

AGE UK CROYDON

HEALTH, SAFETY & WELLBEING POLICY (Updated 2026)

STATEMENT OF INTENT (2026)

Age UK Croydon is committed to ensuring, so far as is reasonably practicable, the health, safety and wellbeing of all employees, volunteers, service users, contractors and visitors. We will provide safe premises, safe systems of work, competent staff, and a positive culture where safety, dignity and wellbeing are central to everything we do.

We will comply with all relevant Health & Safety legislation, including the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Worker Protection Act, and all associated regulations. We will also meet our duties under the Terrorism (Protection of Premises) Act (Martyn's Law) for our publicly accessible community hall.

We will:

- Prevent accidents, injuries and work-related ill health
- Maintain safe workplaces, equipment and environments
- Ensure hybrid and remote working arrangements are safe and compliant
- Provide information, instruction, training and supervision
- Consult with staff and volunteers on matters affecting their health, safety and wellbeing
- Promote wellbeing and prevent harassment, including third-party harassment
- Continuously improve through monitoring, learning and review

The Board of Trustees holds overall accountability for Health, Safety & Wellbeing. The Chief Executive is responsible for ensuring this policy is implemented. All employees and volunteers share responsibility for working safely and reporting concerns promptly.

This Statement of Intent will be reviewed annually.

Signed:

Chair, Age UK Croydon Board of Trustees

Date: _____

Chief Executive, Age UK Croydon

Date: _____

1. Purpose

Age UK Croydon (AUKC) is committed to ensuring, so far as is reasonably practicable, the health, safety and wellbeing of all employees, volunteers, service users, contractors and visitors. We aim to prevent accidents, work-related ill health and unsafe practices across all our workplaces, including hybrid and remote working environments.

We are an equal opportunities employer and do not tolerate discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Our objectives are to:

- Avoid all accidents and ensure no one suffers ill health as a result of working for or receiving a service from AUKC.
- Provide safe working conditions, equipment and systems of work.
- Consult with staff and volunteers on matters affecting their health, safety and wellbeing.
- Ensure hybrid working arrangements are safe, well-managed and compliant with legislation.
- Meet our proactive duty to prevent harassment, including third-party harassment.

2. Scope

This policy applies to:

- All employees (permanent, temporary, sessional and hybrid workers)
- All volunteers
- All service users and visitors to AUKC premises

The policy forms part of staff induction and is displayed for service users.

3. Definitions

- **Organisation:** Age UK Croydon
- **Employee:** Any worker, paid or voluntary
- **Service User:** Anyone who directly or indirectly uses our services

- **Hybrid Worker:** An employee with an agreed arrangement to work from both the workplace and a remote location

4. Responsibilities

4.1 The Chair

The Chair has overall responsibility for ensuring that:

- The Board achieves AUKC's Health, Safety & Wellbeing objectives.
- Responsibilities are appropriately delegated.
- Suitable measures and resources are implemented.
- Risk is monitored and reviewed.
- A positive safety culture is modelled.

4.2 The Board of Trustees

The Board is responsible for:

- Ensuring compliance with all Health, Safety & Wellbeing legislation.
- Incorporating H&S considerations into strategic planning.
- Reviewing regular reports on H&S performance.
- Ensuring adequate resources are available.

4.3 Chief Executive

The Chief Executive is responsible for:

- Ensuring the effectiveness of this policy and associated procedures.
- Ensuring all operations comply with H&S requirements.
- Implementing preventative and protective measures.
- Reporting progress and issues to the Board.
- Setting a personal example.

4.4 Directors, Managers and Supervisors

Managers are responsible for:

- Day-to-day compliance with H&S requirements.
- Maintaining safe equipment and environments.

- Ensuring staff receive appropriate induction and training.
- Ensuring hybrid workers have safe remote working arrangements.
- Maintaining communication channels for reporting concerns.
- Conducting and reviewing risk assessments.
- Setting a personal example.

4.5 Employees and Volunteers

Employees and volunteers must:

- Take reasonable care of their own health and safety and that of others.
- Work in accordance with training and instructions.
- Use equipment safely and correctly.
- Report hazards, incidents, near misses and concerns promptly.
- Maintain a clean and safe working environment.
- Follow fire, emergency and evacuation procedures.
- Set a personal example.

