remaining accountable for H&S, the Board is supported in this by its Committees. Oversight of H&S for development and commissioning activities (new builds/extensions) is provided by the Development Committee and with property compliance at locations overseen by the Operations Committee. The Retail Board has oversight of H&S matters at Retail shops. In addition, the Audit & Assurance Committee provide oversight of ExtraCare's internal control arrangements and risk management framework.

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

4.2 Chief Executive

The Group Chief Executive is ultimately responsible for the standards of Health and Safety across the organisation and is accountable to the Board. Specific responsibilities are delegated through the leadership and management structure as detailed in this document.

4.3 Executive Leadership Team (ELT)

Executive Directors will take the lead in ensuring the communication of H&S duties and benefits throughout the charity and subsidiary. They will:

- Accept formally and publicly their individual roles in providing H&S leadership of ExtraCare;
- Ensure all operational decisions reflect ExtraCare's H&S intentions as defined in this policy;

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- Recognise their role in engaging the active participation of staff in improving H&S;
- Ensure that they are kept informed of, and alerted to, relevant H&S risk management issues;
- Monitor performance on H&S issues and compliance with key targets such as (but not limited to) completion of statutory training;
- Receive and discuss recommendations from the Competent Person(s) and quarterly Corporate H&S Group; and
- Ensure appropriate reporting to the Board and Committees.

4.4 Competent Person

The H&S Manager has been appointed as ExtraCare's Competent Person in accordance with Regulation 7 of the Management of Health and Safety at Work Regulations 1999. Their role is to assist in undertaking the measures required to comply with the requirements imposed by health & safety legislation and regulations and to assist in the further development of the occupational H&S management system. The Competent Person(s) is responsible as follows:

- To review the H&S Policy and structure of the Safety, Health & Environment (SHE) Plan on a regular basis, to ensure that health and safety risk is minimised;
- To advise of changes and developments in H&S legislation;
- To bring to the attention of the Chief Executive and ELT any concerns relating to the H&S management system or any recommended improvements;
- To advise on risk assessments;
- To advise on accidents and support the Managers with any subsequent investigation following a serious accident or incident;
- To advise on monitoring processes to ensure continued improvement in the management of H&S;
- Carry out an audit of each Village/Scheme at least annually, ensuring that locations are compliant to the policy requirements, including the outcomes of property compliance, fire safety and catering;
- To provide H&S advice to staff, volunteers and residents to improve their own level of health and safety awareness and empower them to manage their own health and safety;
- To identify H&S risks, themes and hotspots, ensuring that plans are in place to manage risk in these thematic areas;
- To produce an annual H&S report for the Board;
- To liaise with the Learning and Development Team on all aspects of H&S training to ensure that it is fit for purpose and meets the legislative requirements; and
- Chairs the Corporate H&S Group in the absence of the Executive Director Governance & Compliance.

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4.5 Executive Director of Governance and Compliance

The Executive Director of Governance and Compliance has strategic responsibility in ensuring the ExtraCare H&S Policy meets regulatory, legislative and best practice requirements. They:

- Will review this policy annually and recommend changes to ELT and the Board;
- Monitor and report on compliance against this policy to the ELT and Trustees;
- Have oversight of H&S across the organisation via attendance and Chairing of the Corporate H&S Group; and
- Provide a corporate report on H&S matters to the Board, including any significant issues affecting H&S.

4.6 Head of Growth and Construction

The Head of Growth and Construction has responsibility for the management of H&S through the development process of new Villages, extensions and modernisations. They will:

- Ensure that all elements within the design brief for new villages, extensions and modernisations adhere to the correct H&S standards and meet the requirements of this policy;
- Ensure that the 'Golden Thread' is applied and that all building information is available and accessible.
- Be responsible for ensuring that all H&S measures for new villages, extensions and modernisations are in good working order before handover to the Operations Directorate; and
- Report on H&S matters for new developments, extensions and modernisations to the Development Committee.

4.7 Development Team

The Development Team is responsible for appointing and managing consultants and contractors who design, plan and build, extend and modernise villages and schemes including architects, employer's agents and the main construction contractor. The Development Team is responsible for discharging ExtraCare's legal 'client duties' under the Construction Design and Management Regulations 2015 (CDM) to ensure the H&S of all who may be affected by the construction work, including members of the public.

