

## 4.01 Health and Safety Policy V10.0

<b>Schedule Information</b>	
<b>Policy Category</b>	<b>Category 1 – All Staff – Urgent</b>
<b>Directorate Lead</b>	Housing & Estates
<b>Committee</b>	Quality & People
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<b>Key Words</b>	Health, Safety
<b>Policy Cross Reference</b>	Housing & Estates Directorate – Specific Health and Safety (H&S) Compliance related Roles, Responsibilities & Arrangements <b>Appendix 1</b> Operations Directorate – Specific H&S Client related Roles, Responsibilities & Arrangements <b>Appendix 2</b> People Directorate – Specific H&S Employee related Roles, Responsibilities & Arrangements <b>Appendix 3</b> 1.41 Incident Management Policy 2.09 Use of Oxygen in Services Policy 2.15 Client Water Temperature Risk Assessment and Checks Policy 2.19 Client Positive Risk Assessment Policy 2.25 PEG Feeding Policy 2.30 Pressure Care Policy 4.02 Gas Safety Policy 4.05 Avoiding and Coping with Violence Policy 4.06 COSHH Policy 4.04 Asbestos Management Policy

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	<p>4.45 Voids Policy</p> <p>4.07 Electrical Safety Policy</p> <p>4.08 Fire Safety Management Policy</p> <p>4.09 First Aid Policy</p> <p>4.10 Food Hygiene Policy</p> <p>4.11 Infection Prevention and Control Policy</p> <p>4.12 Lone Working Policy</p> <p>4.13 Machine and Equipment Safety Policy</p> <p>4.15 Mobile Phones in Cars Policy</p> <p>4.16 Manual Handling Policy</p> <p>4.19 Occupational Stress Management Policy</p> <p>4.20 Restrictive Physical Interventions Policy</p> <p>4.21 Positive Behaviour Support Policy</p> <p>4.23 Premises Safety Policy</p> <p>4.24 General Risk Assessment Policy</p> <p>4.27 Managing Water Temperatures Policy</p> <p>4.28 Windows and Balconies Policy</p> <p>4.29 The Role of H&amp;S Representatives in Managing Risk Policy</p> <p>4.30 Working at Height Policy</p> <p>4.31 Noise at Work Policy</p> <p>4.32 Ligatures Risk Assessment and Safe Management</p> <p>4.33 Client Medical Equipment, Physical Aids and Adaptations Policy</p> <p>4.34 Bed Rails Policy</p> <p>4.35 Prevention of Slips, Trips and Falls Policy</p> <p>4.36 Tenant &amp; Client Antisocial Behaviour Policy</p> <p>4.37 ASB Policy</p> <p>4.39 Hoarding Policy</p> <p>5.10 Building &amp; Maintenance Policy</p>
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<b>Storage &amp; Version Control</b>	Whilst this policy may be printed and shared, the electronic copy posted on the internal intranet is the controlled document.

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- About St Anne's Values; Equality and Inclusion
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## About St Anne's

As well as being a company limited by guarantee, St Anne's is also a registered charity and social housing landlord. Our Charity's objects:

1. To relieve those in need by reason of youth, age, ill-health (including those persons suffering from alcohol, drug and other substance misuse), disability, financial or other hardship by the provision of welfare and support (financial or otherwise), health and social care, employment, housing and education support;
2. To further such other exclusively charitable purposes as the Trustees in their absolute discretion from time to time determine.

## Regulatory Health and Safety Compliance

St Anne's have established procedures and protocols to ensure that as an organisation it meets all statutory compliance requirements specific to the health and social care sector, namely those set out by:

- Statutory Legislative Requirements under UK Law
- Charity Commission
- Companies House
- Housing Regulators
- Care Quality Commission
- Local Authority and NHS Commissioners

We take governance seriously and follow the Charity Governance Code "seven principles" which provide a structured foundation for meeting our legal requirements:

- Organisational Purpose
- Leadership
- Integrity
- Decision making and risk control
- Diversity
- Openness and transparency
- Board effectiveness

## St Anne's Community Service Staff Manual

### Statement of Intent

St Anne's Community Services (St Anne's) is committed to providing a safe and healthy environment, and we will work hard to have an environment of continued learning and improvement so that our vision and our values can be met and that the expectations of those we support can be realised.

St Anne's recognises that compliance with the Health and Safety at Work, etc Act 1974 and related legislation is a legal requirement and not a matter of choice. In meeting this obligation, we will act positively to reduce incidents across all workplaces and all workplace risks. All activities will be carried out with the highest regard to the health, safety and wellbeing of all our staff, contractors, visitors and, as appropriate, the public.

In achieving these standards, St Anne's will recognise and allocate appropriate budget and resources. We will ensure our staff are both competent and confident to carry out their duties. We will ensure that at all levels staff are equipped with good quality information, knowledge and training, and that with support and supervision they will be empowered to exercise good judgement and effective and safe decision making.

St Anne's maintains an organisational risk register which captures both operational and corporate business risks. The Board has oversight of these risks and regularly reviews, checks and challenges them including through relevant committees of the Board. Due diligence is fundamental to the effectiveness of the register and the Board seeks assurances at every committee and Board meeting.