5. Statement of Intent

AUKC will:

- Comply with all relevant legislation, including the Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999.
- Provide safe premises, equipment and systems of work.
- Ensure safe storage, handling and use of substances.
- Provide information, instruction, training and supervision.
- Provide appropriate PPE where required.
- Ensure risk assessments are completed for all activities, including hybrid working.
- Promote wellbeing and prevent work-related stress.
- Foster a culture of openness, reporting and continuous improvement.
- Take all reasonable steps to prevent harassment, including third-party harassment, in line with the Worker Protection Act.

6. Relevant Legislation and Standards (Updated 2026)

AUKC complies with all current UK Health, Safety and Employment legislation, including:

Core Health & Safety Legislation

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Manual Handling Operations Regulations 1992
- Display Screen Equipment Regulations 1992 (as amended)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Regulatory Reform (Fire Safety) Order 2005
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Terrorism (Protection of Premises) Act (Martyn's Law) – Standard Tier (for publicly accessible premises with capacity of 100+)

Equality, Wellbeing and Anti-Harassment Legislation

- Equality Act 2010
- Worker Protection (Amendment of Equality Act 2010) Act 2023–2025
- Employment Rights Act 1996 (as amended)
- Health and Safety (Consultation with Employees) Regulations 1996

Hybrid and Flexible Working Legislation

- Employment Relations (Flexible Working) Act 2023
- Flexible Working (Amendment) Regulations 2024
- HSE Home and Hybrid Working Guidance (2025 update)

Data Protection and Information Security

- UK GDPR
- Data Protection Act 2018
- ICO Remote Working and Data Security Guidance (2025 update)

7. Arrangements

7.1 Risk Assessments

AUKC will:

- Undertake and record risk assessments for all workplaces, activities and services.
- Include hybrid and home-working risk assessments.
- Review assessments annually or following significant change.
- Implement control measures and monitor effectiveness.
- Ensure hybrid and home-working arrangements are risk-assessed, documented and reviewed in line with HSE 2025 guidance.
- AUKC will also complete an annual organisational psychosocial risk assessment using the HSE Management Standards (Demands, Control, Support, Relationships, Role, Change). This assessment will be supported by team-level reviews where appropriate and will inform the organisation's wellbeing strategy, hybrid working arrangements, and quarterly reporting to SLT and Trustees.

7.2 Induction and Training

All staff and volunteers will receive:

- A Health & Safety induction
- Training relevant to their role, including:
 - Manual handling
 - Slips, trips and falls
 - Lone working
 - Fire safety
 - First aid awareness
 - DSE assessments
 - Working with vulnerable adults

- Hybrid working safety requirements
- Mandatory anti-harassment training (Worker Protection Act)

Managers will maintain a training matrix and ensure annual refreshers.

7.3 Fire Safety

AUKC will:

- Maintain a Fire Emergency Plan.
- Display fire instructions and evacuation routes.
- Conduct fire drills at least every 12 months.
- Appoint and train Fire Wardens.
- Maintain fire alarms, extinguishers, emergency lighting and escape routes.
- Complete PEEPs for anyone requiring assistance.

7.4 First Aid

AUKC will:

- Maintain adequate first aid provision.
- Display names of trained First Aiders.
- Ensure first aid kits are stocked and accessible.
- Record all accidents in the Accident Book.

7.5 Combined Indoor Air Quality (IAQ)

- To keep our buildings healthy and comfortable, we use natural ventilation as our main way of bringing fresh air into rooms. This means opening windows regularly and checking CO₂ levels to make sure spaces are well-ventilated.
- In rooms where fresh air is harder to maintain, we may use portable HEPA air cleaners to help reduce airborne particles.
- These steps follow national guidance and help protect the wellbeing of staff, volunteers and the people we support.

7.6 Accident, Incident and Near-Miss Reporting

AUKC will:

- Record all accidents, incidents and near misses.
- Investigate and analyse trends.
- Report RIDDOR incidents where required.
- Implement corrective actions.

7.7 Emergency Procedures

AUKC will maintain procedures for:

- Fire
- Serious injury
- Adverse weather
- Lockdown or security incidents
- Supporting people with disabilities during emergencies (PEEPs)

7.8 Equipment and Maintenance

Employees must:

- Use equipment safely and report faults immediately.
- Never attempt repairs unless trained and authorised.

AUKC will:

- Maintain equipment and premises in safe condition.
- Conduct regular inspections.

7.9 Contractor Management

Age UK Croydon will ensure that all contractors working on our premises operate safely and in accordance with relevant legislation.

