

# **THE BIG LiFE GROUP**

## **HEALTH AND SAFETY FRAMEWORK**

# Health and Safety Framework Policy

|                         |                             |
|-------------------------|-----------------------------|
| Policy Name             | Health and Safety Framework |
| Document Reference      | BLG223                      |
| Version Number          | 5                           |
| Ratified By             | Executive Team              |
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## Contents

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1. Aim of the framework
2. Statement from CEO
3. Scope
4. Roles and responsibilities
5. External quality standards
6. Regulatory bodies
7. Internal management processes
8. Associated policies
9. Associated procedures

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## 1. Aim of the framework

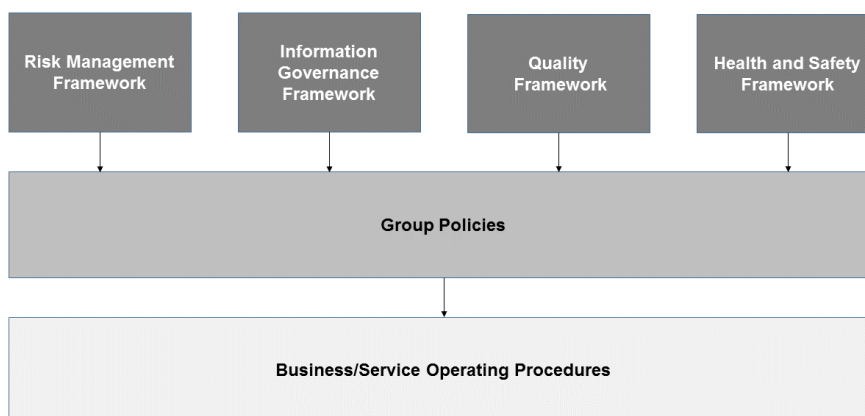
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The Big Life Group is committed to ensuring Health and Safety is at the forefront of its business. We invest in a variety of ways to ensure the group is able to comply with statutory requirements, industry standards and best practice.

It is our policy to ensure, so far as reasonably practicable, the Health and Safety and welfare of our employees while they are at work, and any other persons who may be affected by their undertakings; and to comply with the Health and Safety at Work Act 1974 and other relevant legislation as appropriate.

We embed a positive Health and Safety culture through implementing processes of continuous improvement, and adopting processes and systems that ensure our services meet all relevant regulations and legislation.

This framework is one of four frameworks within the group, which sit above the group policies, and business and service operational procedures as per the diagram below.



In order to achieve compliance with this framework, The Big Life Group has set the following objectives:

- Maintain high standards for Health and Safety at its premises and worksites
- Identify risks and set in place programmes to remove or reduce these risks
- Ensure that these standards are communicated to all employees, contract staff, temporary workers, members of the public and other third parties, as appropriate

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- Ensure we carry out consultation with all employees on all relevant matters relating to Health and Safety
- Ensure that all personnel are given the necessary information, instruction and training to enable them to work in a safe manner
- Ensure the dissemination and discussion of relevant information on Health and Safety
- Introduce promotional campaigns to encourage Health and Safety awareness and compliance
- Make provision of adequate resources to enable managers to properly implement the policy and monitor its effectiveness
- Monitor operations at The Big Life Group premises and worksites.

## 2. Statement from CEO

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We understand the costs to the business from poor safety, health or environmental performance. We recognise staff involvement and encourage innovation to help us deliver a high-quality safe environment for staff, volunteers, clients and the public.

The Health and Safety at Work Act 1974 requires employers and managers with responsibility for health and safety to demonstrate that all reasonable steps are being taken to protect the Health and Safety of employees, non-employees and volunteers exposed to risks as a result of Big Life activities and operations.

In order to develop a safe and healthy environment, it is necessary to achieve adequate control over risks. This requires a systematic approach to the identification of risk, the allocation of resources to control them, and a culture of learning aimed at continuous improvement.

The group has re-aligned numerous processes in line with sustainability, and believes that it must continue to explore more initiatives aimed at overall business sustainability and therefore will continue to develop the business using new technologies that reduce or remove our dependency on non-sustainable resources or products.

*Fay Selvan – Chief Executive Officer – March 2021*



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### 3. Scope

This framework outlines all the systems, processes, roles and accountabilities for ensuring that we deliver our services in line with the highest Health and Safety standards. This includes external Health and Safety standards, regulatory bodies and internal management processes. The chart below describes all areas contributing to this framework.

