

Health and Safety Policy

Authors: Quality Assurance Manager

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1. Statement

The Cambridge Housing Society Limited (CHS) will comply with the Health and Safety at Work Act 1974, and with all subsidiary and related legislation. CHS will, so far as is reasonably practicable, ensure the health and safety of employees, and of all others affected by the organisation's activities.

This policy sets out the arrangements that are necessary to comply with the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and all other applicable legislation. CHS will ensure, so far as is reasonably practicable, that:

- Safe equipment is provided, and safe systems of work are devised and implemented
- Adequate arrangements are in place for the safe use, handling, storage and transport of materials, substances and equipment
- Sufficient information, instruction, training and supervision is given to ensure the health and safety of employees and others affected by their actions
- A safe workplace, including a safe means of entering and leaving work areas, is provided and maintained
- The working environment is without risks to health and adequate welfare facilities are provided

This policy can only be successful with the active cooperation of employees who have responsibility for taking care of themselves and others, following safe working policies and reporting any safety issues as soon as possible. Each employee of CHS has a mandatory duty to co-operate by:

- Using any protective equipment provided
- Adhering to CHS policies and safe systems of work
- Reporting incidents or hazards which could possibly lead to injury or damage
- Attending all safety training, we may ask employees to attend



Nigel Howlett
Chief Executive

2. Responsibilities

2.1 The Board

- Will challenge health and safety management put forward by the Management Team
- Will monitor the deliverance of the policy through the annual report to the Board on health and safety,
- Will act on issues escalated from the Operations Committee
- Will consider the Health and Safety landlord role via Adverse incident reporting and KPIs

2.2 The Management Team

Management Team -

- Will contribute to the development of appropriate policy and guidance on health and safety management
- Will implement the safety policy and guidance generally in the organisation and also particularly within their directorate
- Will take forward the valid recommendations of their directorate resulting from risk assessment and incorporate them
- Will monitor their directorate to ensure that the safety policy and guidance are being fully implemented, and in particular will assure themselves that appropriate risk assessments have been made of the risks within the work of the directorate

2.3 Chief Executive

- Is responsible for the development and implementation of appropriate policy and guidance on health and safety management for CHS

2.4 Director for Safety (Operations Director) Competent Person and Specialist Health and Safety Advice

The Operations Director, who is also the Director with particular responsibility for safety, has been appointed as the organisation's Competent Person in health and safety and is supported in this role as necessary by the Quality Assurance Manager, who is a NEBOSH qualified Health and Safety Advisor and external health and safety consultants are used when required.

As Competent Person, the Operations Director is required to advise management as to what health and safety requirements apply to CHS, and how best to fulfil them. Advice is also available to managers and employees from the Quality Assurance Manager.

The Quality Assurance Manager reports to the Operations Director on all Health and Safety matters.

The Operations Director -

- Is the H&S lead for CHS on the development and implementation of appropriate policy and guidance on health and safety management
- Will act as Competent Person for CHS, with external support as appropriate
- Will ensure the provision to all employees and volunteers of the training, support, advice and information necessary for them to fulfil their role under this policy

- Will ensure that health and safety incident reports are appropriately collected and stored, and that managers make reports under RIDDOR when required
- Will lead on the organisation's risk assessment programme
- Will co-ordinate the provision of reports on health and safety to the Management Team
- Will produce and present the annual report to the Operations Committee on health and safety, making incident reports and the results of internal monitoring

2.5 Head of Property Services

- Is the CHS lead on landlord related H&S safety matters – see section 3, The Landlord Role
- Is the CHS lead on the development and implementation of appropriate policies and procedures on the management of CHS' landlord related Health and Safety matters.
- Will ensure that the property risks of CHS are managed to achieve high standards of health and safety for all affected groups
- Will ensure that contractors to CHS are managed in line with the Construction (Design and Management) Regulations and to ensure that the risk to all parties is minimised

