

Policy Name	Health and Safety Policy
Version No.	17
Approval Date	January 2025
Category	Corporate
Classification	Internal

HEALTH AND SAFETY POLICY	
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Approved By & Date	ELT – January 2025
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Version Control

Version	Date	Description	Updated By	Approved By
1-6	October 2017 – December 2017	Working drafts in new format/ Annual Reviews.	Company Secretary	Board
7-12	November 2018 – December 2020	Update for ELT/Board approval/ Annual Review.	Head of Compliance & Improvement	ELT/ Board
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
14	February 2023	Minor amends	H&S Manager	Board
15	January 2024	Fundamental review. Detail removed and transferred to Work Instructions to aid clarity and accessibility of policy to the end user.	H&S Manager	Board
16	November 2024	Update on Responsibilities and named competent person.	Head of Governance	ELT
17	January 2025	Change of competent person from H&S Officer to H&S Manager	H&S Manager	ELT

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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.

2. Objectives

The objectives of this policy are to:

- Ensure that health and safety (H&S) is managed as an integral part of ExtraCare’s activities so that it is considered as part of all decision making;
- 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.

3. Scope of Policy

This policy applies to all employees, residents, volunteers, visitors and contractors. It applies to ExtraCare and ExtraCare Retail Ltd (**Retail**), and covers all premises owned, occupied or managed by ExtraCare and Retail.

4. Responsibilities

Whilst everyone has a duty to consider safety, some roles and functions have additional responsibilities. A summary is set out below with more detailed specific responsibilities documented in **Work Instruction - Responsibilities**.

Board of Trustees	Has ultimate accountability for H&S including ensuring 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. It is supported in this role by its Committees and the Executive Leadership Team (ELT) and the Senior Management Team (SMT).
Chief Executive	Has overall responsibility for H&S and is accountable to the Board. This responsibility is delegated through the management chain as outlined below.
Executive Leadership Team (ELT) and Senior Management Team (SMT)	Set and lead the H&S culture.

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Competent Person (H&S Manager)	Appointed under Regulation 7 of the Management of Health and Safety at Work Regulations 1999. Acts as the specialist advisor on measures required to comply with H&S legislation, regulations, and the further development of the occupational H&S management system.
Head of Governance	Has responsibility for ensuring that the H&S Policy meets regulatory, legislative and best practice requirements. Provides H&S Reports to ELT and Board. Chairs the Corporate H&S Group.
Head of Property and Environment	Has strategic, commercial and operational responsibility for building safety, fire safety, and property compliance. Chairs the Building Safety Group and oversees the Fire Focus Group. Has a duty to advise the Executive Director Operations and ELT of any failure or material risk in these arrangements. Ensures compliance with Construction – Design and Management (CDM) Regulations.
Head of Growth and Construction	Has responsibility for the management of H&S for new builds, extensions and modernisations. Has a duty to advise the Chief Executive and ELT of any failure or material risk in these arrangements. Ensures compliance with CDM Regulations.
Managing Director of Retail	Responsible for working with external consultants to ensure that any shop fitting works for which they are responsible are carried out in accordance with CDM Regulations, with support from the Head of Property & Environment.
Head of Operations	Responsible for setting the tone for a safety culture within Operations including compliance with H&S policies and procedures, learning lessons, and continued improvement. Ensures that H&S monitoring and reporting procedures are in place. Has a duty to advise the Executive Director Operations and ELT of any failure or material risk in these arrangements. Ensures that specific H&S roles and responsibilities within Operations are understood and discharged.
Regional Operations Managers (ROM) for ExtraCare and Retail	Responsible for ensuring that locations understand their H&S responsibilities. Provides H&S leadership and support for locations. Supports the Head of Operations.
Learning & Development Manager	Identify, source and provide appropriate training to managers and staff. Report on compliance with statutory training.
All Managers	Provide H&S leadership for their area of responsibility and ensure that staff/volunteers are aware of their H&S responsibilities and supports them in fulfilling them. Specific

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	H&S roles and responsibilities within Operations are outlined in Work Instruction – Responsibilities.
All staff and volunteers	Take reasonable care for the H&S of themselves and of other persons and cooperate with ExtraCare as the employer.

5. Monitoring & Review

This policy will be reviewed annually. Performance against H&S management arrangements are monitored quarterly as a minimum by ELT, and at each ExtraCare Board and Retail Board meetings. Detailed property compliance reporting is presented to the Operations Committee, and H&S reporting for developments, extensions and modernisations is presented to the Development Committee. H&S is overseen by the Corporate H&S Group, the Building Safety Group and the Fire Focus Group.

6. Risk Management

The Board of Trustees and ELT view H&S as a 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.

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. We will adopt a proportionate common-sense approach to H&S, acknowledging that risk cannot be fully eliminated and seeking a balance between reasonable precautions and enabling residents to maintain their independence as part of ensuring ‘Better Lives for Older People’.

