



THE CARES FAMILY

HEALTH AND SAFETY POLICY

Introduction

This Policy sets out the general approach of The Cares Family to Health and Safety. It explains how we, as an employer, will manage Health and Safety in our organisation. It states who does what, when and how.

This Policy is informed by guidance from the Health and Safety Executive (HSE) and the British Safety Council. In accordance with HSE guidance, we will share the Policy, and any changes to it, with our employees.

The Health and Safety at Work etc Act 1974 is the primary piece of legislation governing workplace Health and Safety in Great Britain, along with other regulations which are integral to managing Health and Safety at work. See Appendix 1.

This Policy should be read in conjunction with the COVID-19 Working policy (October 2022) which sets out guidance for working safely in our offices after the easing of government Covid-19 restrictions. It is informed by the HSE's information and advice on coronavirus.

1. Statement of intent

Our Health and Safety Policy is to:

- manage Health and Safety risks in our workplaces
- prevent accidents and cases of work-related ill health
- provide clear instructions and information
- provide adequate training to ensure employees and volunteers are competent to perform their tasks
- provide personal protective equipment (whenever required)
- consult with employees on matters affecting their Health and Safety
- provide and maintain safe equipment
- maintain safe and healthy working conditions
- implement emergency procedures, including evacuation in case of fire or other significant incidents
- review and revise this Policy regularly

2. Responsibilities for Health and Safety

2.1 Every staff member has a duty of care to themselves, their colleagues, volunteers and, most importantly, the older and younger neighbours participating in our programmes. We all have a role to play in creating a safe environment at work by adhering to the this Health and Safety Policy.

2.2 Failure to comply with this Policy and organisational arrangements may result in disciplinary proceedings. Reportable work-related incidents resulting in serious injury, ill health or dangerous occurrence must be reported to the Health and Safety Executive (HSE). Breaches in legal obligations may result in prosecution, fines and adverse publicity which is likely to damage The Cares Family's reputation. Breaches of policies may have funding implications and could result in funding being withdrawn. To ensure the prevention of ill health, the avoidance of accidents and the promotion of safe and healthy workplaces, the following responsibilities have been established.

2.3 Lead responsibility for organisational Health and Safety rests with the Chief Operating Officer who is designated as a **competent person** (as per HSE guidelines) with the skills, knowledge and experience to be able to recognise hazards in the organisation and help the organisation to put sensible controls in place to protect workers and others from harm.

2.4 Day-to-day responsibility for ensuring this Policy is put into practice rests with the Directors and Heads of Programmes.

2.5 To ensure Health and Safety standards are maintained and improved, the following people have respective responsibilities as set out below:

Chief Operating Officer

- To lead on the implementation of the Health and Safety Policy
- To keep abreast of changes to Health and Safety legislation and update this Policy
- To update the Board on any significant Health and Safety issues and to update the organisation-wide risk register on a quarterly basis
- To inform employees of Health and Safety information and their responsibilities, and to promote their adherence to the Health and Safety Policy and procedures
- To consult employees on relevant Health and Safety matters
- To ensure employees work from safe workspaces and that safe and adequate equipment is in place
- To monitor incidents and lead on accident or ill-health investigations
- To ensure the necessary insurance is in place across every Cares Family charity

Additionally, the Chief Operating Officer is responsible for ensuring that employees:

- Undertakes a stress risk assessment in accordance with the [HSE Standards](#)
- Undertakes a [workstation assessment](#) for both office and home working

Directors

- To secure Health and Safety training for employees as relevant to their roles
- To follow-up on significant incidents with reports where required

Heads of Programmes

- To compile branch-level risk assessments
- To ensure relevant training is undertaken (such as First Aid)
- To ensure Health and Safety information is displayed or circulated
- To ensure incident reporting
- To ensure an effective emergency response to accidents and first aid needs, and all reports are familiar with and adhere to fire and evacuation procedures

2.4 **All employees** have a legal duty to take care of their own Health and Safety and that of others and to co-operate with management to achieve a healthy and safe work environment for older and younger neighbours. In particular employees will:

- co-operate with managers on all Health and Safety matters
- take reasonable care for your own safety and for the safety of others
- not intentionally or recklessly interfere with, or misuse, anything provided to safeguard your Health and Safety or that of others
- manage the Health and Safety risks of the younger and older people who participate in our programmes and projects
- report all Health and Safety concerns to your line manager
- assist with risk assessment reviews as required
- make use of safety equipment provided
- undertake a Display Screen Equipment assessment and utilise any equipment which your assessment indicates is necessary
- ensure a clean and tidy workplace is maintained

We will ensure that all programme and project participants receive suitable information, training and support and that risks to their Health and Safety are included in our planning.

2.5 The **Board of Trustees** (the named Safeguarding Lead is Dermot Finch) is responsible for ensuring there is an effective and proportionate Health and Safety Policy and resource in place. Trustees are collectively and individually accountable for all aspects of Health and Safety management. Trustees will take an active role in the governance of Health and Safety and will ensure adequate resources are in place to comply with all relevant Health and Safety legislation. The Board delegates day-to-day responsibility for the leadership of Health and Safety matters to the Chief Operating Officer. The Board will receive regular updates on incidents and Health and Safety planning.