2.6 Quality Assurance Manager

As NEBOSH qualified Health and Safety Adviser to CHS

- Will act as the lead advisor for the adverse incident procedure
- Will report to the Operations Director on all Health and Safety matters
- Will provide Managers and Employees with advice, support and guidance
- Will collect and collate monthly reports on adverse incidents and will analyse these and make information from them available to the management team
- Will filter out all reports with health and safety implications, and will copy these to the Operations Director
- Will co-ordinate health and safety reports and report as required
- Will conduct mentoring visits of all CHS Group sites on a rolling program ensuring all schemes are compliant with health and safety legislation and CHS policies
- Will assist with review of Health and Safety policies
- Develop and deliver operational risk assessment and other Health and Safety training
- Update CHS on any relevant changes in health and safety legislation
- Maintain IOSH status through CPD

2.7 Managers and Team Leaders

- Will implement this policy and all associated guidance in their teams
- Will co-ordinate and manage the risk assessment process for their team, and will be responsible for ensuring that all the required risk assessments are carried out
- Will hold the completed risk assessments for the team
- Will provide the risk assessments for the team to their manager for review during 1:1s

- Will implement the risk assessment recommendations where they have responsibility, and will pass any recommendations requiring senior management attention to their manager for action
- Will ensure that the risk assessments are reviewed at the appropriate frequency
- Will ensure that accidents and incidents involving their team are recorded on the adverse incident form, added to the monthly log and reported to the Quality Assurance Manager
- Will investigate reported incidents involving their team or service users for whom they have responsibility and record their findings on the incident form
- Will provide monthly accident/incident audit report forms to Human Resources without delay

2.8 Surveyors

- Will take the lead for fire risk assessments and working in conjunction with local managers will ensure actions associated with these assessments are completed in accordance with the agreed timescales
- Will support Managers and others with responsibility for premises in carrying out appropriate risk assessments

2.9 Employees with Responsibility for Premises (Service Managers, Homes Managers, Scheme Managers, Corporate Services Manager Endurance House)

- Have delegated responsibility for maintaining required Health and Safety standards at a given location
- Will carry out operational risk assessments covering the premises for which they are responsible
- Will review operational risk assessment every 12 months or with any significant change
- Will participate in and keep under review the fire risk assessment for their premises, and ensure required action put in place
- Will maintain a property safety file
- Will carry out and record regular safety inspections for their premises
- Will retain overall responsibility for actions arising out of mentoring visits, fire risk assessments and any other health and safety risk assessments of the premises, employees or members of the public on that site, even if these are allocated to another department to ensure they are completed in accordance with the agreed timescale

2.10 All Employees

- Will take personal responsibility for working safely with the full support of their manager / team leader and the Management Team of CHS
- Will attend any health and safety training provided by CHS
- Will adhere to and put into practice training and information on health and safety provided
- Will contribute to risk assessments as appropriate covering their work and areas of responsibility
- Will report all accidents and incidents in which they are involved to their Manager / team leader

2.11 Employee Forum Members

Are Representative of Employee Safety (ROES) and:

- Make representations on potential hazards / occurrence and general health and safety matters
- Represent their constituent areas on general matters affecting health and safety
- Represent employees in dealings with health and safety inspections
- Review progress on Health and Safety reports presented at Employee Forum

2.12 Developments

Head of Development and Sales

- Will ensure that the Development work of CHS is managed in full accordance with the applicable legislation and that it is managed in accordance with our Safety policy and guidance
- CandCD have an additional health and safety policy
- In particular, will ensure that the Client role is satisfactorily fulfilled on development projects
- Will ensure that contractors to CHS are managed in line with the Construction (Design and Management) Regulations and to ensure that the risk to all parties is minimised

2.13 There are a number of sites which have CHS staff working from the building owned by other landlords. It is the building owner who retains landlord responsibility; however Scheme Managers must work closely with the property owner to ensure the building is safe. They must also escalate concerns to the Head of Service and Quality Assurance Manager. If the matter becomes an adverse incident the HR Director is informed. The Quality Assurance Manager also conducts mentoring visits twice a year at these properties.

