

# Health & Safety Policy

Policy Number: 06-01

Version Number: 18

Document Owner: Health & Safety Lead

Signed off by: Nicky Boland

<b>Date last reviewed:</b>	<b>29/09/2025</b>	
<b>Due date for next review:</b>	<b>29/09/2026</b>	
<b>Policy consultation with:</b>	SMT, Health & Safety Committee	
<b>Legal Requirements:</b>	Health and safety at Work Act 1974, Management of Health and Safety Regulations 1999	
<b>CQC:</b>	Health and social care act 2008 (Regulated activities) Regulations 2014: Regulations; and fundamental standards: 12 Safe and care treatment; 15 Premises and equipment; 17 Good governance; 18 Staffing	
<b>Other:</b>	Customer Charter promise: We will provide a high quality and safe service	
<b>Related Policies:</b>	Reporting Incident and Accident Policy Lone Working Policy Infection Control Policy Driving on Outward Business Policy Stress at Work Policy	DSE Policy Fire Safety Policy COSHH Policy Moving and Handling Policy Risk Assessment Policy Violence and Aggression Policy Asbestos Policy Legionella Policy
<b>Scope:</b> Outward will ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees, volunteers, agents, contractors and visitors to Outward's premises, together with others who may be affected by its acts or omissions.		
<b>Policy Equality Impact Assessed</b>		

Version number	Amendments	Reviewed by	Date
16	Wording	OY	29/03/2024
17	Wording	OY	03/06/2025
18	H&S checks list and necessary definitions were added	OY – EL	29/09/2025

This information can be made available in alternative formats, such as easy read or large print. Please contact 0208 980 7101 or email [info@outward.org.uk](mailto:info@outward.org.uk)

## 1. Policy Statement

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Outward is committed to providing and maintaining, so far as is reasonably practicable:

- A workplace that is safe and without risk to health
- Equipment and systems of work which are safe and without risk to health
- Facilities for safe handling, transportation and storage of substances which may be hazardous to health
- Safe access to any workplace or premises
- A working environment which provides facilities and arrangements for the welfare of staff at work
- Guidance, information, instructions and training on health & safety matters
- Consultation with employees on health & safety issues when required
- A commitment to the additional requirements of the Management of Health & Safety at Work Regulations – these include risk assessments, emergency procedures, health surveillance and the engagement of a health & safety ‘competent person’
- Provide & publish specific health & safety policies relevant to the operations of Outward
- Work to and regularly review specific health & safety performance targets for the immediate and long term future

SIGNATURE:

SIGNED ON BEHALF OF OUTWARD

NAME (PRINT): Nicky Boland

DATE: 03/06/25

POSITION IN COMPANY: Chief Executive Officer

## 2. Purpose

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Outward recognises the importance of providing and maintaining a safe, healthy working and living environment for the people we support, staff, volunteers, contractors and visitors. This policy will describe the framework in which Outward works to ensure that this will happen.

Outward's Health & Safety Policy will be addressed here in three specific sections:

A Policy Statement; the people with health & safety roles & responsibilities; the arrangements in place in the organisation.

## 3. Responsibilities

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Overall responsibility for Health and Safety at Outward rests with the Outward Board. Outward's Health and Safety Lead coordinates and manages the process on behalf of the Board. However, all employees at every level have a responsibility for health and safety at work.

The **CEO** and **Directors** of departments of Outward alongside with the Health and Safety Lead are responsible for setting policy, objectives and targets and reviewing effectiveness.

**Managers** are responsible for ensuring that all health and safety tasks are carried out, as well as, checking the day-to-day compliance of the policy within the areas of the organisation that they manage. They will familiarise themselves with this policy, and will ensure that the staff they manage are provided with as much information as is necessary to ensure their health and safety requirements are met.

Managers must ensure the following H&S checks are completed according to the specific time requirements outlined below, and any issues must be reported without delay. Details can be found in the relevant policies.