St Anne's will carry out and regularly review risk assessments and will identify hazards and measures of control, we will identify, prioritise, plan and complete corrective action in order to eliminate or reduce risks to an acceptable level.

This Health and Safety policy plays a significant role across two other key policies; safeguarding and equality and diversity. This is because safeguarding like this policy is everybody's business and recognised within these same parameters fair and equality treatment is everybody's right.

The buildings we occupy and the equipment we use will be maintained to meet the minimal legal requirement.

We will consult and engage with our workforces, and encourage a culture that emphasises, health, safety and wellbeing and encourages openness. Staff are encouraged and expected to highlight issues or hazards and also to work together to create solutions that maintain a safe working environment.

All of our policies reflect the culture and commitment to exercise good judgement and effective decision making across all our business and operational activities, in particular this health and safety policy – recognising that its success is dependent on every employee.

This policy will be reviewed every three years, or sooner in light of legislative or organisational changes.

Signed: *Azra Kirkby*

Chief Executive Officer

Date: April 2023

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### **St Anne's Values: a Note about Equality and Inclusion**

This document is supported by a number of more detailed procedural documents, which are set out in detail in the appendices.

#### Equality and Inclusion Statement:

St Anne's operates by a set of core values:

- **Person-centred**
- **Respect**
- **Open**
- **Understanding**
- **Dedicated**

These values include the recognition of, and focus on, creating a positive culture of equal and mutual respect. In particular:

Equality and Inclusion are woven throughout St Anne's values and are at the core of how we work.

We will ensure everybody is treated equally and fairly.

All policies undergo Equality Impact Assessments and resulting actions and recommendations are applied.

Our intention is to identify, remove or minimise discriminatory practices across any of the protected characteristics as well as promote positive practice and the level of value that diversity brings.

We pay regard to our communities, including language and culture. For instance, training wherever possible will be made available in a number of languages. All our literature will be provided in "Plain English", together with visual aids. Where necessary, we will utilise interpreters.

#### **Scope**

This policy applies to all employees, contractors, seconded staff, placements, volunteers and agency staff.