Shaded areas are detailed within this framework. Unshaded areas are detailed in other associated policies and documents, which can be found on the HR database.

| Governance                                    | Workforce  | Environment                                  | Clinical and Service Care                         | Learning                                       |
|---|--|--|---|--|
| Group Board<br>Trustees<br>M.A.T Board        | Policies and Procedures.<br>(Refer to associated policies as listed in this framework) | ISO45001 and HSE                             |   | Incident and serious untoward reporting policy |
| Risk and Audit Committee<br>Quality Committee | Staff training   | Regulatory Bodies, Ofsted, and Commissioners | Incident and accident reporting, risk assessments | Quality Committee Reports                      |
| Risk Framework                                | ISO45001   | Business Continuity Plans                    | Health and Safety Audits                          |  |
| Business continuity Planning                  | ISO14001   |  |   |  |
| Information Governance Framework              | Wellbeing Policy   |  |   |  |
| Quality Framework                             | Absence Management policy  |  |   |  |

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## 4. Roles and responsibilities

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### The Board of Directors and Trustees

The Big Life Group Board have overall responsibility for ensuring that the Health and Safety of all employees, volunteers, contractors, clients and the public using Big Life services or premises. We will:

- Ensure that Big Life's Health and Safety Framework and policies are regularly reviewed, internally, and where necessary, by a competent third party.
- Monitor the implementation of Big Life's Health and Safety policy through key performance indicators; agree targets or objectives where appropriate. The Quality Committee will undertake this role as a sub-committee of the Board and provide assurance to the Board on Health and Safety matters.
- Ensure compliance with relevant legislation, approved codes of practice and other safety instructions.
- Ensure appropriate procedures and arrangements are established and maintained, including for the reporting and investigation of significant incidents.
- Maintain a working knowledge of current Health and Safety Legislation relating to Big Life and be familiar with guidance relating to their position as board members.
- Where necessary, agree and authorise the provision of sufficient funds and resources to ensure compliance with the legislative and policy requirement of the group, including all services and centres.
- Positively promote Health and Safety and set a good personal example at all times.

### Chief Executive

The Chief Executive is the officer with overall responsibility for health, safety and welfare within the organisation and ensuring that the objectives of the group's Health and Safety Framework are achieved. They will:

- Ensure that other levels of management know and accept their individual responsibilities regarding Health and Safety and that the requirements of Health and Safety legislation are met.
- Ensure that appropriate resources are available to ensure that Big Life complies with statutory duties.
- Ensure the communication of necessary information throughout the organisation on Health and Safety matters.

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- Ensure adequate consultation with employees and employee's safety representatives (where appointed) and make arrangements to provide statutory appointed safety representatives with facilities to effectively carry out the functions required by statute.
- Ensure that the Health and Safety Framework and policies are regularly reviewed and developed.
- Be responsible for possible disciplinary action when contravention of responsibilities under Health and Safety legislation and the Safety Policy have taken place and been reported.
- Lead by example and endeavour to embrace a positive safety culture throughout the group.

### **Quality Committee (QC)**

The Quality Committee is a sub-committee of the Big Life Group Board. Its role is to oversee the systems, processes and controls which ensure we deliver our services in line with Health and Safety best practice. It provides assurance reports to the boards.

### **Group Health and Safety Lead**

The Health and Safety Lead provides expert advice to managers and staff on Health and Safety matters; ensures annual audits are undertaken; and ensures the Framework and Policies are updated in line with best practice and learning. They lead on the implementation of external Health and Safety standards, such as ISO45001.

### **Health and Safety Representatives**

Health and Safety Representatives are appointed to all cover all service areas. They are consulted about changes to policies and procedures, and are responsible for bringing to the attention of managers, any hazards, or changes and improvements they believe would improve the safe operation of the group's activities.

Representatives are consulted by the Group Health and Safety Lead, but can feedback at any time. They receive training appropriate to their role. They take the lead on all aspects of Health and Safety (including environmental matters) for their immediate business area and carry all aspects of Health and Safety including building checks, timely risk assessments and monitoring to ensure compliance. They report any non-compliance to their line manager and the Group Health and Safety Lead. They are the first point of contact for any Health and Safety related matters within their team or site. They attend quarterly Health and Safety meetings with the Health and Safety group lead. They provide the Health and Safety group lead with regular information for reporting purposes.