3. Arrangements for Health and Safety

3.1 Risk assessment

The Chief Operating Officer updates the organisational risk register on a quarterly basis for review by the Board. Heads of Programmes compile risk assessments and mitigation plans for all programme activities and venues. These should:

- identify what could cause injury or illness in our workplaces and programmes (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this is not possible, control the risk

3.2 Consultation with employees

Employees will be consulted on Health and Safety through the Staff Engagement Group (SEG), specifically around:

- Health and Safety and the work employees do
- what risks they face and how these risks are controlled
- the best ways of providing information and training

3.3 Information and training

Employees need to know how to work safely and without risk to their health, with information on:

- hazards (things that could cause them harm)

- risks (the chances of that harm occurring)
- measures in place to deal with those hazards and risks
- how to follow emergency procedures

Not less than once a year, Heads of Programmes should incorporate a Health and Safety discussion and update into their team meeting. New starters and staff changing jobs or taking on extra responsibilities should be briefed on Health and Safety information as part of their onboarding process.

The [Health and Safety Law poster](#) must be displayed in all of our workspaces. Heads of Programmes should confirm that the poster is displayed by our workspace providers in a communal space; wherever we have our own office space, it should also be posted there.

All staff delivering programme activities must have emergency **first aid training** (certified within eight weeks of starting in post).

3.4 First Aid

Employers must make sure employees get immediate help if taken ill or injured at work.

Every branch office must have:

- a suitably stocked [first aid kit](#)
- an appointed person or people to take charge of first aid arrangements
- information for all employees telling them about first aid arrangements

Staff members who are responsible for a programme activity must:

- Ensure that a first aid box is always available to hand, and is appropriately stocked and maintained in a clean and tidy condition
- Record all treatments which are administered in the incident management process on Salesforce. This will include specific details of the injury and reason for treatment

3.5 Workplace facilities

Employers must provide welfare facilities and a working environment that is healthy and safe for everyone, including those with disabilities. This includes:

- Welfare facilities – toilets and washbasins, drinking water and somewhere to rest and eat meals
- A healthy working environment – a clean workplace with a reasonable temperature, good ventilation, suitable lighting and the right amount of space and seating
- A safe workplace – well-maintained equipment, with no obstructions in floors and traffic routes, and windows that can be easily opened and cleaned

The Cares Family will only ever rent workspaces which meet these conditions.

DSE workstation assessments should be undertaken for employees working both in the office and at home. Where risks are identified of musculo-skeletal problems (such as back, neck or wrist pain) due to poorly designed workstations, staff will be provided with advice on control measures and appropriate equipment.

3.6 Insurance

Employers' liability insurance is in place at every charity and renewed on an annual basis to ensure continuity of cover. This is to protect the organisation should an employee be injured or become ill as a result of their work and seek compensation. Public liability insurance is also in place at every charity, offering protection should a programme participant be injured or become ill as a result of their participation in programmes and seek compensation.

3.7 Reporting of accidents and ill-health

Employers must report certain workplace injuries, near-misses and cases of work-related disease to the HSE. This duty is under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, known as RIDDOR.

'**Reportable incidents**' are outlined [here](#). All deaths to workers and non-workers and serious injuries must be reported if they arise from a work-related accident, including an act of physical violence to a worker. Guidance on making such a report can be found [here](#).

Every incident, including accidents or injuries to staff or programme participants should be logged in the incident management process on Salesforce.

3.8 Evacuation

Heads of Programmes should liaise with our workspace providers to ensure that all staff are aware of and well-practised in fire safety procedures. This includes:

- Ensuring regular fire drills are completed in our workspaces and in premises/venues used regularly by The Cares Family's employees and programme participants
- Ensuring staff know the fire evacuation points within all social club venues
- Ensuring that all staff, participants and visitors vacate the premises in an orderly manner and assemble at the designated assembly point(s)
- Taking temporary control of any fire evacuation situation until relieved of their task by the fire brigade
- Ensuring that in the event of fire, their prime responsibility is for the safety of human life including their own

Appendix 1

The Health and Safety at Work Act 1974

As a brief overview, the HASAWA 1974 requires that workplaces provide:

- Adequate training of staff to ensure Health and Safety procedures are understood and adhered to
- Adequate welfare provisions for staff at work
- A safe working environment that is properly maintained and where operations within it are conducted safely
- Suitable provision of relevant information, instruction and supervision

For workplaces with five or more employees, employers must keep a written record of their Health and Safety Policy, as well as consult with employees (or employee representatives) on relevant policies and associated Health and Safety arrangements.

Workplace (Health, Safety and Welfare) Regulations 1992

The health, safety and welfare (HSW) regulations apply to all aspects of the working environment and require employers to provide a workplace that is not only safe but also suitable for the duties that are being carried out within it.

This ranges from provisions for the comfort and sanitation of employees (e.g. break areas, washing facilities, drinking water etc.) to provisions for appropriate working environments (e.g. room dimensions, lighting and ventilation etc.) and provisions for safety in the workplace (e.g. appropriate maintenance of equipment, properly maintained walking routes and floor spaces, protection from falling objects etc.).

Display Screen Equipment Regulations (DSE) 1992 (amended 2002)

The DSE Regulations require that, as well as providing a suitable workstation for their DSE users (which the HSE defines as ‘workers who use DSE daily, for an hour or more at a time’) employers must also take steps to ‘protect workers from the health risks of working with display screen equipment (DSE), such as PCs, laptops, tablets and smartphones’.

According to government guidance, to remain compliant with DSE regulations, and to protect the health of DSE users, employers must:

- Carry out a suitable DSE workstation assessment
- Reduce associated risks, including making sure workers take regular breaks from DSE work and provide ancillary equipment if required
- Provide an eye and eyesight test (free of charge) upon request from a DSE user
- Provide relevant training and information for DSE users

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Whilst it’s paramount to take reasonable measures to prevent death, injury or illness in the workplace, if any of these incidents do arise from work-related activity, it’s also a requirement, under [RIDDOR](#) regulation, that they are reported formally.

The [HSE’s RIDDOR](#) page has guidance on what is defined as a reportable incident, who should report it, how and when to report it and guidance on how to keep a record of it too.