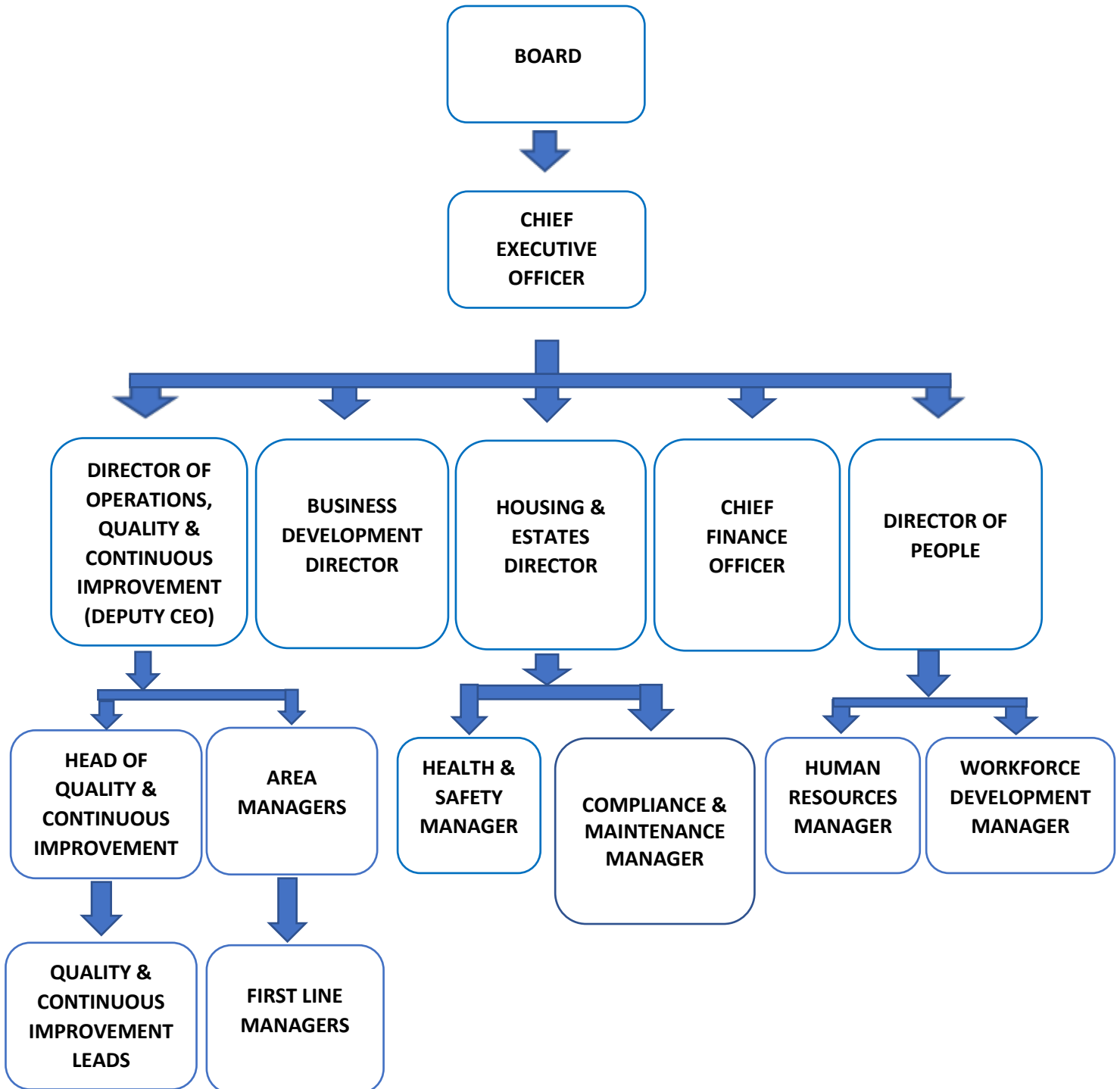
#### **Roles and Responsibilities**

##### **All Employees**

All employees are reminded of their legal duty to:

- Take reasonable care of their own health and safety and that of others who may be affected by their work under the Health and Safety at Work, etc. Act 1974.
- Inform the employer of any danger to health and safety posed by a work-related activity under The Management of Health and Safety at Work Regulations 1999 (MHSWR)
- Inform their employer of any shortcomings in the employment protection arrangements under MHSWR and also to;
- Co-operate fully with St Anne's health and safety arrangements under MHSWR.

**Health and Safety related Organisational Structure**



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## **Board**

The Board has overall responsibility for the effective implementation of the Health and Safety Policy, for checking, challenging, and approving subsequent legislative or organisational amendments.

The Health and Safety Manager provides assurance to the Board on matters of health and safety and this is done through the Health and Safety Committee reporting lines.

## **Chief Executive Officer**

The Chief Executive Officer has overall responsibility for all matters relating to the health and safety.

The Chief Executive Officer can delegate specific responsibilities relating to health and safety to suitably competent persons within the organisation on their behalf or engage the services of external 'competent persons' to undertake specific health and safety related operations; but at all times retains overall responsibility for all matters relating to health and safety for the organisation.

## **Directors**

Directors of St Anne's Community Services have delegated responsibility from the Chief Executive to ensure this policy, its associated procedures, management guidance and systems are fully understood, and are applied and resourced, within their respective directorates. In particular they should:

- Lead by example, and be proactive in promoting a safe and responsible culture and attitude
- Obtain the necessary level of professional advice and keep up to date with changes to health and safety legislation, standards and good practice
- Ensure suitable and sufficient risk assessments are undertaken, and that any subsequent actions are carried out to eliminate or reduce levels of risk
- Ensure their teams recognise, respect and fully embed a strong culture of health and safety
- Ensure that health and safety considerations are made in relation to planning new or changing systems and /or methods of work
- Monitor effectiveness of health and safety within their teams and directorates
- Ensure line management responsibility and accountability for the health and safety issues which are in their control and ensure that compliance is reviewed at least annually or earlier as required
- Complete health and safety reports, identify and meet key performance targets and ensure the submission of timely KPI and related information is forwarded to the Housing Director/Health and Safety Manager for reporting to the Board, its committees and other groups as appropriate
- Undertake inspections and investigations as required
- Complete health and safety training and continued learning as necessary in order to fulfil the Director-level obligations and actively feed into and contribute to the training, development and learning of others;
- Review and implement functional health and safety policies to support the wider corporate health and safety approach

The Housing and Estates Director has a specific responsibility to raise any areas of concern raised by the Health and Safety Manager directly with the Chief Executive Officer.

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### **Health and Safety Manager (designated 'Competent Person')**

The Health and Safety Manager fulfils the statutory duty as 'Competent Person' for the organisation. The post-holder may appoint one or more competent persons to assist with the undertaking of the measures needed to comply with the requirements and prohibitions imposed by or under order of relevant statutory provisions.

In particular this role is responsible for:

- Reporting any areas of concern in regard to corporate health, safety, welfare and well-being issues, to the Housing Director as line manager, with immediate effect
- Providing support and guidance, across the organisation in relation to corporate health and safety, welfare and well-being issues
- Coordinating and overseeing the health and safety management framework including monitoring its overarching effectiveness
- Reviewing legislation and providing advice on findings and recommendations
- Undertaking regular audits of health and safety compliance, providing assurance, creating reports and making recommendations as necessary
- Leading and providing advice to the Health and Safety Group. (The Health and Safety Group is led by ELT and works with staff health and safety representation, whether through a recognised trade union or staff group)
- Identify health and safety training needs
- Providing legislative updates, briefing papers as required and sharing information and lessons learnt from outside bodies regarding occupational health and safety
- Acting as the link to external organisations in relation to issues of health and safety, for example the Health and Safety Executive and local authority enforcement officers

### **Arrangements for delivery of this policy**

This policy will be delivered by:

- The development of procedures, protocols and guidance which will meet the requirements of health and safety law and which will all be made available on the staff intranet
- Ensuring suitable and sufficient risk assessments and controls for areas of responsibility
- Ensuring sufficient time, resource and training is made available
- Generally promoting a positive culture of health and safety, using and sharing materials to raise awareness, support campaigns and lead by example
- Engaging with staff representatives including as appropriate trades unions, and any other safety representatives to ensure effective consultation and communication and sharing of information and lessons learnt

### **Distribution**

Employees and visitors will be made aware of this policy and statement through;

- The staff intranet
- Induction, mandatory training and ongoing continued development
- Through individual PDRs
- Regular briefings and staff meetings



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## Monitoring

A range of monitoring is in place:

- Compliance against the policy will be measured across the organisation
- The Health and Safety Group will be responsible for the monitoring arrangements, methods used for monitoring will include but not be limited to: audits, inspections and action plans
- Monitoring of compliance will be undertaken as an agenda item across all relevant committees and associated working groups
- Reporting arrangements and action plans:
- Annual health and safety report will be made to the Board;
- Monitoring arrangements are detailed in the Health and Safety Group Terms of Reference.
- Roles and responsibilities for action plans are outlined as appendices within this policy.

## Appendices:

- Appendix 1 - Housing & Estates Directorate – Specific H&S Compliance related Roles, Responsibilities & Arrangements
- Appendix 2 – Operations, Quality & Continuous Improvement Directorate – Specific H&S Client related Roles, Responsibilities & Arrangements
- Appendix 3 - People Directorate – Specific H&S Employee related Roles, Responsibilities & Arrangements

## References:

- The Health and Safety at Work, etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Regulatory Reform (Fire Safety) Order 2005
- HSG65 Managing for Health and Safety 2013
- INDG27 (Rev 1) Plan, Do, Check, Act 2013
- INDG41 (Rev 1) Leading Health and Safety at Work

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## APPENDIX 1

### Housing & Estates Directorate – Specific H&S Compliance related Roles, Responsibilities & Arrangements

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- About St Anne's Housing Directorate
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  - Housing & Estates Director
  - Health and Safety Manager
  - Compliance & Maintenance Manager
- Responsibilities of All Employees
- Arrangements
- References

#### Housing & Estates Director will specifically:

- Be ultimately responsible to the CEO for ensuring the oversight and direct line management of the Corporate Health and Safety function of St Anne's Community Services.
- Keep informed and regularly report to the Executive Leadership Team and the Board on Corporate Health and Safety matters, including performance and plans for improvement.
- Oversee the arrangement for the provision of Housing related Health and Safety Compliance.
- Ensuring health and safety considerations are an integral part of all actions and decisions, including appropriate delegation of this responsibility within their line management function.
- Promote the active involvement and participation of employees in health and safety matters by supporting and maintaining the Health and Safety Committee and Health and Safety Group.
- The Housing & Estates Director has a specific responsibility to raise any areas of concern raised by the Health and Safety Manager directly with the CEO.

#### Health and Safety Manager (designated 'Competent Person')

The Health and Safety Manager fulfils the statutory duty. The post-holder may appoint one or more competent persons to assist with the undertaking of the measures needed to comply with the requirements and prohibitions imposed by or under order of relevant statutory provisions.

In particular this role is responsible for:

- Reporting any areas of concern in regard to corporate health, safety, welfare and well-being issues, to the Housing Director as line manager, with immediate effect.
- Providing support and guidance, across the organisation in relation to corporate health and safety, welfare and well-being issues.
- Coordinating and overseeing the health and safety management system including monitoring its overarching effectiveness.
- Reviewing legislation and providing advice on findings and recommendations.
- Undertaking regular audits of health and safety compliance, providing assurance, creating reports and making recommendations as necessary.

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- Leading and providing advice to the Health and Safety Group. Identify and implement health and safety training needs.
- Providing legislative updates, briefing papers as required and sharing information and lessons learnt from outside bodies regarding occupational health and safety.
- Acting as the link to external organisations in relation to issues of health and safety, for example the Health and Safety Executive and local authority enforcement officers.