3 Organisation and Systems

The management of health and safety is reinforced via a number of specific health and safety policies: see Appendix 1.

3.1 Risk Assessment

The risk assessment process is central to CHS's intentions for safety management. The undertaking of risk assessments is carried out by managers or nominated team leaders with the involvement of involved the individual employees, in recognition of the fact that the individual will understand the risk and its appropriate management best. CHS recognises the importance of fully supporting employees and managers in this role, both through the line management system and by the provision of training and help. Where a risk assessment identifies a significant risk, which cannot be resolved by the manager, it must be referred immediately to that manager's line manager, and further up the management hierarchy as required.

3.1.1 Tasks and Activities Risk Assessment

Team leaders or nominated managers are required to assess each risk entailed in the work carried out by individuals in their team. They should cover unusual and occasional risks as well as the core job responsibilities. The assessment should cover the full consideration of specific risks where these apply, for instance use of a computer workstation, manual handling or use of a hazardous substance. Assessments should be linked to organisational assessments of key risks where these apply, for instance stress and personal safety.

The team leader or nominated manager will collate the assessments to develop a team risk assessment file. The team leader / manager is expected to carry out assessments covering the work of volunteers, and for activities involving service users. The team leader / manager will authorise the completion of recommendations made in the risk assessments as soon as possible, or will pass any other recommendations, such as for high budget or organisation wide improvements in risk control to his or her manager.

Where an individual is faced with a need to carry out an unusual task which is not covered by the risk assessments, he or she should make a risk assessment before carrying out the task. This should be recorded at the first opportunity but need not be recorded in advance of doing the task if the situation calls for immediate action.

One risk assessment should suffice for the work of a team or project with all risks covered on that, however –

- A further risk assessment will be needed if work is carried out off the premises which particularly look at lone working risks.
- Where teams within the site do completely different work, with different risks, a risk assessment will be needed for each team. Therefore, in a residential home, risk assessments must be carried out for care, catering, housekeeping and administration.
- Some activities may require a separate risk assessment if the risks are very different, for instance work on an allotment.

- Risks which arise unexpectedly can be added to the main risk assessment, or a separate risk assessment carried out
- All risk assessments must be reviewed to keep them up to date with risks which come and go
- Risks assessment should also be carried out on an individual basis when required for example maternity, long term sick and so on

3.1.2 Premises Risk Assessment

Risk assessments covering premises will be carried out by the manager responsible for the premises. This may be the Service Manager, or the responsible Housing Officer. The Surveyors will be involved in this assessment and will give support in the satisfactory completion of the risk assessment.

Fire risk assessments will be carried out by Property Services Surveyors accompanied by Corporate Services Manager, Service, Home or Scheme Manager. Whilst Surveyors are required to ensure all actions arising from these risk assessments are completed in accordance with the agreed timescale, overall responsibility for ensuring actions are put in place remains with the site manager.

An external Health and Safety specialist will undertake fire risk assessments on all high and medium risk properties once every three years.

3.1.3 Operational Risk Assessments

Service managers will complete risk assessments relating to the operational functions of the areas for which they are responsible. These risk assessments will be reviewed at least once a year or where there is any significant change. Service manager will share these risk assessments with their staff

3.2 Audit and Monitoring

Internal Audit (Mazars) carry out Health and Safety audits as per the agreed audit cycle.

All managers and team leaders monitor their area of responsibility to ensure that the policy and guidance have been appropriately implemented, that risk assessments have been properly carried out, and that the risk assessment recommendations are being implemented.