- Health and Safety check for communal areas – **Monthly**
- Health and Safety check for people we support's bedrooms/flats – **Monthly**
- Handsets, Tunstall and assistive technology (including pull cord) checks – **Monthly**
- Fire Evacuation Plan (FEP) Review – **Annually**
- Building Risk Assessment Review – **Annually**
- Emergency Response Plan (ERP) Review – **Annually**
- PAT Test carried out in communal areas/Office – **Two yearly**
- First Aid Box Review - **Monthly**
- Lone Working Risk Strategy Review – **Annually**

- Landlord Fire Risk Assessment – **Annually**
- Gas Safety – **Two yearly**
- Water testing – **Weekly**

In particular, managers must ensure that all staff have:

- The necessary training
- Access to all Health & Safety policies
- Know what the procedures are for First Aid, accident reporting, emergency evacuation and fire safety
- Provide supervision and feedback on performance

**Employees** are responsible for taking reasonable care of the health and safety of themselves and others who may be affected by their acts and omissions (this includes colleagues, people they support, visitors, and members of the public). Employees at Outward are expected to observe the following rules about health and safety – failure to do so would be regarded as serious misconduct:

- To work safely and take reasonable care for the health and safety of themselves and those they work with
- Adhere to the health & safety policies and procedures laid down by Outward and follow all of the instructions given by those with a responsibility for health & safety (this includes requirement to attend or update any training)
- Adhere to safe methods of work and follow all of the training and instructions given to them about safe methods of work
- Report all accidents, near misses and hazardous situations
- Inform their manager of any breach of health and safety or of any hazard
- Wear safe and appropriate clothing, and to wear protective clothing where it is provided
- Keep floors, stairs and fire exits clear of obstructions at all times
- Staff attending meetings outside the office or normal place of work must ensure that someone knows where the meeting is, when, and who it is with, following the Lone Working Policy and Procedure

**Competent Person:** By law, a ‘competent person’ is someone who has sufficient training, experience or knowledge of health and safety compliance. The level of competence required will depend on the size and complexity of the situation, as well as the particular help needed. As managers are responsible for ensuring that all health and safety tasks are carried out, they must have sufficient training, experience and knowledge of health and safety compliance established in Outward’s health and safety policies and procedures in order to be competent. Where a complex situation arises in which managers lack experience, knowledge or training, they can seek advice from Outward’s Health and Safety

Lead. This role is currently undertaken by the Quality Manager. In turn they will consult with a “Competent Person” if required – see section 4.0

If current in-house expertise and organisational capacity is insufficient for the purpose then advice and guidance will be sought from an external agency i.e. Occupational health, HSE, British Assessment Bureau, British Safety Council etc. Outward may also appoint an external H&S consultant where necessary.

**HR** is responsible for H&S matters as they apply to staff and these areas will be included in the Human Resources policies and procedures

**Housing** is responsible for H&S matters as they relate to buildings. These areas will be included in the Housing policies and procedures

**Care & Support management** is responsible for H&S matters as they relate to people we support. These areas will be included in the Care & Support policies and procedures

Other responsible roles include:

- **Fire Marshals** (responsible for the safe evacuation of a building in an emergency or for ensuring that residents are in a safe zone where a “stay put” policy is in place. Care and Support staff with basic fire safety training are not deemed as Fire Marshals, however, all services have to implement their fire safety protocols (stay put/evacuate) and all staff need to know how to safely evacuate. Enhanced training is required to qualify as a Fire Marshal.
- **First Aiders** (responsible for administering or overseeing first aid to injured persons). Care and Support staff with first aid awareness training are not deemed as fully trained first aiders, however, they could support someone to clean a cut and put a plaster on it for example. Ultimately, all Outward staff are responsible for ensuring appropriate care is provided to an injured person at work, including calling an ambulance and following medical advice guidelines while professional help is on its way. Also, CPR is part of first aid awareness training provided, and we expect all staff to attempt CPR if attending to an unresponsive person. Enhanced training is required to qualify as a First Aider.
- **Appointed persons** (responsible for taking charge of first-aid arrangements). The role of the appointed person includes looking after the first-aid equipment and facilities e.g. checking the first aid boxes periodically to replace expired items and recording it in a local check list kept inside the first aid box. This role must be clearly identified among staff in each service and communicated to the rest of the team.