### **Compliance & Maintenance Manager will specifically;**

- Oversee the delivery of all compliance related maintenance and servicing programmes, as required under statutory Housing and Construction related health and safety legislation.
- Provide technical compliance and maintenance advice across the organisation.
- Report any areas of concern with regards to Compliance and Maintenance to the Housing Director with immediate effect.
- Ensure the completion of Health and Safety related repairs are addressed by the Compliance and Maintenance Team as quickly as possible.
- Monitor all systems and standards employed by sub-contractors as St Anne's may employ from time to time, to ensure compliance with the Health and Safety at Work, etc Act and all other relevant statutory legislation requirements.
- Ensure that all maintenance, repairs and construction related works required to property and fixtures and fittings, are carried out in accordance with statutory guidelines.
- Ensure suitable and sufficient systems are in place to provide suitable and sufficient contractor management, including continuous monitoring and reviewing of all contractors, working on behalf of St Anne's and further ensure that all contractors are aware of St Anne's Health and Safety standards, policies and procedures and will complete any works subject to the requirements of existing Health and Safety regulations and statutes.
- Undertake regular pre-work, construction phase and post-work checks and audits on all contractors employed by St Anne's Community Services reactive repairs, planned and cyclical maintenance, statutory compliance testing and capital works schemes.
- Familiarise themselves with St Anne's Health and Safety policies and associated procedures, and any professional codes of practice, and ensure they are understood and applied at all levels within their area of responsibility.
- Ensure that a high standard of housekeeping is maintained in all premise's areas.
- Ensure that all persons within their area of responsibility receive sufficient information, instruction and supervision, further ensuring that reasonable supervision of all visitors, including contractors, requiring access to premises within their area of responsibility.
- Ensure that safe working practices are followed by persons within their areas of responsibility and any concerns are raised immediately through direct line management, further ensuring that adequate, suitable personal protective clothing and equipment is provided, with adequate training in the wearing and storage of such and monitor the use within their area of responsibility.
- Ensure that any work equipment used within their area of management shall be maintained in good working condition.
- Ensure that all persons under their charge are familiar with all emergency procedures and that staff under their line management have adequate training to ensure that all Health, Safety, Welfare and Well-being related issues, which cannot be resolved locally are raised through appropriate Line Management without delay and in instances of significant concern, simultaneously to the Corporate Health and Safety Manager. • Ensure that reporting of accidents and incidents is carried out in accordance with St

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Anne's procedures and that potential notifications to statutory bodies are notified to their line manager without undue delay.

### **Responsibilities of All Employees, specifically require;**

- (as required under Section 7 of the Health and Safety at Work, etc Act 1974)
- Undertake their duty to take reasonable care of the health and safety of themselves and others who may be affected by their acts or omissions at work.
- Will fully co-operate with St Anne's in implementing this policy for providing a healthy and safe place of work and will comply with all safety rules and regulations.
- Will wear clothing and footwear that will enable them to work safely and effectively, including the correct and appropriate wearing and storage of personal protective equipment when required to.
- Will not interfere with or misuse anything provided in the interests of health and safety and will use appropriate equipment where required.
- Will report to their direct line manager, without undue delay, any situation or action they witness or are made aware of, that they consider may result in a hazard or risk.
- Will fully acquaint themselves with any Health and Safety policies, procedures, documentation information, codes of practice, safe rules or any other notifications made by St Anne's in the interests of health, safety, welfare and well-being, and will ensure this is recorded as formally understood.
- Will be responsible for the maintenance of any car used by them while working for St Anne's, be this their own car or a car leased under St Anne's scheme.

### **Contractors, will specifically;**

- Fully co-operate with St Anne's in implementing this policy and all associated procedures as deemed relevant for providing a healthy and safe place of work.
- Undertake a full Induction before commencing works for St Anne's and once on site will comply with all St Anne's workplace safety rules and regulations.
- Accept personal responsibility for their own health and safety and that of others, undertaking their duty of care, to take reasonable care of the health and safety of themselves and others who may be affected by their acts or omissions at work.
- Submit before work commences, the relevant risk assessments, method statements and/or combined risk assessments and method statements documentation and controls for review and formal approval.
- Take additional measures, where necessary to protect employees and other from risks that arise from the nature of the work ensuring that should conditions on site vary from the approved works order/plan of works, that St Anne's is notified and a revised safe system of work is developed and formally approved by St Anne's before work commences on site.
- Wear the appropriate clothing and footwear (as required for the work task to be undertaken) that will enable them to work safely and effectively, including the correct and appropriate wearing and storage of personal protective equipment when required.
- Cease work immediately in the event that the work area be deemed unsafe to themselves or the occupants of the premises/area they are working within and ensure that their client contact within St Anne's is formally made aware of the situation immediately, without undue delay.
- Not interfere with or misuse anything provided in the interests of health and safety and will use appropriate equipment (as detailed in the Pre-start Risk Assessment and Method Statements/Safe System of Work) at all times.

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- Report to their client contact, without undue delay, any situation or action they witness or are made aware of, that they consider may result in a hazard or risk.

### **Arrangements**

All areas of compliance are planned, managed, monitored and reviewed by the Compliance & Maintenance Manager and reported on an operational, tactical and strategic levels.

All specific areas of compliance have their own designated policies (and procedural documents) which are regularly monitored and reviewed to ensure all working practices meet and exceed where possible, the minimum legislative requirements.

### **References (but not limited to):**

- 4.02 Gas Safety Policy
- 4.04 Asbestos Management Policy
- 4.07 Electrical Safety Policy
- 4.08 Fire Safety Management Policy
- 4.27 Managing Water Temperatures Policy
- 4.45 Voids Policy
- 5.10 Building & Maintenance Policy

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### Operations, Quality & Continuous Improvement Directorate – Specific H&S Client related Roles, Responsibilities & Arrangements

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- Heads of Service
- Area Managers
- Quality & Continuous Improvement Leads
- Premises Managers (Front Line Managers - FLMs)
- Responsibilities of All Employees
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- References

#### About St Anne's Operations, Quality & Continuous Improvement Directorate

St Anne's Operations, Quality & Continuous Improvement Directorate oversees the Operations Services requirements for the organisation. The Operational areas managed all have their own specific policies and procedural documentation (where appropriate).

