



HS-POL-02.1 Safety, Health, Environment and Quality (SHEQ)

Version Number	2	Developed by	Kevin Howard – Assistant Director of SHEQ
Approval Date		In Consultation With	Zoe Derry – Health, Safety & Environment Manager Anna Wetherburn – Operational Risk Manager

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Specific policies, procedures and guidance relating to SHEQ matters <i>(Detailed guidance about specific subject areas)</i>	FRED



SECTION 1: POLICY STATEMENT

1 Introduction

This statement sets out Framework's commitment and approach to managing all aspects of safety, health, environment and quality. A copy of the current statement, signed by the Chief Executive is displayed at each workplace.

2 Policy Statement

- 2.1 The Board and Directors of Framework Housing Association recognise their own legal obligations and the obligations to which the organisation is subject with regard to safety, health, environment and quality. Framework will provide adequate resources in order to meet these obligations.
- 2.2 We are a charity delivering housing, health, employment, support and care services to people with a diverse range of needs. We meet these objectives by adhering to a clear set of values which we extend, in all areas of our work, to our service users, our staff, and the communities we serve, regardless of their past, or the challenges they face;
- We respond to opportunity and challenge and act when we see something wrong;
 - We respect and value individuals, resources, communities and each other;
 - We empower people to achieve financial stability, social inclusion and independence.
- 2.3 We do this because we believe that everyone has the right and potential to achieve a better future. At the same time, we support a programme of continuous improvement in risk management and operating standards that develops and improves the reputation of Framework.
- 2.4 A combined management system has been developed to deal with all aspects of safety, health, environment and quality. The performance and impact of Framework, the support it provides and the services it delivers will be measured against clear and quantifiable goals. We are committed to achieving these objectives for the benefit of our service users and service users, staff and business partners, and any other person who could be affected by our activities. The integrated system will continually improve upon high standards of performance and sustainability across all areas of our business.
- 2.5 Framework will ensure that it employs and develops highly skilled staff. They will be enabled and encouraged to participate through effective systems of consultation,



communication and training. Our working culture will be one in which we achieve adequate control over risk in order to;

- minimise accidents, injuries and ill health;
- care for and protect the environment in which we operate; and
- ensure the delivery of high-quality housing, support and services.

2.6 This culture will be applied at every stage from the initial contact with our service users, through to the provision of long-term support for our service users and the maintenance of our premises and their homes. Every individual within Framework has a responsibility for the implementation of this policy. All managers, supervisors and staff will be appraised on their contribution and the role they play in its success. Partners, suppliers and contractors will also be encouraged to adopt values that align with our own.

2.7 Our shared goals require each of us to make a positive contribution towards Framework being an organisation that delivers high standards of housing, health, employment, support and care services to people with a diverse range of needs in the most efficient manner, to ensure a safe, healthy and sustainable environment in which to live and work.

Andrew Redfern
CEO
July 2023



SECTION 2: ROLES & RESPONSIBILITIES FOR SAFETY

1 Introduction

This section details the various roles and responsibilities as set out within the Framework SHEQ Management System. The intent is to embed robust SHEQ practice and effective risk management within the day-to-day activities and culture of the organisation.

2 The Board and Chief Executive

The Board of Framework has the ultimate responsibility for Safety, Health, Environment and Quality (SHEQ) throughout Framework operations. Their role is to ensure that there is an effective SHEQ policy and supporting arrangements in place and adequate resources have been allocated for its implementation. In practice, this is delegated to the Chief Executive.

The Chief Executive will:-

- Appoint and lead senior management to implement and manage the SHEQ policy.
- Ensure the necessary funds are available for SHEQ expenditure;
- Review and sign the SHEQ policy annually;
- Ensure that the SHEQ policy and performance is communicated to all Framework staff.

The Chief Executive has direct responsibility for ensuring the health and safety of all staff, contractors, service users and other persons authorised to work for Framework or affected by the work of Framework.

The Chief Executive will report to the Framework Board on the effectiveness of the Framework SHEQ System at Management Reviews. They will also;

- Communicate the effectiveness of the SHEQ policy with the Senior Leadership Team and Operational Leadership Group; and
- Liaise with the management team and the SHEQ team over the full range of their individual responsibilities with respect to complying with SHEQ Legislation.

3 Assistant Director - SHEQ

The Assistant Director - SHEQ of Framework has the delegated responsibility on behalf of the Chief Executive for the implementation of Safety, Health, Environment and Quality (SHEQ) throughout Framework operations.

The Assistant Director - SHEQ delegates responsibility for compliance with all housing and property management health and safety policies and procedures to the Corporate Services Director.