The Development 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;
- Other 'duty holders' are provided with relevant information and carry out their duties;

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- They consult with the Competent Person on all major works, modernisations and extensions to existing villages and schemes and share all relevant H&S Files to ensure that our obligations are met;
- 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.

4.8 The Commissioning Team

The Commissioning Team is responsible for coordinating the implementation of ExtraCare's H&S 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 that the H&S 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 H&S legislation and this H&S 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 that adequate budget and resources are in place to meet the requirements of ExtraCare policies and procedures and legislative and regulatory requirements;
- Ensure that statutory notices, ExtraCare's H&S Policy Statement, Employers' Liability Insurance Certificate, and H&S visitor information is displayed and maintained in prominent locations;
- Ensure that the SHE Plan is in place, current and accessible to all employees;
- Ensure that notification and reporting procedures are implemented to meet both statutory and ExtraCare requirements; and
- Regularly monitor and review the management of H&S in new village operations and discuss any policy or procedure improvements with the Competent Person.

4.9 Head of Property and Environment

The Head of Property and Environment has strategic, commercial and operational responsibility for the Asset Management Team, managing property compliance. A key aspect of the role is to direct sufficient resources to ensure compliance or minimise risk of non-compliance with current and forthcoming legislation including the Regulator for Social Housing, Health & Safety, Building Safety Bill, Fire Safety and Environmental standards. They will:

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- Ensure that the Asset Management Team hold complete and up-to-date information relating to H&S compliance for ExtraCare locations;
- Ensure appropriate servicing and replacement programs are in place;
- Ensure (and provide assurance) that property compliance records are held (via the RiskBase system) and are kept up to date;
- Be responsible for ensuring that property compliance activities are completed.
- Advise ELT of any failure in the operational arrangements; and
- Report on property compliance to the Operations Committee.
- Ensure that the 'Golden Thread' is applied from new developments and extensions from Solihull Village and Earlsdon Park Phase 2 onwards. All information is retained on the building and is accessible to those that need it.

4.10 Asset Management Team

The Asset Management Team along with the Cluster Contract Managers and Building Safety, Environment and Compliance Officer will support each location and Head Office where ExtraCare has legal responsibility for property compliance. The Asset Management Team are owners of the property compliance system RiskBase and are responsible for keeping the content up to date and the provision of timely and accurate reports. The Asset Management Team supports Head Office and all villages and schemes with regard to the following:

- 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
 - Carbon Dioxide Monitoring
- Coordinating a routine preventative maintenance programme; and
- Ensuring that the property compliance at Villages and Schemes is monitored via the RiskBase compliance 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 Asset Management Team upon request.

4.11 Head of Operations

The Head of Operations is responsible for operational performance including implementation and compliance with H&S policies and procedures for all locations.

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4.12 Regional Operations Managers and Partnerships and Projects Manager

All Regional Managers and the Partnerships and Projects Manager, across locations and retail, are responsible for monitoring that locations understand their H&S responsibilities.

4.13 Learning and Development Team

The Learning and Development Team is responsible for:

- The provision of statutory training, including H&S training;
- Maintaining a clear matrix of roles requiring specific H&S training and that the frequency of training is (as a minimum) in accordance with HSE requirements;
- Reviewing ExtraCare training packages regularly to ensure that these provide a good level of awareness to all staff and volunteers, and reflects current legislation, policies and procedures;
- Providing H&S-related training in line with statutory requirements;
- Ownership of the e-learning system (Learning Pool) and ensuring (and providing assurance) that the content is up to date and providing timely and accurate reports; and
- Providing organisation-wide support and training on specific topics and for specific groups of staff and volunteers as required.

4.14 Human Resources (HR) Team

The HR team are responsible for:

- Providing support and advice on staff welfare issues, including work-related stress, and violence at work.
- Promote staff wellbeing initiatives; and
- Liaison with Occupational Health for specific advice and guidance as required.