The Operations, Quality & Safety Directorate oversee all operations including Operational Services and Client-related Quality and Continuous Improvement.

#### Role and Responsibilities

The specific roles and responsibilities that are managed within the Operations Directorate are highlighted as shown below;

**Director of Operations, Quality and Continuous Improvement (Deputy CEO)** will specifically;

- Be ultimately responsible to the CEO for ensuring the oversight and direct line management of Client and Service Users health and safety within all St Anne's operational services.
- Ensure that resources and staffing are maintained at the level required to ensure all health, safety, welfare and well-being is addressed that enables all employees to carry out their responsibilities for health, safety and welfare.
- Ensuring that services comply with relevant Health and Safety legislation and will ensure that targets, where and if appropriate meet requirements and are achieved within services.
- Ensuring health and safety considerations are an integral part of all actions and decisions, including appropriate delegation of this responsibility within their line management function.

**Head of Quality & Continuous Improvement** will:

- Monitor sufficiently across their specific assigned area of responsibility to ensure that services comply with relevant Health and Safety legislation and will ensure that targets where appropriate, to meet requirements, are achieved within services. Monitor that safe systems of work are in place.

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- Monitor all managers and staff that come under their line management to ensure they are competent and appropriately trained to carry out their health and safety duties.
- Ensure all direct reporting roles report details of serious accident and incidents as they arise.
- Liaise with direct reports to ensure records and information regarding health and safety are produced in an effective manner.
- Monitor that the St Anne's systems of reporting and notifications (e.g., RIDDOR, Datix) are carried out according to current regulations and procedures.

### **Area Managers** will specifically;

- Escalate any issues of concern to the Head of Director of Operations, Quality & Continuous Improvement and/or Health and Safety Manager.
- Monitor and oversee the Monthly Health and Safety Premises.

### **Quality & Continuous Improvement Leads** (Operations) will specifically;

- Be regarded as competent officers under Health and Safety legislation with regard to client health, safety, welfare and wellbeing
- Familiarise themselves with St Anne's Health and Safety policies and associated procedures, and any professional codes of practice, and ensure they are understood and applied at all levels within the Quality and Continuous Improvement Leads area of responsibility.
- Ensure monitoring and review of client services and service standards is undertaken as part of a holistic approach to health and safety management within the St Anne's health and safety management system.
- Undertake audits at all premises where St Anne's provide client services to ensure suitable and sufficient working practices are being attained.
- Monitor suitable and sufficient risk assessments have been completed and communicated in an acceptable manner.
- Monitor that all persons who come within their audited areas have received sufficient information, instruction and supervision.
- Provide training on Risk Management within scope of service area.
- Monitor that safe working practices are being adhered to during the undertaking of audits any breaches of safe working practices are reported immediately, and remedial action is recorded.
- Carry out initial Serious Incident Investigations and Root Cause Analysis Investigation, where required following serious incidents.
- Provide reports to Q&S Committee, H&S Committee, ELT and the Board regarding all incidents, moderate and above.
- Report RIDDORS for all non-staff incidents.
- Administration of the DATIX Incident System.

### **Premises Managers (Service FLMs)** will specifically;

- To familiarise themselves with St Anne's Health and Safety policies and associated procedures and ensure they are understood and applied at all levels within their area of responsibility.
- Ensure that a high standard of housekeeping is maintained in all premises' areas.
- Undertake the Premises Safety Checks within their area of management are completed to a suitable and sufficient standard and that their contents are communicated to staff, clients and contractors, accessing premises under their area of responsibility, as required in the most appropriate way.

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- Ensure all visitors are made aware of any immediate risks and Fire Emergency Evacuation Plans (FEEPs) and potential Fire Emergency Evacuation Drills (FEEDs) planned.
- Ensure that all persons within their area of responsibility receive sufficient information, instruction and supervision, further ensuring that reasonable supervision of all visitors, including contractors, requiring access to premises within their area of responsibility.
- Ensure that safe working practices are followed by persons within their areas of responsibility and any concerns are raised immediately through direct line management, further ensuring that adequate, suitable personal protective equipment is provided, with adequate training in the wearing and storage of such and monitor the use within their area of responsibility.
- Ensure that any work equipment used within their area of management shall be maintained in good working condition.
- Ensure that all persons under their charge are familiar with all emergency procedures and that staff under their line management have adequate training to ensure that all health, safety, welfare and well-being related issues, which cannot be resolved locally are raised through appropriate line management without delay and in instances of significant concern, simultaneously to the Health and Safety Manager.
- Ensure that reporting of accidents and incidents is carried out in accordance with St Anne's procedures and that potential notifications to statutory bodies are notified to their line manager without undue delay.