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## Leadership Team

The Big Life Group's Executive Directors have responsibility for:

- Monitoring Health and Safety implementation, setting targets and key performance indicators or objectives where appropriate.
- Ensuring compliance with relevant legislation, approved codes of practice and other safety instructions.
- Ensuring appropriate procedures and arrangements are established and maintained, including for the reporting and investigation of significant incidents.
- Ensure any action points identified within their areas of control are completed in a time bound manner.
- Having a working knowledge of current Health and Safety legislation relating to their service.
- They accept overall responsibility for all matters, regarding Health, Safety and Welfare relating to issues that are reported to them.
- Where necessary, they agree and authorise the provision of sufficient funds and resources to ensure compliance with the legislative requirements.
- They undertake site visits on a periodic basis with the Group Health and Safety Advisor.
- They report and update the Quality Committee on the Health and Safety performance of their respective areas of control.
- They set a good personal example at all times.
- They must bring to the attention of all employees within their service the Health and Safety Framework, policy and procedures.

## Managers

Managers are responsible to the Leadership Team for implementing the Health and Safety Framework and Policies within their areas of control. They will:

- Ensure all personnel under their control are aware of their duties regarding Health and Safety and that they are adequately trained and instructed to discharge those duties.
- Inform the Leadership team of the resources required to comply with statutory duties or other relevant matters, where they exceed their budget limits.
- Inform the Leadership how Health and Safety responsibilities are being met.
- Ensure Health and Safety problems that they are unable to deal with are drawn to the attention of the Leadership Team.
- Suitable and sufficient assessment of the risks to the Health and Safety of employees at work and to the Health and Safety of persons not in The Organisation's employment are carried out.

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- Actively promote the Health and Safety Framework and Policies to ensure co-operation and commitment to Health and Safety in areas under their control.
- Review the effectiveness of the Health and Safety Framework and Policies and propose changes to the Health and Safety Lead or their Director.
- Ensure that the operations under their control are, as far, as is reasonably practicable, conducted without detriment to the Health and Safety of employees or others that may be affected by their activities.
- Ensure equipment is regularly serviced and maintained at all times.
- Review reports on accidents, incidents and near misses and to ensure, where necessary, that a full investigation is carried out and appropriate remedial action taken.
- Lead by example at all times.

### **Staff and Volunteers**

The Health and Safety at Work Act 1974 places general duty responsibilities on all employees:

- a) To take reasonable care for the health and safety of him/herself and of other persons who may be affected by his or her acts or omissions at work;

AND

- b) As regards any duty or requirement imposed on his or her employer or any other person by or under any of the relevant statutory provisions, to co-operate with him or her as far as is necessary to enable that duty or requirement to be performed or complied with. No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety and welfare in pursuance of any statutory provision'.
- c) To comply with Regulation 14 of Management of Health and Safety at Work Regulations 1999.

To comply with these responsibilities ALL Big Life employees are required to:

- Co-operate in implementing the requirements of all Health and Safety policies and procedures.
- Refrain from doing anything, which constitutes a danger to themselves or others.
- Immediately bring to the attention of their line management any situations or practices which might lead to injuries or ill health. Ensure any hazard or malfunction is reported to the appropriate level of management as soon as is reasonably practicable.
- Ensure that any equipment issued to them or for which they are responsible, is correctly used and properly stored.
- Be responsible for good housekeeping in the area in which they are working.

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- Acquaint themselves with the contents of the Health and Safety Framework and policies and conform to its requirements as it affects them.
- Follow safe working practices and use personal protective clothing and equipment where appropriate. Use machinery and tools in the prescribed manner and ensure they are not misused or abused in any way. Report any defects as appropriate and avoid improvisation in any form, which could create risks to Health and Safety.
- They operate only items of plant and equipment on which they have been trained and for which proper authorisation has been given.
- Ensure all accidents, dangerous occurrences or 'near misses' are properly reported to the relevant manager.
- They report any adverse issues relating to Health and Safety and report any Health and Safety non-compliance to the relevant manager.
- They warn new operatives of workplace hazards.
- Attend training courses designed to further the needs of Health and Safety as required.
- Acquaint themselves with all processes, materials and substances used by them and with safe handling and safe methods of use. Obtain advice before carrying out any work or handling any substance or equipment with which they are unfamiliar and which they believe may be hazardous or dangerous.
- Be aware of the fire evacuation procedure, assembly points and the position of fire alarms and fire equipment.
- Conduct themselves in an orderly manner and are sensibly and safely dressed at all times.
- They comply with all site rules and requirements detailed and issued at induction.
- They comply with all traffic management controls on site. They inspect and maintain any plant in their charge, completing the relevant weekly or daily checklists and registers, confirming that all safety devices are fully operational. All non-compliances highlighted must be brought to the attention of the relevant manager immediately.
- They must set a good example at all times.

