

REVISED & REVIEWED: January 2024

HEALTH & SAFETY POLICY

Part 1: Statement of Intent

Age UK Cambridgeshire & Peterborough (AUKCAP) will ensure, so far as is reasonably practicable, the health, safety and wellbeing of all members of staff, volunteers and others who come into contact with our organisation's activities and will exercise its duty of care in respect of the health and safety of all persons visiting AUKCAP's premises.

Our health and safety policy is to:

- Comply with all relevant legislation designed to ensure good standards of health, safety and wellbeing at work.
- Manage and reduce the health and safety risks in our workplace and arising from our organisation's activities, as far as is reasonably practicable.
- Prevent accidents and cases of work-related ill health including work-related stress.
- Maintain safe and healthy working conditions.
- Provide such information, instruction, training and supervision necessary to ensure employees and volunteers are competent to do their work.
- Provide safe plant, equipment, vehicles and systems of work.
- Provide appropriate personal protective equipment.
- Ensure safe handling and use of substances.
- Directly consult with employees on matters relating to their health, safety and wellbeing at work.
- Implement emergency procedures including evacuation in the event of fire or significant incident in our workplaces and gas emergencies or other adverse events in service users' homes.
- Review and revise our policy regularly.

Signed (Chairperson of Board of Trustees):

Name (Chairperson of Board of Trustees): Hazel Williams

Date: 24th January 2024



Signed (Chief Executive):

Name (Chief Executive): Melanie Pittock

Date: 24th January 2024



Part 2: Responsibilities for Health and Safety

The following people have specific responsibilities for health and safety within the organisation:

Chairperson of the Board of Trustees, Hazel Williams MBE

- Has overall and final responsibility for health and safety.
- Ensures that the Board of Trustees achieve AUKCAP's health and safety objectives.

The Board of Trustees

- Ensure AUKCAP's operations comply with all relevant health and safety legislation.
- Ensure health and safety is considered and incorporated into all day-to-day activities and future plans.
- Monitor health and safety performance and regularly review health and safety reports.
- Make resources available to maintain health and safety standards.

Chief Executive, Melanie Pittock

- Has day to day responsibility for the health, safety and wellbeing of all employees and volunteers and for ensuring this policy is put into practice.
- Ensures the effectiveness of all health and safety policies and procedures, including they are regularly reviewed and updated as required.
- Ensures that all preventative and protective measures are implemented.
- Reports to the Board on health and safety performance.
- Requests from the Board any resources required to improve and maintain health and safety standards.

Health and Safety Manager, Liz Wright

- Is responsible for the day-to-day implementation of the health and safety policy.
- Reports to the Chief Executive on health and safety performance.
- Provides the Chief Executive with information and advice on how to implement and comply with current legislative and regulatory requirements.
- Provides advice and guidance on health and safety matters to all employees and volunteers.
- Develops and implements policies, safety management plans and procedures, including emergency procedures and first aid provision.
- Implements a system of risk assessment for all premises in which the organisation operates and for all the organisation's activities.
- Leads the investigation of accidents, incidents, near-misses and cases of work-related ill health, ensuring that reporting, recording and remedial actions are carried out.
- Monitors health and safety performance and recommends improvements where necessary.

- Develops, delivers and monitors completion of health and safety training across the organisation, and arranges externally provided training where required.
- Monitors compliance with health and safety training requirements.
- Ensures employees are regularly consulted on health and safety matters and any changes to policies and procedures.
- Monitors any updates to health and safety legislation and guidance and implement any required changes.
- Implements a schedule for planned preventative maintenance, testing and checks across the organisation's premises in accordance with risk assessments and legislative requirements.

Deputy CEO, Lynette Hurren

- Ensures that all operations are undertaken safely and within current health and safety legislation.
- Responsible for the safe management of all services provided by AUKCAP, directing and deploying resources accordingly.
- Reports health and safety concerns to the Health and Safety Manager and Chief People Officer as appropriate.

Service Managers

- Ensure day-to-day compliance with health and safety requirements, policies and procedures within their areas of responsibility.
- Ensure that any plant, equipment, vehicles and workplaces within their areas of responsibility are maintained in a safe condition and without risk to health.
- Communicate with their services on all health and safety matters, policies and procedures relevant to their areas of responsibility and feed back any concerns from their services to the Health and Safety Manager.
- Ensure all training requirements within their areas of responsibility are met.
- Play an active role in the investigation of any accidents, incidents, near-misses or cases of work-related ill health within their teams.

Team Leaders

- Ensure all training requirements within their teams are met.
- Ensure their teams follow all relevant policies and procedures, including the reporting of any accidents, incidents, near-misses or cases of work-related ill health.
- Communicate with their teams on all relevant health and safety matters, policies and procedures and feed back any concerns from their teams to the relevant Service Manager.

Employees

- Co-operate with Team Leaders and Managers on health and safety matters.
- Take reasonable care for their own health, safety and wellbeing, and the health, safety and wellbeing of colleagues and service users.

- Report to Team Leaders or Managers any health and safety concerns, including accidents, incidents, near-misses, work-related ill health and any shortcomings in the organisation's preventative and protective measures.
- Follow the instruction, training, policies and procedures relevant to their role.

Part 3: Health and Safety Arrangements

Risk Assessment

- We will complete and record risk assessments for our workplaces and all the organisation's activities and services, and take action accordingly to reduce any risks as far as is reasonably practicable.
- We will review and update risk assessments following any significant change, incidents and annually.
- We will communicate the findings of any risk assessments with affected employees.