The Quality Assurance Manager visits every scheme, project, home and team every six months for a half day monitoring and support session if the risk level deems it is required. Some functions meet every year. These visits include a review of the premises or area of operation, and a review of all the safety documentation to ensure all sites at least meet minimum legal compliance standards. See Appendix 2

Grades are allocated for the applicable responsibilities from premises and property safety, fire safety, team risk assessments, safety inspections, health and safety training and accident and incident management. As well as reviewing whether these areas are being managed in line with the policy requirements, the consultant will offer advice and help where necessary. The monitoring reports are signed off by the line manager. A summary of the key findings and actions arising out of these visits are reviewed by the Management Team and the Employee Forum.

Where the Quality Assurance Manager believes that high priority issues have been raised in a previous monitoring report and little or no progress has been made, this will be

highlighted in the subsequent monitoring report as a 'repeat comment' – such comments will be the subject of increased scrutiny from the Operations Director to ensure corrective actions are taken appropriately and to establish the reasons why progress had not been made via the Line Management route previously.

The Management Team monitors the health and safety performance of CHS on behalf of the Board. In the course of this, they will consider a summary of key findings, actions and trends arising from the mentoring visits and will, if the mentoring visit has raised serious concerns review mentoring reports. They will also make decisions on risk assessment recommendations with high resource implications or which affect the whole organisation.

Management Team see trend information for accidents and incidents plus reports of every incident reportable under RIDDOR on a bi-monthly basis at the Management team meeting and review full incident information for CHS once a year. They will receive information which enables trends in safety management outcomes to be identified. They also review all Quality Assurance Visits for the Registered Care Homes, which include health and safety information.

3.3 The Landlord Role – Operations Director

CHS owns property, renting some directly to customers, providing customers with care in some, and in other cases renting property to third parties who will use the property for the delivery of care. In all these cases, CHS intends that it shall fulfil its obligations as landlord and support the health and safety of premises users in full by ensuring compliance with the regulations as detailed in CHS' Asset Management Strategy.

3.4 Safety Inspections

3.4.1 Quality Assurance visits of Registered Care Homes include consideration of the health and safety management systems and the effectiveness of their operation within the Care Homes. These are reviewed by the Management Team as they are completed.

Scheme managers will carry out safety inspections on a monthly basis, and these are kept locally.

Housing Officers will carry out safety inspections of the communal areas of estates at quarterly intervals. They will include review of fire precautions, lighting, trip hazards, storage and combustible materials and any relevant premises-based risks. These inspections are recorded on a checklist and are reviewed by managers or team leaders at 1:1 sessions. They involve residents where feasible and are available for review on the intranet.

3.4.2 Safety of Service Users

CHS has a duty of care to those who live in its homes or receive services from it. CHS wishes to ensure that customers are helped and supported to live safely. In practice, CHS will:

- Provide homes that are structurally safe and meet the Decent Homes standard
- Maintain the homes provided in a safe condition, including plant, services and equipment supplied by CHS

CHS also asks that customers should co-operate in this by:

- Permitting CHS or their representatives' reasonable access for maintenance, inspection and repair work

- Taking reasonable precautions not to endanger our property or equipment by their actions or negligence
- Taking heed of advice given on safety and health matters

3.5 Health and Safety Record Keeping

The Operations Director holds the main copy of the safety policy and guidance. These documents are available to employees via the intranet, and for staff who do not have access to the intranet managers will provide hard copies if requested

The organisational risk assessments are filed on the shared drive, and/or within the property safety files locally

Every team has a risk assessment folder which contains:

- Risk assessments for the tasks undertaken by the team members
- Specific risk assessments covering the work of the team, including manual handling assessments, computer workstation assessments, work equipment assessments and hazardous substance assessments, lone working.

These are also available on the intranet.

All sites owned by CHS with staff operating from that building have a property safety file which contains all the records for building, gas, electrical, water, lifts, compressors and property safety. Each of properties also hold a premises risk assessment and a fire file which contains the fire risk assessment as well as records of checking and servicing of fire precautions and also the emergency procedures for the building.

Each property owned by CHS which has communal facilities also retains these records where applicable and these are held on the intranet.

Accident and Incident audit reports are sent to the Quality Assurance Manager

Health and Safety related accidents and incidents are held by the Operations Director, together with completed RIDDOR reports.