4.15 Catering Manager

The Catering Manager is responsible for the following:

- Implementing and ensuring that H&S protocols are followed where catering is provided in-house. The Catering Manager assesses locations compliance with H&S in relation to Better Food, Better Business Standards;
- Ensuring that the catering facility management arrangements are in line with H&S and fire safety requirements;
- Advises and supports operational teams in relation to Catering practices at their locations;
- Carries out periodic checks and audits to make sure that the catering operations is performing to a high safety standard; and

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- Keeps an up-to-date record of all EHO inspections across all locations including locations with third party Catering contractors and provides timely data to the H&S Manager for reporting.

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

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

- Providing H&S leadership for the locality;
- Ensuring that their staff and volunteers are aware of their responsibilities for H&S and support them in fulfilling them;
- Ensuring all statutory and mandatory checks are carried out in the required timescales;
- Ensuring the SHE plan is kept current and reviewed regularly;
- Ensuring that all Risk Assessments are in place for the location and any activities undertaken, that they are reviewed at least annually, and are accessible to employees and volunteers;
- Ensuring all Fire Risk Assessment actions are resolved with the support of the Cluster Contracts Manager or Retail Managing Director.
- 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 and associated Emergency Evacuation plans are up-to-date with the required information;
- Ensures that internal reporting on accidents/incidents and property compliance is completed monthly; and
- Ensures that H&S matters are communicated to all staff and volunteers.

4.17 Lifestyle managers – Location Managers where Lifestyle Managers are not in place.

Lifestyle Managers in Operations have responsibility for the following in their locations:

- Oversee all health, safety and hygiene requirements to ensure the highest standards of cleanliness in the catering facility areas – kitchen, bar, café, bistro;
- Ensure catering areas are maintained by all staff, and to comply with the Food Safety Act and environmental health requirements;
- Ensure that a carbon monoxide detector is fitted in all kitchens and a carbon dioxide monitor is fitted in all bar cellars and staff perform daily checks;
- Put in place actions to bring all catering areas up to Food Safety rating of five;
- Ensures all events are risk assessed and appropriate H&S mitigations are put in place;
- Ensures that the Reception areas are managed and that relevant visitors information is provided; and

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- Ensures that safe gym practices are in place, and any changes are properly risk assessed in line with the Gym Health and Safety Work Instructions.

4.18 All Managers

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

- Accept an individual role in providing H&S leadership for their area of responsibility;
- Ensure all decisions reflect ExtraCare's H&S intentions, as stated in this policy;
- Ensure that their staff and volunteers are aware of their responsibilities for H&S and support them in fulfilling them;
- Ensure that the most up-to-date copy of the H&S Policy is available and is brought to the notice of all staff and volunteers;
- Ensure that all H&S requirements are observed in areas under their control and that breaches are investigated, and remedial action taken as necessary;
- Take the appropriate action (when required) to ensure the health, safety and welfare of employees, residents, volunteers, contractors, customers and other visitors;
- Ensure that all staff and volunteers are fully trained in relevant H&S matters;
- Ensure that all staff and volunteers follow all H&S procedures; and
- Bring to the attention of their immediate line manager and/or Competent Person any H&S related concerns.

They are required to monitor statutory training levels compliance levels for their staff and address non-compliance.

4.19 All Staff and Volunteers

In accordance with section 7 of the Health and Safety at Work etc. Act 1974, every employee has a legal duty while at work to take reasonable care for the H&S 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 H&S requirements.

ExtraCare requires all its employees and volunteers to:

- Help maintain a high standard of H&S by ensuring they do nothing either by their acts or omissions to endanger themselves or others, whilst at work;
- Cooperate with their managers in complying with H&S legislation, policy and procedures;
- 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;
- Bring to the direct notice of management, any safety hazard or unsafe practice they have noticed and any relevant suggestions they may have on H&S matters;
- Use work equipment (including safety equipment and devices) only in accordance with instructions and/or training received;

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- 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;
- Notify their manager without delay in the event of an accident or incident (including near misses) or work-related ill health; and
- Complete all statutory and mandatory H&S training in line with required timescales, and identify (and report to their manager) any further training requirements.

5. Monitoring & Review

Performance against H&S management arrangements are monitored monthly by ELT, and at each Board meeting. This is supplemented by property compliance reporting to the Operations Committee and H&S reporting for developments, extensions and modernisations to the Development Committee.