## **Contractors and Subcontractors**

All contractors and subcontractors working on Big Life premises must comply with appropriate rules and regulations governing their work activities. Contractors are legally responsible for their own workforce and for ensuring that their work is carried out in a safe manner and without risk to Big Life employees and others who may be affected. All contractors and sub-contractors will be required to be approved following satisfactory review of documentation of Health and Safety Risk Assessments, method statement, insurance and working practices. Appointment of contractors will be done in compliance to the sub-contractors toolkit.

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## 5. External quality standards

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The Big Life Group has achieved and will maintain external accreditation to ensure Health and Safety is paramount in all areas of our businesses. We have achieved **ISO45001** which is an international standard for Health and Safety at work. This standard is designed to help manage our occupational H&S risks, in order to keep our commitment to staff and user safety.

**ISO9001** is a quality management system that will help us to continually monitor and manage quality documentation across all of our business areas. It outlines ways to achieve, as well as benchmark, consistent business processes performance and service

Environmental **ISO14001** helps us to focus on environmental management systems we have and need in place. The Big Life Group have achieved this accreditation in line with Health and Safety legislation and best practice to ensure we contribute to environmental sustainability

## 6. Regulatory bodies

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The Big Life Group will ensure that we meet Health and Safety standards and provide reports to all regulatory bodies whom it reports to. These include:

- **HSE:** The Health and Safety Executive, who regulate and enforce Health and Safety in the workplace.
- **Ofsted:** The Office for Standards in Education, Children's Services and Skills, who inspect and regulate services that care for children and young people.
- **Commissioners:** Such as the NHS and Local Authority - who commission our services.

## 7. Internal Management Processes

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### Operation of the Framework

The **Board of Directors** will receive regular reports from the Quality Committee on Health and Safety and all associated matters. It will receive an Annual Report from the Quality Committee summarising trends and incidents, progress on objectives and priorities for the year ahead.

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The **Quality Committee**, which is led by the Medical Director will oversee the operation of the Health and Safety Framework on behalf of the Board. It will receive regular reports from the Leadership Team and the Health and Safety Lead on compliance with policies and procedures, incidents and accidents.

The **Leadership Team** will provide the Quality Committee with regular reports on Health and Safety and compliance with policies and procedures, accidents and incidents. They will cascade information to their teams including lessons learnt and carry out consultation with staff. They will organise a **Review Day** for the full staff team to attend and review Health and Safety performance and practice. **Managers** will carry out one to ones with all staff every four to six weeks and ask them to raise any Health and Safety issues and listen to suggestions which would help improve Health and Safety within the service they deliver. They will ensure that all Accidents and Incidents are recorded and reported appropriately.

### **Insurance**

We have in place sufficient and adequate insurances as required under Health and Safety legislation. This is arranged and managed by the Finance Director for the group. We have the following insurances;

- Employer liability insurance
- Public liability insurance
- Lift inspection insurance

### **Facilities management**

To ensure all our business sites are safe places to work and visit we contract out our Facilities Management services. The service contract is monitored by the business manager at each site. The service performance is reviewed quarterly by the Health and Safety Lead. The contractor provides safety certificates where required. They also provide service and maintenance reports which may be advisory. The business manager will authorise further action if reasonable and practicable to ensure the business environment remains safe and compliant with Health and Safety legislation.

This includes service and maintenance of the following:

- Passenger Lifts
- Fire Alarm

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- Intruder Alarm
- Emergency Lighting
- Lighting Control
- Door Access
- Gas Heating Servicing
- Boiler servicing
- Distribution Boards
- Disabled Alarm
- Panic Alarms
- Fire Extinguishers
- External Lighting
- Calorific Hot Water
- Mixing Valves
- Water Closed System

## **Repairs and maintenance**

To ensure all our business sites are safe places to work and visit we contract out our day to day repairs services. Managers are aware as to how to order repairs and the priority they warrant, to ensure staff and visitor's safety is paramount. We monitor the performance of contractors and have key performance indicators in place to ensure quality standard of repairs and maintenance.

We have in place 25-year cyclical maintenance programme for the buildings we own and use this data to ensure we remain proactive in keeping our buildings safe.

## **Fire procedures**

Fire Marshalls are appointed for each building managed by the group. It is the responsibility of Fire Marshalls to carry out regular fire drills, test fire alarms, and ensure that staff and visitors are advised by appropriate signage of safety procedures. The role of Fire Marshalls and the Fire Procedure is outlined in a separate procedure. Where staff are based in buildings managed by third parties, managers should ensure that staff are aware of Fire Safety Procedures as part of their local Health and Safety briefing on Induction.