The Operations Director also holds copies of the audit reports, and the health and safety reports to the Board and to the Management team.

3.6 Accidents and Incidents

All accidents and incidents must be reported in accordance with the adverse incident procedure (<http://chsnet/corporate/AIR/SitePages/Home.aspx>). This requirement includes incidents such as violence or aggression, falls in homes, traffic accidents whilst on the organisation's business, injury accidents and property damage. The response process involves reporting, recording and investigation, action and monitoring.

➤ Reporting / Recording

The Operations Director is notified of all red accidents as soon as possible after the event. As some of our services are a 24/7 service, if a serious Red incident occurs out of office hours escalation processes are in place. In all cases of a serious red incident Management Team will be informed. The Chair of the Board will be notified if the incident requires Board level involvement.

All adverse incidents (red, amber and green) are recorded on the monthly audit return which is sent to the Quality Assurance Manager alongside an investigation report.

➤ **Investigation**

All red and amber incidents must be investigated. The team leader / manager will generate RIDDOR reports if required, ensuring that the HR Director and HR team is informed at the time of the accident / incident.

➤ **Action**

The manager will as part of the investigation agrees action to mitigate/ reduce the likelihood of the incident reoccurring and is responsible for ensuring agreed action and learning is put in place.

➤ **Monitoring**

The Quality Assurance Manager provides reports on numbers and types of incidents to Operations Committee, Management Team/SMG and Employee Forum

4 Employees

4.1 Consultation

CHS consults with employees through the Employee Forum and consultation on health and safety is part of the remit of this group.

The Employee Forum operates as the Safety Group and provides the main formal consultative mechanism for safety matters within CHS. The Employee Forum meets quarterly, and the safety agenda includes:

- Safety policy, guidance development and changes (as and when required)
- Safety training provision – annually
- The Health and Safety implications of new areas of work for CHS (as and when required)
- Reported incidents (every 3 months)

CHS (via managers) also communicates directly with employees on matters such as changes to our organisational safety policy

CHS operates a health and safety intranet accessible to employees. This contains current policy and guidance material. The risk assessment policy and other documents are posted to the intranet and can be viewed by any user. Where individuals do not have access to the intranet, and if required Managers should print these of. Risk assessments are saved on the shared drive or held locally.

Health and safety is routinely considered at 1:1 meetings, giving employees a chance to put any problems or concerns to their manager. Employees whose concerns are not resolved by this route may approach a member of the Employee Forum, or alternatively the HR Director in their role as Competent Person for the organisation.

For services with volunteers the above will also apply.

4.2 Temporary Workers

CHS prefers to employ rather than to use temporary or agency staff, or casual workers but the use of such workers is sometimes unavoidable when holidays or absence deplete employee numbers, especially where cover must be maintained, as in care settings. CHS is aware that temporary staff may be more vulnerable, as they may not be as aware as employees of our organisation's safety management approaches.

For this reason, CHS will:

- Try to use a small pool of agency/casual staff who have become familiar with the projects they work at
- Supervise temporary staff closely
- Provide a proportionate induction for new agency/casual staff to enable them to work safely
- Offer training to agency/casual staff as for employees if their length of service with CHS warrants this
- Agencies will be requested to provide agency staff who are already trained in skills appropriate to the service in which they will be engaged e.g. manual handling (older people and nurseries), dementia, etc

4.3 Occupational Health

CHS retains the services of an Occupational Health professional, who is available to advise managers on specific health problems relating to employees.

4.4 Training and Information

The approach CHS takes to safety and risk management involves devolving the assessment and management of risks to team level, whilst retaining the responsibility for the effective control of risk with managers throughout the organisation. It is recognised that this is an approach which must be supported by thorough, high quality training to succeed.