4 Safety, Health and Environment Manager

The Safety, Health and Environment Manager fulfils the role of a 'competent person' as required under Regulation 7 of the Management of Health and Safety at Work Regulations 1999. They have responsibility for working across the organisation to establish and



implement a policy, management and support framework that enables Framework and its staff to deliver their obligations under health and safety and environmental legislation and regulation. In particular they will;

- provide expert knowledge and skills in order to generate and promote a positive health and safety culture;
- advise on and ensure that all health and safety legislation and regulation is adhered to and implemented into Framework's policies and procedures which are adopted at all locations.
- plan, implement, monitor and review the protective and preventative measures that are required to minimise operational losses, occupational health problems, accidents and injuries.

5 All Directors, Assistant Directors and Heads of Service

All Directors and Heads of Service will assist the Chief Executive to establish and implement a policy, management and support framework within their own area so that Framework and its staff are enabled to deliver their obligations under SHEQ legislation and regulation.

6 Lead Managers

Arrangements for managing each aspect of the SHEQ Management system are set out within the “**Overview of Safety Health Environment and Quality (SHEQ) Arrangements**” document as a series of Topic Statements. For each topic, a Manager has been appointed to take the lead on that subject and to ensure that there is a clear goal – (i.e. the topic policy and “Why this matters” statements are clear and fit for Framework needs).

They also ensure that supporting documentation is in place and that Managers, Supervisors and Staff are aware of their role. Supporting documentation may include a range of;

- Formal Procedure;
- Guidance; and
- Standard Forms.

7 General Responsibilities of all Managers and Supervisors

The role of all managers and supervisors is to apply the SHEQ business management system within their area of responsibility and operation, on behalf of appropriate Lead Manager. They must ensure that safe and healthy working conditions are promoted and maintained and that all staff reporting to them carry out their duties in accordance with the Framework SHEQ Policy and associated procedures.

Managers are best placed to be familiar with and to manage the day-to-day business activities within their area of operation. They should be proactive where change is planned or occurs to ensure that SHEQ matters are considered in light of that change. Managers have a responsibility for the health, safety and welfare of staff working under their control. They also have a similar responsibility for all other staff, contractors, service users and others that may be affected by their work and that of their team. Managers have an overall responsibility



to influence attitudes towards SHEQ in the day-to-day activities of Framework. They must also ensure that within their area of responsibility:

- The training needs of their staff are identified and staff are inducted and trained in matters of SHEQ and their role;
- Risk Assessments are completed and that any actions are reviewed to ensure that they are implemented within appropriate timescales;
- Staff are provided with the correct tools for the tasks required of them;
- Personal protective equipment is provided to staff where risk assessment has shown it to be necessary;
- Any maintenance or tests of plant and equipment is completed to ensure compliance with the law;
- Accidents and incidents are recorded, investigated and reported and prompt action is taken when necessary to avoid a reoccurrence;
- SHEQ is included as a topic at team meetings to ensure that all staff are consulted on such matters and given an opportunity to raise any issues that are of concern to them;
- Periodic audit and inspections are undertaken;
- Training is delivered;
- KPIs are reported and maintained;
- Framework SHEQ specialists are consulted when matters arise that require specialist knowledge and/or the agreement of appropriate actions.

8 General Responsibilities of all staff

A number of staff at various levels within Framework may have specific functions to fulfil in relation to safety, health, environment and quality management systems. These may be set out in job descriptions and working instructions.

Health and safety legislation places legal duties on all staff to take care of their own safety and that of other people, to co-operate with Framework in matters relating to health and safety, not to interfere with or misuse anything provided for their health and safety and to resolve or otherwise report all problems which they feel may be unsafe.

In order to comply with these general duties all Framework staff must:

- Help their line manager achieve their own health and safety targets;
- Observe the SHEQ Policy and associated procedures;
- Co-operate and assist in the effective completion of risk assessments and the carrying out of any actions that may be required;
- Report to their line manager/supervisor any shortcomings, defects or hazards in working practices, equipment or processes that may be a risk to the health and safety of themselves or others in the course of their job;
- Maintain good workplace housekeeping standards at all times;
- Carry out all operations and use protective clothing and safety equipment provided for their particular work in the correct manner;



- Report any incident or accident, including near misses, to their line manager immediately to enable action to be taken.

SECTION 3: UNDERLYING PRINCIPLES FOR SHEQ

1 Introduction

This document sets out an overview of arrangements in respect of the underlying principles for Safety, Health, Environment and Quality. These could also be viewed as mini-statements of policy. This document forms an integral part of the SHEQ management system and the overall business management system. The statements are grouped in related subjects. Many of the statements will be further supported by SHEQ procedures and standard forms. Other statements are useful references but are significantly expanded by more detailed policy documents. Some statements are self-contained or will be incorporated in a number of procedures and may not have a specific procedure relating to them

2 Document Control

- 2.1 Framework has established an integrated safety, health, environment and quality management system. Health and Safety Compliance utilises the C365 system. All accidents and incidents are reported, recorded, and managed through Datix. All associated policies and procedures or guidance document are maintained and stored on Framework's intranet system FRED. Each system, Policy, Procedure or guidance document has a named owner responsible for its management. All documents will be referenced with a date and owner. A central register for all SHEQ documents will be maintained.
- 2.2 It is important that staff have access to the right systems, documents and information at the right time. Changes may happen frequently whether these are in staffing, equipment, processes, or even changes involving our service users. These need to be documented in procedures and systems. All systems utilised are continuously reviewed and maintained by the SHEQ Team. All policies and procedures are reviewed in line with planned review cycles or when changes are necessitated.