## 4. Procedures

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Outward has implemented a range of health & safety measures designed to ensure the safety of staff, people we support, and visitors. These procedures are proactive in preventing incidents and reactive in responding to hazards that may arise.

A **hazard** is defined as “anything that may cause harm.”

A **hazardous event** is defined as “a situation or activity introducing exposure to a hazard.”

A **risk** is defined as “the likelihood and consequence of a hazardous event.”

**Likelihood** is defined as “the frequency at which persons are likely to be harmed.”

**Consequence** is defined as “the outcome and harm (injury, ill-health, loss) caused by a hazard.”

Below is an overview of the key procedures in place:

### 4.1 Workplace Safety and Risk Management

To maintain a safe working environment, Outward ensures that:

- A culture of health & safety awareness is promoted across all levels of the organisation.
- Staff are provided with relevant health & safety training as part of their induction and throughout their employment.
- Employees are consulted on health & safety matters when necessary.
- Regular risk assessments are conducted to identify potential hazards and mitigate risks.
- Appropriate action is taken to reduce risks identified during assessments.
- Stress caused by work is monitored and, where possible, reduced.
- Continue to hold the nationally recognized health & safety management standard appropriate to our nature of business (OHSAS 45001)
- Continuously improve its H&S audit process and central collation of audits

### 4.2 Incident Reporting & Investigation

Outward has a clear reporting structure to ensure that all accidents, near misses, and health & safety concerns are promptly addressed:

- All incidents must be reported immediately to a line manager or the on-call manager. A manager-approved version of the report must be submitted to Quality and all other relevant parties in accordance with Outward’s Reporting Incident and Accident Policy
- A formal investigation will be conducted where necessary

- Lessons learned from incidents will be used to improve health & safety procedures.
- Reports will be submitted to regulatory bodies where required (e.g., RIDDOR to HSE)

#### **4.3 Emergency Preparedness & Fire Safety**

Emergency procedures are regularly tested and reviewed to ensure a prompt and effective response to potential risks:

- Fire evacuation drills are conducted aligning with Fire Safety policy
- Fire safety protocols (e.g., stay put vs. full evacuation) are clearly communicated to staff and residents
- Fire Marshals and First Aiders receive regular refresher training
- Emergency response plans include procedures for severe weather events and infectious disease outbreaks align with relevant risk assessments and policies

#### **4.4 Health Surveillance & Well-being**

Outward is committed to protecting employee well-being, including physical and mental health:

- Occupational health support is available where necessary
- A mental health stress risk assessment process is in place
- Adjustments can be made to workloads to prevent stress-related illness

#### **4.5 Personal Protective Equipment (PPE)**

Outward acts in accordance with the Personal Protective Equipment at Work Regulations 1992 and (Amendment) Regulations 2022 (PPER 2022) and will provide appropriate PPE where risks cannot be adequately controlled by other means. Detailed guidance can be found within the Infection Prevention & Control Policy and COSHH Policy. Caretakers must ensure they use EN 166 safety goggles and FFP2 masks when the task has been identified in the risk assessment as requiring PPE.

#### **4.6 Health & Safety Committee**

To ensure continuous improvement, Outward has established a Health & Safety Committee that:

- Provides support and advice to employees
- Reviews trends in incidents, audits, and risk assessments
- Works with Directors and Area Managers to enhance procedures in areas of concern
- Appoints an external H&S consultant where necessary
- Monitor levels of supervision to ensure that employees are being supported and giving feedback on their performance



#### **4.7 Collaboration with External Agencies**

If in-house expertise is insufficient, Outward seeks guidance from external health & safety experts, including: Occupational health specialists, HSE (Health and Safety Executive), British Safety Council and other relevant professional bodies.