4.4.1 Induction Training

CHS has a corporate induction for all new staff during which health and safety is discussed. In addition, there is a comprehensive induction training package which is delivered to every new starter, usually within 6 weeks of their start date. This includes information about our safety policy, guidance relevant to the job, and individual departmental risk assessments. The induction training also includes information on basic safety knowledge and requirements appropriate to the jobs of the inductees.

On their first day, a new starter is taken through key safety information relevant to their job, including fire and accident and incident reporting procedures. This includes a briefing from their new manager/team leader on practical safety precautions in their job. All job roles have specific mandatory health and safety training required for that role. The new starter must not carry out work for which training has been identified as necessary until they have received the appropriate training.

4.4.2 Other Training

All managers, employee forum representatives and other employees responsible for health and safety attend a 2-day health and safety course which covers, the legal framework and risk assessment. Further health and safety training and risk assessment is available throughout the year for new employees and those requiring updates.

Mandatory health and safety training courses are available to all employees, and include some or all of the following dependent on job role

- Risk assessment
- Workstation assessment
- Safety with hazardous substances
- Manual handling (objects)
- Moving and handling (people)
- First aid at work
- Health and Safety at Work
- Emergency aid
- Basic food safety
- Fire safety
- Infection control
- Lone working
- Paediatric first aid
- Health and Safety and COSHH at Work
- Dealing with challenging behaviour

5 Emergency Procedures/Business Continuity Planning

Each project, and Endurance House, has a set of emergency procedures which describe how employees and service users must respond to an emergency such as a fire so as to secure their safety. All these emergency procedures prioritise the minimisation of life risk, and therefore employees are not asked to fight fires except as necessary to secure their escape. Fire procedures should be based on the fire risk assessment for the premises and should be agreed with the Fire Brigade for care settings. Emergency procedures should be provided, in writing or by e-mail, to each employee annually and displayed on employee notice boards.

6 Visitors

Endurance House and the projects welcome visitors. Visitors are required to sign in and out. Visitors must be shown the emergency procedures for the premises and advised of any particular risks if they are at any time going to be unsupervised on site. They should also be advised of any site-specific safety rules relating to smoking etc and also informed of welfare facilities.

7 Development and Property Services

- Cambridge & County Developments (CandCD) is part of CHS Group and is compliant with CHS's Group Health and Safety Policy.
- As the market sale. Market rent arm of CHS Group and for development-related tax mitigation purposes CandCD enters into building contracts in order to facilitate new housing developments. This may be either as CandCD or as CHS. This involvement in construction work means that CandCD must ensure that where applicable the requirements of The Construction (Design and Management) Regulations 2015 (Appendix 1) and all subsidiary and related legislation are met.

7.1 Contractor Management

The Construction (Design and Management) Regulations 2015 (CDM) apply to all schemes under development for CHS and for construction, servicing and maintenance works carried out on CHS' properties. Under these regulations, CHS is considered to be the Client, and undertakes to fully discharge those duties.

CHS' approach to ensuring these duties are discharged in relation to repairs, maintenance and servicing is set out in its CDM Policy Statement, which is reviewed annually.

Appendices

Appendix 1 – List of Health and Safety policies and relevant legislation

Appendix 2 – Minimum legal compliance

Appendix 1 - Policies/Procedures:

- Adverse incident reporting
- Asbestos Management Policy
- Asset Management Strategy
- Cambridge and County Developments Health and Safety Policy
- COSHH Policy
- Disability Access Checklist
- Fire Safety
- Food Safety – to be produced during 09/10 and Nutrition Policy
- Health and Safety in the Property Stock
- Infection control Policy for Care – Older People
- Lone Working and Personal safety
- Management of Gas Safety
- Manual Handling Policy
- Risk Assessment Policy
- Work Related Stress
- Workstations and Computer Safety

All CHS health and safety policies and procedures have been written with reference to the various health and safety legislation:

- Construction (Design & Management) Regulations -2015 (CDM 2015)
- Consumer Protection Act 1987
- Control of Asbestos 2012
- Control of Substances Hazardous to Health 2002
- Defective Premises Act 1972
- Electrical Equipment (Safety) Regulations 1994
- Electricity at Work Regulations 1989
- Employers' Liability (Compulsory Insurance) Regulations 1998
- Equality and Diversity Act 2010
- Food Safety (General Food Hygiene) Regulations 1995 (as amended 2005 and 2006)
- Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended in 1993)
- Gas Safety (Installation and Use) Regulations 1998
- Health and Safety (Consultation with Employees) Regulations 1996
- Health and Safety (Display Screen Equipment) Regulations 1992 (as amended 2002)
- Health and Safety (First Aid) Regulations 1981
- Health and Safety at Work Act 1974
- Housing Act 2004 and specifically the Decent Homes Standard (updated) 2006
- Lifts Operation and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Management of Houses in Multiple Occupation Regulations 1990 (as amended 2006) and local HMO regulations
- Manual Handling Operations Regulations 1992 (as amended 2002)
- Plugs and Sockets etc. (Safety) Regulations 1994
- Provision and Use of Work Equipment Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- Smoke-free (Exemptions and Vehicles) Regulations 2007/Smoke-free (Premises and Enforcement) Regulations 2006/Smoke-free (Signs) Regulations 2007/Smoke-free (Vehicle Operators and Penalty Notices) Regulations 2007

Health and Safety Policy Appendix 2 - CHS Group – minimum legal compliance

As with all audits, the Health and Safety mentoring visits required evidence, e.g. if you have recently had a gas service, you must have the certification on the premises to demonstrate the scheme meets the required standard.

Property Safety File - What you need to evidence

- Periodic inspection report (PIR) for the electrical installation.
 - Must be in date and satisfactory.
 - Needs a list of remedial works required, with evidence of completion if unsatisfactory rating.
 - Frequency specified by inspecting electrician.
- Gas safety and Gas service records– (required annually). Which must cover all gas appliances e.g. boiler, dryers, catering appliances, and confirm that it is safe to use.
 - Any Recommendations made – evidence is required to show they are complete.
- PAT test register – must be in date, competently done.
- Statutory examination record for heating system/pressure vessels – usually annual, (but as per last record) Remedial actions must be completed.
- Statutory examination record for passenger lifts – every six months. Remedial actions must be completed.
- Service record for passenger lifts – usually quarterly. Remedial actions must be completed.
- Hoist examination record and service – six monthly. Remedial actions must be completed.
- Legionella
 - Assessment.
 - Legionella control measures in place as found necessary by assessment. This includes temperature checks, running of little used outlets etc. Also may include sterilisation of tank or system, bacterial counts etc. Recommended - an annual bacterial count from the water system to make sure it is clean. This is not legally stipulated.
 - Checks on thermostatic valves.
- Asbestos register.
- To include measures to manage any retained asbestos, also to communicate about retained asbestos to contractors in particular.
- If a building has no asbestos, would like a letter on file confirming this
- Emergency procedures e.g. for flood, power cut, lift breakdown need to be available
- Lightning conductor - recent test desirable.
- The H&S consultant will walk round, looking for satisfactory control of these risk areas, and will pick up things like damaged electrical fittings, storage in plant areas, property based risks like absence of window restrictors where required etc

All these check points are legally required except where mentioned. This is a broad definition of legal requirements and includes the ACOP. Where a risk assessment requires certain controls, the H&S consultant counts those as legal requirements although they may not appear in the legislation, as there is a possibility of prosecution for failing to meet them.

Fire Safety - What you need to evidence

- Fire risk assessment – in date, properly done and action plan underway. Signed for. Should include
 - Fire alarm service and inspection records – in date, appropriately recorded.
 - Emergency lighting.
 - Fire extinguishers.
 - Smoke venting if any.
 - Dry riser if any.
- Evidence of in house checks on these fire precautions, also others like escape routes clear, fire doors.
- Fire procedure – must be in date.
- Fire plan where risks higher e.g. residential homes.
- Record of fire drills.
- Record of fire training/fire procedure briefing for staff and residents.
- Fire signage.
- Evidence of practical management of fire risk e.g. grill pans clean, rubbish stored securely away from building.
- Assessment of the building, especially fire escape routes, fire warning systems etc. If fire risks not addressed in the fire risk assessment are identified this is likely to mean a lower rating

Lack of any of these could result in fire authority enforcement.