Health and safety issues will be monitored via the Corporate H&S Group which will meet at a minimum on a quarterly basis and will have representation from relevant departments of the charity. The Corporate H&S Group will report to ELT. This is a cross-departmental group that monitors and reviews H&S performance, addresses operational issues, learns from incidents, and agrees the need for any sub meetings. The Corporate H&S Group is Chaired by the Executive Director Governance & Compliance or (in their absence) the Competent Person. Any task and finish meetings required in addition to this meeting will be agreed and progress reported at the health and safety meeting.

The Operations Committee will receive details of performance in regard to key property compliance requirements, linked to Fire Safety, Gas Safety, Water Hygiene and Electrical Safety Policies at each meeting. This will be provided by the Head of Property & Environmental. The Executive Director Operations will receive this information on a monthly basis from the Asset Management Team. Property compliance will also be reported to the Board via the H&S report from the H&S manager.

The Development Committee will receive H&S reports for any new development, extension or modernisation. This will be provided by the Head of Growth & Construction. The CE will receive this information on a monthly basis (when projects are operational) from the Development Team. H&S issues for developments, extensions and modernisations will also be reported to the Board via the H&S report from the H&S Manager.

The H&S Manager will carry out an annual Baseline H&S Audit at each Scheme/Village. Detailed results will be reported to Location Manager and Regional Operations Manager, and any key themes reported to ELT. The H&S Manager will monitor and review H&S issues, including accident and incident trends and liability claims to identify recurring incidents and areas of risk. The review process will be used to identify requirements for new or modified

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arrangements, to update the Strategic Risk Register and Board Assurance Framework, update training and instructions and to identify any other relevant controls.

H&S issues will also be monitored through Manager Assurance Statements, ROMs/ Head of Department reviews and oversight of location/department risk registers, ELT reviews, and via periodic independent reviews by internal audits and 3rd party specialists.

Location Managers are responsible for monthly monitoring and reporting via Management Report Matrix (villages and schemes only) and ensuring that the SHE Plan is kept up to date with monthly checks being carried out.

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.

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

In the case of a serious non-compliance issue, the Chief Executive and Board Chair will determine whether it should be reported to the Regulator of Social Housing, in accordance with the Trustee Escalation Framework.

This policy will be reviewed annually by the H&S Manager and Executive Director Governance & Compliance and approved by the ELT and Board. All revisions will be made available to all staff, volunteers and residents, it will be accessible on the website for visitors.

6. Risk Management

The Board of Trustees and ELT view H&S, together with breaches of associated legal and regulatory requirements, as areas of corporate risk for which they have an adverse risk appetite. Accidents and incidents have the potential to not only cause harm to individuals but may also produce financial and reputational consequences for the Trust. Compliance with this policy (and supporting documents) reduces the likelihood of a risk materialising (e.g., accident/incident) and strengthens our ability to meet relevant legislative and regulatory obligations.

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7. Statement of Commitment

ExtraCare 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.

ExtraCare 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'.

ExtraCare's performance in relation to H&S management will be monitored and reviewed by ELT and Board.

8. Working in Partnership

ExtraCare recognises the essential value of cooperation and collaboration in promoting a H&S culture within the charity with a view to improving H&S standards.

ExtraCare 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.

ExtraCare will work in partnership and cooperate and coordinate with third parties whilst working on the same site. All contractors operating in our premises or organisations hiring ExtraCare's premises will be expected to follow this policy.

Where ExtraCare manages, or part manages the location as an agent for a housing partner, specific H&S and property compliance requirements will be held by the Asset Management team via RiskBase. These will be monitored on a monthly basis, via COLIN, by the H&S Manager.

Our insurers mandate a rolling programme of risk assessment visits as part of their assessment of our insurable risk. These visits assess H&S and fire matters. We will respond to any recommendations made, report such visits to ELT and Board via the H&S report, and use these visits as a source of third party assurance.

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9. Risk Assessments and Controls

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

ExtraCare 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.

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

10. Information, Instruction, Supervision and Training

ExtraCare 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 the H&S of themselves and others. Staff will have adequate and appropriate Statutory (and Mandatory) H&S and associated training in accordance to enable them to fulfil their roles. Training records will be complete and up to date.