#### **4.8 Performance Monitoring**

The performance monitoring and review process will be carried out via 4 key elements:

- Changes to H&S Legislation
- Reactive monitoring (safeguarding/accident/incident reports (SIAs), complaints, claims etc.
- Active monitoring via monthly key performance indicators/indicators reports, audits, inspections and general observation
- Annual Senior Management Audits
- The following H&S-related training must be completed by all staff with at least a 95% compliance target. Further H&S training are also completed where necessary.
  - Health & Safety
  - Lone working
  - Emergency First Aid
  - Fire Safety

#### **4.9 Implementation of the Policy**

This policy applies to all Outward staff. All employees need to have read, understood and signed this policy as part of their induction and/or probation process.

### **5. References/Further Reading**

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Health & Safety at Work Act 1974 - Besides the Health and Safety at Work Act itself, the following apply across the full range of workplaces:

- [Management of Health and Safety at Work Regulations 1999](#): require employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people and arrange for appropriate information and training.
- [Workplace \(Health, Safety and Welfare\) Regulations 1992](#): cover a wide range of basic health, safety and welfare issues such as ventilation, heating, lighting, workstations, seating and welfare facilities.
- [Health and Safety \(Display Screen Equipment - DSE\) Regulations 1992](#): set out requirements for work with Visual Display Units (VDUs).

- [Personal Protective Equipment at Work Regulations 1992 \(PPE\)](#): require employers to provide appropriate protective clothing and equipment for their employees.
- [Provision and Use of Work Equipment Regulations 1998 \(PUWER\)](#): require that equipment provided for use at work, including machinery, is safe.
- [Manual Handling Operations Regulations 1992](#): cover the moving of objects by hand or bodily force.
- [Health and Safety \(First Aid\) Regulations 1981](#): cover requirements for first aid.
- The Health and Safety Information for Employees Regulations 1989: require employers to display a poster telling employees what they need to know about health and safety.
- [Employers' Liability \(Compulsory Insurance\) Act 1969](#): require employers to take out insurance against accidents and ill health to their employees.
- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 \(RIDDOR\)](#): require employers to notify certain occupational injuries, diseases and dangerous events.
- [Noise at Work Regulations 1989](#): require employers to take action to protect employees from hearing damage.
- [Electricity at Work Regulations 1989](#): require people in control of electrical systems to ensure they are safe to use and maintained in a safe condition.
- [Control of Substances Hazardous to Health Regulations 2002 \(COSHH\)](#): require employers to assess the risks from hazardous substances and take appropriate precautions.
- [Health and Social care act 2008 \(Regulated Activities\) Regulations 2014 \(Regulations and fundamental standards 12;15;17;18\)](#)
- [Health and social care act 2008: Code of practice on the prevention and control of infections and related guidance.](#)

### **General Data Protection Regulations Statement**

Outward is committed to compliance with the General Data Protection Regulations and the Data Protection Act 2018. It requires all staff and partners to respect confidentiality and data subjects' rights in line with its policies and procedures.

To ensure compliance with the Regulations staff must ensure that any personal information digitally produced or processed as part of these procedures is appropriately filed within an approved relevant filing system with role-based access control.

Whilst processing paper documents, including those from third parties, these documents must be stored in secure lockable cabinets. Records will be kept for as long as they are needed to meet the operational needs of Outward, together with legal and regulatory requirements. Where there is a deviation from this principle, the reasons for this must be recorded.

A detailed breakdown of retention and deletion of records can be found in Outward's Record Management and Retention Policy.

When disposing of documents containing personal data this should be done via confidential waste.

Please refer to Outward's Data Protection Policy and Procedure for more information.