**Additionally, within Operational Service Premises, the Premises Manager will specifically act as the Fire 'Safety Assistant' as defined under the requirements set down in Article 18 of the Regulatory Reform (Fire Safety) Order 2005, will specifically;**

- Ensure that all fire safety arrangements in the premises under their area of responsibility are undertaken as required.
- Ensure that the Fire Risk Assessment (FRA) is available at the service and that any changes within the service are reported through direct line management and to the Health and Safety Manager.
- Undertake and regularly review Personal Emergency Evacuation Plans (PEEPs) for all clients and staff and any other individual, including visitors, who may access premises under their area of responsibility.
- Develop and regularly review the Fire Emergency Evacuation Plan (FEEP) for all premises within their area of responsibility.
- Ensure all checks and Fire Emergency Evacuation Drills (FEEDs) relevant to the premises within their area of responsibility take place as required and that relevant records are kept up to date and available for inspection and submitted on request.
- Ensure that all new starters, casual, bank or agency staff receive relevant on-site fire training immediately before commencing their first shift.
- Ensure that all staff under their line management, receive regular mandatory accredited fire training relevant to each individual service.
- Ensure occasional users of a service – e.g., visitors and contractors, are given instructions on what to do in the event of an emergency.
- Actively encourage all staff within their area of responsibility to report any concerns or issues without delay.

**Responsibilities of All Employees, specifically require;**

*(as required under Section 7 of the Health and Safety at Work, etc Act 1974)*

- Undertake their duty to take reasonable care of the health and safety of themselves and others who may be affected by their acts or omissions at work.
- Will fully co-operate with St Anne's in implementing this policy for providing a healthy and safe place of work and will comply with all safety rules and regulations.



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- Will wear clothing and footwear that will enable them to work safely and effectively, including the correct and appropriate wearing and storage of personal protective equipment when required to.
- Will not interfere with or misuse anything provided in the interests of health and safety and will use appropriate equipment where required.
- Will report to their direct line manager, without undue delay, any situation or action they witness or are made aware of, that they consider may result in a hazard or risk.
- Will fully acquaint themselves with any Health and Safety policies, procedures, documentation information, codes of practice, safe rules or any other notifications made by St Anne's in the interests of health, safety, welfare and well-being, and will ensure this is recorded as formally understood.
- Will be responsible for the maintenance of any car used by them while working for St Anne's, be this their own car or a car leased under St Anne's scheme.

### **Arrangements**

All areas of Operational Services are planned, managed, monitored and reviewed across the Operations Directorate and reported on at operational, tactical and strategic levels.

All specific areas of Operations and Client-related Quality & Safeguarding have their own designated Policies (and Procedural Documents) which are regularly monitored and reviewed to ensure all working practices meet and exceed where possible, the minimum legislative requirements.

### **References:**

- 1.41 Incident Management Policy
- 2.09 Use of Oxygen in Services Policy
- 2.15 Client Water Temperature Risk Assessment and Checks Policy
- 2.19 Client Positive Risk Assessment Policy
- 2.25 PEG Feeding Policy
- 2.30 Pressure Care Policy
- 4.05 Avoiding and Coping with Violence Policy
- 4.10 Food Hygiene Policy
- 4.11 Infection Prevention and Control Policy
- 4.12 Lone Working Policy
- 4.20 Restrictive Physical Interventions Policy
- 4.28 Windows and Balconies Policy
- 4.32 Ligatures Risk Assessment and Safe Management
- 4.33 Client Medical Equipment, Physical Aids and Adaptations Policy
- 4.34 Bed Rails Policy
- 4.35 Prevention of Slips, Trips and Falls Policy
- 4.31 Noise at Work Policy

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## APPENDIX 3

### People Directorate – Specific H&S Employee related Roles, Responsibilities & Arrangements

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- About St Anne's Operations, Quality & Continuous Improvement Directorate
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- People Directorate
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#### About St Anne's People Directorate

St Anne's People Directorate oversees all Human Resource service requirements for the organisation. The People Directorate oversee all employee related functions including First Aid, Mental Health First Aid and Occupational Ill-health Management. Monitoring and Legislative Compliance. The specific roles and responsibilities that are managed within the People Directorate.

#### People Director will specifically;

- Ensuring that HR services comply with relevant health and safety legislation and will ensure that targets, where and if appropriate meet requirements and are achieved within services.
- Ensuring health and safety considerations are an integral part of all actions and decisions, including appropriate delegation of this responsibility within their line management function.
- Ensure that the organisation has sufficient First Aid, Mental Health First Aid and Fire Champions (Marshalls) trained and appointed at all times.
- Ensure that the organisation has sufficient resources available for health and safety related training.
- Ensure occupational health support is resourced and made available and that occupational health referrals are anomalously monitored for patterns and trends.
- Human Resources Manager will specifically;
- Provide professional leadership to the HR Team and act as an escalation point for dealing with complex HR and employee relations issues.
- Keep abreast of changes to employment legislation and ensure that the HR team are fully briefed on how such changes may impact on working practices regarding to employee-related health and safety.
- Contribute at a senior and strategic level on professional HR areas relating to employee health and wellbeing.
- Identify and develop a range of HR metrics which will support the monitoring and analysis of occupational ill-health and sickness, including employee-related RIDDORS.