## **Accidents**

We will report all accidents, industrial diseases and dangerous occurrence as detailed in the Reporting of Injuries, diseases and Dangerous Occurrences Regulations 2013. All accidents will be investigated (if required) in an attempt to prevent a recurrence. Employees are required to

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report all such instances immediately. A log of Accident reports and near misses will be kept by each services and an Accident log will be kept for three years. Accidents classified as RIDDOR reportable will be reported to the Health and Safety Lead in line with regulations. Staff will be trained in First Aid as appropriate to the setting. A detailed Accident and First Aid Policy is in place and local Procedures developed for each service.

### **Violence and aggression**

We will seek to eliminate and minimise, where practicable, the risk of violence and aggression against staff during the course of their work. We will ensure that staff are offered training and have the skills to de-escalate conflict situations. We will ensure our buildings are designed to maximise safety without creating unnecessary barriers. We will provide clear guidelines to people using our services about standards of behaviour and we will investigate and learn lessons from any Incidents that occur. A detailed Violence and Aggression Statement is in place and local procedures for safe working are adopted by each service area (i.e. panic alarms).

### **Work related practices**

We have work related procedures to ensure safe working practice including: DSE (Display Screen Equipment), Manual Handling, Homeworking, PPE (Personal Protective Equipment), COSH, Electrical Safety, and Pat Testing. These procedures are reviewed in line with the Health and Safety Framework and are integral to providing a safe working environment. All staff are required to abide by these procedures.

### **Staff welfare policies**

We have staff welfare policies to ensure safe working practices including Lone Working, New and Expectant Mothers, Occupational Health Surveillance, and Staff Wellbeing. These policies are updated every two years and are available to all staff on the Online Hub. All staff are required to abide by these policies.

### **Audit Schedule**

Big Life will undertake Health and Safety audits system as part of the planning, control, monitoring and review of the group's safety management system. The audits will examine all areas to ensure that all risks to any persons (staff and visitors) are identified and mitigated.

The audit process will enable Big Life to evaluate the quality of the safety management programme and give guidance for remedial actions and will be actioned as a minimum operating standard. The main objectives of all Big Life safety audits are:

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- Confirmation that standards are adequate for the purpose of providing feedback.
- Identify non-conformities, remedial actions and recommend improvements

The Leadership Team will ensure that regular audits are carried out of their areas of responsibility. This action may be delegated to a manager or member of staff who is considered to be trained and competent to carry out these duties. The Health and Safety Lead will undertake a full audit will be carried out on an annual basis in the presence of the relevant Manager or nominated deputy.

## **Communications**

The Group Health and Safety Lead will ensure that all new Health and Safety information is disseminated to staff, including 'lessons learned'. Methods of communication include:

- All Group emails
- The Big Life Bulletin (Monthly)
- The Hub (intranet)
- Team Briefings (monthly)

## **Health and Safety Training**

All staff will complete Health and Safety training on commencement of Employment by undertaking Group Induction. Building and service specific Health and Safety briefings will also be undertaken by line managers. Records of both sessions will be kept on the HR database.

Refresher training will be provided every two years. Occasional updates will be cascaded via the communications methods outlined above. When necessary, all staff will be required to attend briefing sessions. Staff who undertaken specialist roles will be required to undertake relevant training to enable them to fulfil their role to a competent standard:

- First Aider – First Aid at Work Certificate
- Fire Marshall – Fire Marshall Training
- Health and Safety representative – IOSH
- Health and Safety Lead – NBOSH
- Risk Assessor – Risk Management Training

Volunteers, apprentices, agency and other staff should, as a minimum, receive a Health and Safety briefing and be made aware of emergency procedures.

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## **Business Continuity Plan**

Each service will produce and keep up to date a Business Continuity Plan. This will be used in extreme circumstances to enable us to continue delivering first class services should disruption be caused to the staff, normal place of work, or equipment. An exercise will be carried out each year or every two years to test the plans.

## **8. Associated Policies**

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- Serious Untoward Incident (S.I.R.I)
- Quality Framework
- Safeguarding
- Vulnerable Adults
- Whistle Blowing
- Absence Management
- Risk Management Framework
- Risk Assessment Policy
- Alcohol and Drugs Policy
- Wellbeing Policy
- Lone Working Policy
- New and Expectant Mothers Policy

## **9. Associated Procedures**

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- Electrical Safety and PAT testing
- Fire procedures and Fire Marshals
- Accident and First Aid
- Audit checklists
- Infection Control (Bodily Fluids and Needle Stick)
- Immunisation
- PPE
- Manual Handling
- COSHH
- DSE
- Work Related Road Safety
- Violence and Aggression Statement (p260, no:14)

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