Training

- We will give all employees health and safety induction and training appropriate to their role, as outlined in the table below.
- We will update and refresh training for all employees following any significant change or incidents and periodically, as outlined in the table below.

Internal Training:

Role	Fire	Manual Handling	Lone Working	Working at Height	Asbestos	Fire Warden	Safe-guarding	Dementia Awareness	Equality & Diversity
Handypersons	1 year	1 year	3 years	1 year	1 year	n/a	1 year	3 years	3 years
Wardens	1 year	2 years	3 years	1 year	n/a	n/a	1 year	3 years	3 years
Home Support Workers	1 year	2 years	3 years	1 year	n/a	n/a	1 year	3 years	3 years
Day Centre Organisers	1 year	2 years	3 years	n/a	2 years*	1 year	1 year	3 years	3 years
Day Centre Asst. Organisers	1 year	2 years	3 years	n/a	2 years*	1 year	1 year	3 years	3 years
Day Centre other staff	1 year	2 years	3 years	n/a	2 years*	1 year	1 year	3 years	3 years
Friendship Club Organisers	1 year	2 years	3 years	n/a	2 years*	n/a	1 year	3 years	3 years
Hospital Discharge staff	1 year	2 years	3 years	n/a	2 years*	n/a	1 year	3 years	3 years
Office-based staff	1 year	2 years	3 years	n/a	2 years*	1 year	1 year	3 years	3 years
Home-based staff	1 year	2 years	3 years	n/a	n/a	n/a	1 year	3 years	3 years

*Day centres and offices where asbestos is present only

External Training:

Role	Level 3 First Aid at Work	Emergency First Aid at Work	Level 2 Food Safety	Level 1 Food Safety	Trusted Assessor
Handypersons	n/a	3 years	n/a	n/a	2 years
Wardens	n/a	n/a	3 years	n/a	n/a
Home Support Workers	n/a	n/a	n/a	n/a	n/a
Day Centre Organisers	3 years	n/a	3 years	n/a	n/a
Day Centre Asst. Organisers	n/a	3 years	3 years	n/a	n/a
Day Centre other staff	n/a	3 years	3 years	n/a	n/a
Friendship Club Organisers	n/a	3 years	3 years*	n/a	n/a
Hospital Discharge staff	n/a	n/a	n/a	3 years	n/a
Office-based staff	n/a	n/a	n/a	n/a	n/a
Home-based staff	n/a	n/a	n/a	n/a	n/a

**For Age UK lunch clubs where the Friendship Club Organiser will be serving meals only*

- We will provide volunteers with health and safety information and training appropriate to their role when they join the organisation and following any significant changes or incidents.
- We will provide personal protective equipment free of charge as identified by risk assessment and provide training for employees on its safe use.
- We will put in place suitable arrangements for training for employees who work remotely.

Evacuation and Emergency Procedures

- The preservation of life shall be the paramount consideration in all our emergency procedures.
- We will maintain safe and unobstructed means of escape in all premises in which we operate and ensure that all escape routes are clearly signed.
- We will produce emergency evacuation plans for each premises in which we operate and ensure that these are clearly communicated through notices and training.
- We will test our emergency evacuation plans regularly via fire drills every 6 months, and update plans if necessary.
- We will ensure that all premises in which we operate have a fire alarm system present for the early detection and warning of fire.
- We will produce procedures for dealing with emergencies such as gas and carbon monoxide leaks in service users' homes that prioritise the health and safety of employees first and foremost and ensure that these are clearly communicated to all community-based staff and management.
- We will appoint and train Fire Wardens at each premises in which we operate to enact the safe evacuation of our premises including roll call of occupants and liaison with emergency services.

Consultation

- We will directly consult employees during the risk assessment process, when developing new policies and procedures and prior to introducing new activities, plant and equipment.
- We will provide employees with information on the risks and dangers arising from their area of work, measures to eliminate or reduce these risks and steps employees must take if they are exposed to a risk.
- We will listen to and act upon employee health and safety concerns and feedback.
- We will provide employees with regular updates on the organisation's health and safety performance.
- We will regularly directly consult employees on health and safety matters as they arise, at staff and team meetings, via periodic staff surveys and formally during the review of our health and safety policy.

Monitoring

- We will ensure that routine inspections of our workplaces, plant, equipment and systems are conducted and all remedial actions taken to maintain safe and healthy working conditions.
- Where identified by risk assessment, we will provide any necessary health surveillance such as vibration monitoring, to prevent harm to health.
- We will monitor cases of ill health and sickness absence records.
- We will record and investigate all accidents, incidents, near-misses and cases of work-related ill health and implement any remedial actions required to prevent further occurrences.
- We will use the results of all monitoring to inform future plans and training arrangements.
- We will share the results of all monitoring with employees and our plans to address any areas for improvement.

Health & Safety policy approved: January 2024 (Date)

Signed by Chair of Trustees

Hazel Willis

Version Control Tracker

VERSION	DATE	AUTHOR	COMMENTS
1.0	January 2021	H&S Coordinator	New policy.
2.0	January 2022	H&S Coordinator	Scheduled review. Change of name to Winter Pressure service. Inclusion of Chief Operating Officer in H&S responsibilities
3.0	January 2023	H&S Manager	Scheduled review. Removal of references to VSSOP (exc. Peterborough). Inclusion of E&D refresher training period. Clarity on direct consultation.
4.0	January 2024	H&S Manager	Scheduled review. Inclusion of wellbeing in statement of intent. COO amended to Deputy CEO.