AUKC will:

- Verify contractor competence and insurance
- Provide contractors with relevant safety information, including emergency procedures
- Require contractors to provide risk assessments and method statements where appropriate
- Ensure contractors sign in and out and are supervised where necessary

- Stop work immediately if unsafe practices are observed
- Review contractor performance following completion of work

7.10 Consultation with Employees and Volunteers

AUKC is committed to meaningful consultation on matters affecting health, safety and wellbeing.

AUKC will:

- Consult staff and volunteers through team meetings, supervision and staff forums
- Encourage reporting of hazards, incidents and near misses
- Provide feedback on actions taken in response to concerns
- Involve staff in risk assessments and reviews
- Ensure safety information is accessible and clearly communicated

7.11 Lone Working

AUKC recognises that some employees and volunteers may work alone or without direct supervision.

AUKC will:

- Conduct lone working risk assessments
- Provide training on personal safety and de-escalation
- Ensure staff have access to communication devices
- Maintain clear procedures for home visits, outreach and out-of-hours work
- Ensure staff know how to report concerns or incidents

Employees and volunteers must follow lone working procedures and report any safety concerns immediately.

7.12 Martyn's Law (Terrorism (Protection of Premises) Act) – Standard Tier Compliance

Age UK Croydon operates a publicly accessible community hall with a maximum capacity of 100 people. In line with the Terrorism (Protection of Premises) Act (Martyn's Law), AUKC will comply with the **Standard Tier** requirements.

AUKC will:

- Maintain a Standard Tier Security Plan for the community hall
- Ensure staff and volunteers complete basic terrorism awareness training
- Implement proportionate procedures for identifying and responding to suspicious items and behaviours
- Maintain clear evacuation and lockdown procedures
- Ensure a Responsible Person is appointed for each session or activity
- Review security arrangements annually or following significant change
- Ensure contractors, hirers and partner organisations using the hall are aware of relevant procedures

These measures are proportionate to the size, nature and risk profile of AUKC's activities and support the safety of staff, volunteers, service users and visitors.

8. Hybrid Working: Health, Safety & Wellbeing Requirements

Hybrid working is supported where appropriate and subject to agreement with HR.

8.1 Conditions for Hybrid Working

Hybrid working may not be approved where:

- The role requires on-site presence.
- Performance concerns exist.
- Training or supervision needs are high.
- Disciplinary warnings are active.

8.2 Health & Safety Requirements

Hybrid workers must:

- Maintain a safe working environment at their remote location.
- Complete a documented home-working risk assessment.
- Use AUKC-provided equipment safely.
- Report hazards or concerns promptly.
- Ensure confidential information is protected.
- Avoid in-person client meetings at home.

- Maintain appropriate work patterns to protect wellbeing.

AUKC may conduct remote or in-person safety assessments.

8.3 Equipment

AUKC will provide:

- A laptop and necessary software
- Reasonable adjustments for disabled staff

Hybrid workers must:

- Care for AUKC equipment
- Ensure secure storage and transport
- Not use personal devices for work

8.4 Insurance and Compliance

Hybrid workers must:

- Ensure home insurance and tenancy/mortgage terms permit home working
- Maintain insurance for AUKC equipment (where required)

8.5 Data Security

Hybrid workers must comply with:

- UK GDPR
- Data Protection Act 2018
- AUKC data protection policies
- ICO remote-working guidance

AUKC may conduct a DPIA where required.

9. Implementation of this Policy

This policy is supported by procedures, risk assessments and guidance documents that set out how Health, Safety & Wellbeing is managed across AUKC.

AUKC will:

- Maintain up-to-date procedures for fire safety, first aid, IAQ, hybrid working, incident reporting and emergency response

- Ensure managers implement this policy within their teams
- Monitor compliance through audits, supervision and incident reviews
- Provide accessible information and training to all staff and volunteers

10. Monitoring and Review

- The Chief Executive will monitor implementation annually.
- The Board will review the policy at least every two years or sooner if legislation or organisational needs change.
- Compliance with hybrid-working legislation and anti-harassment duties will form part of the annual review.
- Managers will monitor compliance through supervision, audits and incident reviews.

Policy Approval

Approved by the Board of Trustees:

Date:

Name:

Signature:

Next Review Date:

May 2028

Responsible Director:

Rosaleen Liard, Director of HR & Governance