Inspection – what you need to evidence

Inspection covers all the regular checks done in house.

- Monthly safety inspection – all points covered, and some findings and actions taken.
- Weekly checks, including all the fire checks.
- Daily checks, normally tick box, recording the walk through for clear routes, no obvious hazards, which takes place routinely. The consultant will look for findings, and regular consistent records.
- Some projects have additional checks, e.g. nurseries outdoor play equipment will be checked.
- Hot water checks.
- Thermostatic valve checks.
- Fridge temp checks.

The law does not stipulate this pattern of checks. However, it does stipulate good monitoring of safety and fire systems, and the Health and Safety Policy states that we will manage systems in this way.

If the consultant is monitoring against the policy requirements, but there is an absence of checks there is the risk of potential prosecution.

Team Risk Assessments – what you need to evidence

- Risk assessments covering the tasks undertaken by all groups of staff
- Risk assessments covering activities
 - usually with residents, such as outings.
- Risk assessments done for new or emerging risks, as they occur, such as the lift being out of order, will gain extra credit.
- COSHH assessments and data sheets for any hazardous substances, again, competently done and in date.
- Manual handling assessments for any manual handling tasks involving a risk of injury.
- Workstation assessments or evidence of these, for all computer users.
- All risk assessments must be in date, competently done and cover all areas of risk. You are likely to score higher for good and useful findings/things which have been implemented
- For all risk assessments
 - Recommendations should be implemented.
 - Where risk assessment remains unchanged for several years apart from a new date this is likely to be challenged

Risk assessment is a legal requirement

Health and Safety Training – what you need to evidence

- Generally, the core requirement is fire, H&S & COSHH, manual handling, emergency aid and basic food hygiene
- Many posts also require infection control, lone working, dealing with challenging behaviour and full first aid
- Although this can vary according to the risks, e.g. ladder training for IT, property services and C&CD but not for finance. This would change if the consultant found a ladder in use.
- Training must be in date. The HR team keeps all training records, so any local training (including training with DVD's) must be sent to the Training Co-ordinator to record. The H&S consultant will want to be assured by the Manager that health and safety training is up to date, not that the manager thinks it is.

Accident and Incident Management – what you need to evidence

- Accident and incident records
- Recent adverse incident returns
- Investigation reports for all red and amber accidents and incidents
- The Accident and incident reporting traffic light system must be displayed and all staff should know what to do about an accident or incident
- Accident and incident records to be secure
- Quality of investigation will be considered

If there have been no reports, the H&S Consultant will usually question the manager to ensure the procedure is understood, however it is unlikely an excellent score will

be given if there is no evidence.

Disability Access Checklist – what you need to evidence

- The checklist – in date, with an action plan
- Resident involvement where feasible
- Evidence of proper consideration e.g. some actions where reasonable
- Actions completed.

Food Safety - What you need to evidence

Applicable for Residential homes, extra care, nurseries.

Endurance house and supporting people projects *

- Safer food, better business (SFBB) properly completed.
- Recent environmental health reports and scores on doors.
- Cleaning regime.
- Temperature checks.
- Prevention of cross contamination e.g. colour coded knives and boards, cloths, mops etc.
- General cleanliness, especially behind and under things.
- State of kitchen e.g. cracked tiles, grouting,
- Pest control.
- Food storage e.g. covered, dated, off the ground.
- Stock rotation.
- Workflow.
- Protective clothing.
- Personal hygiene.
- Defrosting of fridges and freezers.

*For Endurance House and Projects which don't offer catering, the H&S consultant would look at resident kitchen areas and comment more based on a good domestic standard.