A target of 95% compliance for statutory training is set and will be monitored by the Learning & Development team and will be reported to ELT and Board. All staff must undertake ExtraCare’s training (via eLearning or face to face) within 12 weeks of starting work and periodically thereafter, statutory training requirements are set out below:

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Statutory Training Requirements

	Locations	Retail	Head Office
H&S (elearning)	Annual	Annual	Annual
Moving & Handling (face to face)	18 months for people moving & handling 2 years for non-people (inanimate objects) moving and handling	18 months	18 months
Food Hygiene (elearning)	Catering staff – 2 years Care staff – 3 years	Not required	Not required
First Aid * (face to face)	Annual	Not required	Annual first aid at work for nominated first aiders
COSHH * (elearning)	Every 2 years	Every 2 years	Every 2 years
Fire eLearning	12 months (day staff) 9 months (night staff)	12 months	12 months

* role dependent – not all roles require this training
(NB additional fire training is cited in the Fire Safety Policy).

11. Working Environment

ExtraCare 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.

ExtraCare 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.

12. Accident and Incident Reporting

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

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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').

ExtraCare requires all accidents and incidents to be investigated to identify a root cause so that remedial action, if any, is identified and taken. This process is overseen by the Operations Support Team.

Learnings will be recorded on the learning log as maintained by the Operations Support Team. Any lessons learned will also be shared with the H&S Manager and Executive Director Governance & Compliance and (depending upon the nature/severity of the incident) may be subject to review by the Corporate H&S Group.

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

Local authority EHOs or HSE officers (enforcement officers) may inspect ExtraCare premises at any time to check that ExtraCare is meeting its legal duties in relation to H&S. ExtraCare 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 H&S Manager. When the visit is from an EHO, the Catering Manager must be informed.

ExtraCare always aims for a five-star rating in terms of food standards. Where a location falls below this standard, they will be expected to have an action plan in place to bring them up to a five-star rating. All ExtraCare food outlets will be expected to have allergy information available, in accordance with the ExtraCare Catering Facility Policy.

14. Other Relevant ExtraCare Policies & Documents

General		<ul style="list-style-type: none"> Major Incident Escalation Policy Whistleblowing Policy Data Protection Policy Records Management Policy Business Continuity 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 and Safety General – Work Instruction
	Risk Assessments	<ul style="list-style-type: none"> Risk Assessment Process – Work Instruction

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	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 • Major Incident Escalation Policy
Tasks & Activities	Driving at work	<ul style="list-style-type: none"> • Driving at Work – Work Instruction
	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 • Catering Facility 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 • Contractor Induction – Work Instruction
Lifting equipment & operations	<ul style="list-style-type: none"> • Moving and Handling Policy • LOLER Policy 	
Hazards	Lone working	<ul style="list-style-type: none"> • Lone Workers 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 • Fire Drill – Work Instruction

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		<ul style="list-style-type: none"> Emergency Evacuation Box – Work Instruction Fire Safety Statutory Checks – Work Instruction
	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 and Storage of Gas Cylinders – Work Instruction Using Oxygen Safely (Management of Medication (QCG) Medical Gases – Work Instruction
	Asbestos	<ul style="list-style-type: none"> Asbestos Policy 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 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"> Mobility Scooter Policy Alterations (Aids and adaptations) Policy Use, Maintenance & Storage of Mobility Aids – Work Instruction
	Furniture etc	<ul style="list-style-type: none"> Furniture, Fixtures and Equipment Design Specification – Work Instruction
	Hot Works	<ul style="list-style-type: none"> Permit to Work System – Work Instruction
	Carbon Monoxide	<ul style="list-style-type: none"> Carbon Monoxide Monitoring – Work Instructions
	Adverse Weather	<ul style="list-style-type: none"> Adverse Weather Conditions – Work Instructions
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 Policy

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Children & young People	<ul style="list-style-type: none"> Involving young people as volunteers within ExtraCare 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
Gym	<ul style="list-style-type: none"> Gym Health and Safety – Work Instructions
Hobby Woodwork Room	<ul style="list-style-type: none"> Use of Hobby Woodwork Room – Work Instructions

15. 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
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, 2016)
Occupiers Liability Act 1957 & 1984
EU Food Information for Consumers Regulations 2011
Regulation

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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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