8. Additional arrangements

8.1 Working in Partnership

We recognise the essential value of cooperation and collaboration in promoting a H&S culture. Our partners include staff, volunteers, residents and third parties such as our Facilities Management providers and our insurers. We will work in partnership with landlords where we manage services but do not own the building and will raise any safety concerns with them as required.

8.2 Risk Assessments and Controls

We will ensure that suitable and sufficient risk assessments are carried out which cover all aspects of the workplace and provide clear guidance for our staff.

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8.3 Information, Instruction, Supervision and Training

We will ensure that we provide appropriate information, instruction, supervision or training, so that our staff are able to outline their specific responsibilities related to the H&S of themselves and others. We will ensure that all staff and volunteers undertake appropriate statutory and mandatory H&S training for their role.

8.4. Working Environment

We will ensure that welfare amenity provisions e.g. sanitation, hand washing, working temperature, drinking water etc are provided and properly maintained. We 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.

8.5 Accident/Near Miss and Incident Reporting

We will require all accidents and near misses to be reported without delay and report RIDDORS (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the HSE. We will review accidents and near misses to identify root causes and learn lessons.

9. Other Relevant ExtraCare Policies & Documents

General	
<ul style="list-style-type: none"> Safety, Health & Environmental Plan (SHE Plan) Register of Smokers at Risk of Fire Using Oxygen Safely (Management of Medication (QCG)) Safe use of ladders and step ladders (detailed inspection checklist) 	<ul style="list-style-type: none"> Involving young people as volunteers guidance Young person's Risk Assessment Tool Employee/Volunteer Individual Risk Assessment
Related Policies	
<ul style="list-style-type: none"> Appointment Construction Contractors and Consultants Policy Asbestos Policy Automated External Defibrillator Policy Business Continuity Policy Control of Legionella Bacteria Policy Electrical Safety Policy Fire Safety Policy Gas Servicing Policy Gym Policy 	<ul style="list-style-type: none"> Home Working Policy Hybrid Working Policy Infection Prevention & Control Policy LOLER Policy Mobility Scooter Policy Moving & Handling Policy Pest Control Policy Stress at Work Policy Learning and Development Policy
Work Instructions (all available on SharePoint)	
<ul style="list-style-type: none"> Accident/Incident Investigation Accident/Incident Reporting 	<ul style="list-style-type: none"> Permit to Work System Radon

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<ul style="list-style-type: none"> • Carbon Monoxide Monitoring • Cleaning Communal Areas • Completing an Accident/Incident Report Form • Contractor Control • Control of Substances Hazardous to Health (COSHH) • Display Screen Equipment* • Driving at Work • Enforcement Visits • Fire Drill • Fire Safety Statutory Checks • First Aid Provisions • Furniture, Fixtures and Equipment Design Specification • Health & Safety • Lone Working* 	<ul style="list-style-type: none"> • RIDDOR Reporting • Risk Assessment Process • Secure Information Box • Maintenance • Smoking at Locations • Use and Storage of Gas Cylinders • Use of Greenhouse • Use of Hobby Woodwork Room • Use, Maintenance and Repair of Cleaning Equipment • Use, Maintenance and Repair of Laundry Equipment • Use, Maintenance and Storage of Mobility • Welcome Visitors • Window Restrictors • H&S - Responsibilities • H&S - Monitoring & Review mechanisms • H&S - Partnerships
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* Documents under review

10. Relevant Legislative & Regulatory Requirements

Legislation	
The Health and Safety at Work Act 1974	Building Safety Act 2022
The Management of Health and Safety at Work Regulations 1999	Food Safety Act 1990
Regulatory Reform (Fire safety) Order 2005	Natasha's Law 2022
Fire Safety Act 2021	Occupiers Liability Act 1957 & 1984
Environmental Protection Act 1990	
Regulation	
RSH Standards (especially Governance & Financial Viability Standard & Home Standard) CQC Fundamental Standards	Health and Safety (First Aid) Regulations 1981
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013	Health and Safety (Safety Signs & Signals) Regulations 1996
Confined Spaces Regulations 1997	Lifting Operations & Lifting Equipment Regulations 1998

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Construction Design and Management Regulations 2015	Manual Handling Operations Regulations 1992
Control of Asbestos Regulations 2012	Personal Protective Equipment at Work Regulations 1992
Control of Noise at Work Regulations 2005	Provision & Use of Work Equipment Regulations 1998
Control of Substances Hazardous to Health (COSHH) 2002	Work at Height Regulations 2005
Control of Vibration at Works regulations 2005	Workplace (Health, Safety & Welfare Regulations) 1992
Electricity at Work Regulations 1989	General Food Regulations 2004
Gas Safety (installation and Use) Regulations 1998	Food Hygiene Regulations (2006, 2016)
Health and Safety (Consultation with Employees) Regulations 1996	EU Food Information for Consumers Regulations 2011
Health and Safety (Display Screen Equipment) Regulations 1992	
Guidance	
Guidance is available from the HSE's website: www.hse.gov.uk	