3 Data Protection

- 3.1 Framework will ensure that the personal information relating to staff, and service users is accurate and only handled according to strict data protection principles. Staff with access to personal data will be provided with training and systems to ensure that they understand and comply with all aspects of data protection. In particular, personal data will be kept safe and secure and used only in a fair and lawful manner. It will be used for limited, specifically stated purposes in a way that is adequate, relevant and not excessive and kept for no longer than is absolutely necessary.
- 3.2 Framework needs to store information about our service users, staff and business partners. As well as holding information such as names, addresses and telephone numbers, we may hold a whole range of other information of a personal nature including dates of birth,



employment history, and medical details. We need to control this data to ensure that we maintain a balance between an individual's right to privacy and our ability to use that information to operate effectively.

4 Legal Compliance

- 4.1 Framework ensures that it remains aware of relevant UK law and regulation and other requirements such as codes of practice that relate to the safety, health, environment and quality aspects of its activities and services. This is achieved by a regular review of all applicable legislation and an annual audit of compliance against the required standards for each activity. Objectives goals and targets will be set to meet legal requirements as a minimum and to exceed these where it is in the interests of Framework to do so.
- 4.2 There are several laws and regulations that apply to the way we work. It is important that we are aware of those requirements and standards and take steps to meet the law. Framework take these requirements with the upmost seriousness, considering the moral, legal, and financial implications of not doing so.

5 Social Responsibility

- 5.1 Framework sets out core business values that are designed to meet the needs of staff, service users and other stakeholders and to produce a positive impact on the communities in which we operate. Social responsibility is an integral aspect of our business culture, equal with other aspects of safety, health, environment and quality management. Suppliers, business partners and contractors will also be encouraged to adopt responsible policies and practices. We will encourage dialogue and interaction with service users and local communities for mutual benefit.
- 5.2 Framework is a charity, founded upon ethical values, but it is also a business that needs to deliver satisfactory financial performance and acceptable standards of business practice. Our ambition is always to make a positive contribution to the communities and environment in which we operate. A clear focus on social responsibility is a good way to demonstrate this, whilst building trust with our service users, staff and stakeholders. By ensuring that all of our business practices are socially responsible, we can enhance relationships with the wider community and create a sustainable environment in which to live and work.

6 Audit, Inspection and Monitoring

Framework undertakes regular audit, inspection and monitoring of premises, plant, equipment, installations and processes. Results are reviewed to ensure that appropriate standards are maintained and statutory requirements are complied with. Each review includes consideration of the overall effectiveness of the safety, health, environment and quality management system to ensure that hazards have been identified, risks are being managed, set targets are appropriate to the needs of our operation and that performance is maintained and improved across all aspects of SHEQ.



7 Consultation and Communication

- 7.1 Framework consults with its staff on matters of Safety, Health, Environment and Quality through a range of structures and processes. Staff are encouraged to engage and information is shared with them on the organisations performance. The inclusion of these topics will be standard agenda items at all levels of meeting including The Health & Safety Steering Group meetings of managers, team meetings and individual supervision.
- 7.2 The effectiveness of the safety, health, environment and quality management system depends upon the contribution of everybody who works for Framework. Good communication means making this a part of everyday conversation and action by everyone. To ensure that the conversation is started, all staff will be encouraged to participate through effective systems of consultation, communication and training.

8 Inspection by Outside Authorities

- 8.1 Framework will co-operate with inspecting officers from outside authorities who have inspection and enforcement powers and other duties relating to environment, health, safety and fire safety. Where defects are found as a result of an inspection, Framework will co-operate with the enforcing authority to ensure that risks are managed and controlled effectively in order to prevent harm and to achieve compliance with the law.
- 8.2 A range of inspecting officers and enforcement agencies could become involved in situations that directly or indirectly relate to Framework and its work. These include;
- Health and Safety Executive;
 - Fire and Rescue Service;
 - Environmental Health;
 - Environment Agency;
 - Water Authority; and
 - Care Quality Commission.

9 Training

- 9.1 Framework provides staff with health and safety information, instruction, training and supervision as necessary to ensure their health and safety at work and their ability to undertake tasks at the required level. Training is provided as part of the induction process for all new staff in permanent and temporary positions. Training is also provided to staff exposed to new or increased risks because of a change of job, equipment or system of work.
- 9.2 Everyone who works for Framework needs to know how to work effectively and safely and be able to make their contribution to the safety, health, environment and quality management system. A mix of training, information, instructions and supervision will be provided to all staff so that they can better understand their role and help their line managers to understand and better assist Framework to meet its targets.