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- Work alongside the People Director to ensure the organisation has sufficient First Aid, Mental Health First Aid and Fire Champions (Marshalls) trained and appointed at all times.

### **Workforce Development Manager will specifically;**

- Oversee the planning and delivery of all employee-related health and safety training requirements.
- Recommend and develop suitable and sufficient levels of training and instruction to enable St Anne's employees undertake their roles and responsibilities at a competent level.
- Arranging and delivering suitable and sufficient levels of training and instruction to enable St Anne's employees undertake their roles and responsibilities at a competent level.
- Regularly review the training requirements of the organisation to ensure changes in statutory requirements are acknowledged and addressed in conjunction with ELT, to ensure all aspects of training requirements are always met, as far as is practicable.
- Managing and monitoring the organisation's training matrix, to ensure training remains in date and refresher training is undertaken in a timely manner.

For all St Anne's premises, the following additional appointed roles and responsibilities will be overseen by the People Directorate in regard to training requirements. Day to day line management responsibility remains with the appropriate Manager.

### **Fire Champions will specifically;**

- Attend all relevant and required training and refresher training as required to fulfil the statutory duties of the Fire related role.
- Ensure that regular fire drills are undertaken, and that feedback and reviews are formally reported through direct line management and to the Health and Safety Manager.
- Ensure any issues or concerns arising from drills and simulated exercises are raised immediately.
- Ensure that all firefighting equipment is in place and have been tested/received the required statutory checks as required within the area being 'Championed'.
- Ensure that adequate and statutory fire safety signage communications that sign-post who the relevant Fire Champions are, is displayed adequately and clearly, within the area being 'Championed'.

### **First Aiders will specifically;**

- Attend all relevant and required training and refresher training as required to fulfil the statutory duties of their first aid related role.
- Ensure any first aid related issues or concerns are raised immediately through direct line management and the Health and Safety Manager.
- Ensure all first aid kits and equipment are in date and are adequate for the activities taking place in the specific designated area of responsibility in which first aid is expected to be covered.
- Ensure that all first aid kits and associated equipment is checked on a regular monthly basis and/or following a first aid.
- Where relevant, ensure that signage is displayed within premises identifying named First Aiders.

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### **Mental Health First Aiders will specifically;**

- Attend all relevant and required training and refresher training as required to ensure they are able to provide Mental Health First Aid confidently and comfortably in accordance with MHFA England's guidelines.
- Follow St Anne's policies and procedures on how Mental Health First Aid is implemented in St Anne's workplaces.
- Maintain appropriate boundaries with the colleagues that they support.
- Share their concerns with the Human Resources Manager if they believe a colleague, they are supporting may be a risk to themselves or others.
- Ensure that their own mental health is a priority and seek suitable guidance and support from a source of their own choosing or directly with the HR Manager.
- Personally, ensure and formally agree that they are comfortable in undertaking the additional responsibilities of the role and that they have reported any personal issues or concerns to their direct line manager before commencing the role.
- Not act as a substitute for a medical professional at any time.

### **Responsibilities of All Employees, specifically require;**

(as required under Section 7 of the Health and Safety at Work, etc. Act 1974)

- Undertake their duty to take reasonable care of the health and safety of themselves and others who may be affected by their acts or omissions at work.
- Will fully co-operate with St Anne's in implementing this policy for providing a healthy and safe place of work and will comply with all safety rules and regulations.
- Will wear clothing and footwear that will enable them to work safely and effectively, including the correct and appropriate wearing and storage of personal protective equipment when required to.
- Will not interfere with or misuse anything provided in the interests of Health and Safety and will use appropriate equipment where required.
- Will report to their direct line manager, without undue delay, any situation or action they witness or are made aware of, that they consider may result in a hazard or risk.
- Will fully acquaint themselves with any Health and Safety policies, procedures, documentation information, codes of practice, safe rules or any other notifications made by St Anne's in the interests of health, safety, welfare and well-being, and will ensure this is recorded as formally understood.
- Will be responsible for the maintenance of any car used by them while working for St Anne's, be this their own car or a car leased under St Anne's scheme.

### **Arrangements**

All areas of the People Directorate are planned, managed, monitored and reviewed by the People Director and/or Workforce Development Managers respectively and reported on at operational, tactical and strategic levels.

All specific areas of the People Directorate have their own designated Policies (and Procedural Documents) which are regularly monitored and reviewed to ensure all working practices meet and exceed where possible, the minimum legislative requirements.

### **References**

- 4.06 COSHH Policy
- 4.09 First Aid Policy
- 4.13 Machine & Equipment Safety Policy
- 4.15 Mobile Phones in Cars Policy

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- 4.16 Manual Handling Policy
- 4.19 Occupational Stress Management Policy
- 4.21 Positive Behaviour Support Policy
- 4.23 Premises Safety Policy
- 4.24 General Risk Assessment Policy
- 4.27 Managing Water Temperatures Policy
- 4.29 The Role of H&S Representatives in Managing Risk Policy
- 4.30 Working at Height Policy
- 4.36 Tenant & Client Antisocial Behaviour Policy
- 4.37 ASB Policy
- 4.39 Hoarding Policy