



2021/22

Annual Health & Safety Report

First Community Health and Care C.I.C

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1 EXECUTIVE SUMMARY

This report provides the Board with a strategic overview of the Health & Safety (H&S) management arrangements within First Community and summaries our activity during 2021/22. This report focuses on the core elements as seen in the Health and Safety Management System Assurance Framework and 2021/22 performance.

First Community operate a Health & Safety Operational Group which represents the organisation at all levels and meets on a quarterly basis throughout the year. This group feeds into the Senior Health & Safety Steering Group which is attended by the First Community Senior Management.

Despite the enormous, unprecedented challenges of 2021/22 with the nation continuing to be within the midst of a global pandemic, First Community have remained absolutely focused on the health, safety and welfare of its stakeholders. We ensured our COVID response, our staff, our sites, and our patient care continually met the rapidly changing requirements and guidance to remain as safe as we could make them.

It has been this focus, coupled with a robust Health and Safety Management system and a clear Health and Safety Strategy that has allowed First Community to build on our success in becoming ISO45001 accredited in March 2020. Due to the pandemic, our annual re-accreditation was postponed and took place in May 2021 successfully maintaining our ISO accreditation.

After successfully working with NEL CSU, who provided our outsourced Health & Safety support, throughout 2021/22, in December 2021, due to a national decision, NEL CSU ceased trading on 31st March 2022 and their core services were novated into the London ICS's. We decided to bring this support back inhouse and Jim Rust was successfully appointed as our new Health & Safety Manager and joins us in the new financial year to enable us to maintain and build on the successes of 2021/22.



Original Approval: 09/03/2020
Current Certificate: 09/03/2021
Certificate Expiry: 08/03/2024
Certificate number: 324432020

2 LEGISLATION

The Health and Safety at Work Act 1974, (HSWA), is the main piece of UK Health and Safety legislation. It places a duty on all employers to ensure so far as reasonably practicable the health, safety, and welfare at work of all their employees. The Act also extends to include all “relevant persons” such as members of the public/contractors, sub-contractors.

The HSWA is an enabling act which allows for the creation of the Management of Health and Safety at Work Regulations 1992, as amended 1999 (MHSWR) which underpins the main legislation, and should there be a breach of the Act this will give rise to prosecution.

Section 2.2 – 2.7 of the act states the specific duties of the employer to its employees:

- Safe plant and systems of work
- Safe use, handling, storage and transport of articles and substances
- Information, instruction, training, and supervision
- A safe workplace and safe access to and egress from it
- A safe working environment and adequate welfare facilities
- Written Health and Safety Policy which is brought to the attention of all employees
- The appointment of, and the consultation with safety representatives
- The establishment of a safety committee

3 THE HEALTH AND SAFETY EXECUTIVE (HSE)

The HSE is a crown executive non-departmental public body responsible for the encouragement of regulations and enforcement in the workplace health and safety, welfare, and its research into occupation risks.

Powers of the Health and Safety Executive Inspector allows for the issuing of two types of enforcement notices: Improvement Notices which are issued under section 21 of the HSWA, and Prohibition notices issued under section 22, section 23. An improvement notice is issued when an inspector believes that Health and Safety law is being breached or a breach has occurred and there is a likelihood that it will continue to be breached. A prohibition notice is issued when an inspector believes that the work activity gives rise to the risk of serious personal injury. The prohibition notice requires you to stop the activity immediately. You must not resume the activity until you have taken action to remove or control the risk, as doing so could result in prosecution.

4 FIRST COMMUNITY - HEALTH AND SAFETY GOVERNANCE ARRANGEMENTS

First Community’s Health and Safety and Welfare Policy, reflects the requirements of the HSE and is written accordingly. The current policy was ratified by the Finance Committee on the 02/02/2022 and is scheduled for review February 2024.

The Health and Safety Operational Group and the Health & Safety Steering Group is chaired by the Director of Finance and Resources, these are the formal groups that have the authority and plays a key role in monitoring compliance in relation to current legislation and guidance and requirements of the HSE. These groups report into the Finance Committee.

5 HEALTH AND SAFETY MANAGEMENT

In accordance with the Management of Health and Safety at Work Regulations 1999, First Community is required to have suitable means of competent advice with regard to Health and Safety.

First Community appointed North East London Commissioning Support Unit (NEL CSU), to provide this service to First Community for a contracted period of 3 years, commencing 16/11/20, a variation to the contract was agreed 01/02/2021, to include the provision of Fire Service elements. Specialist advice where required and not available from within First Community or NEL CSU, will be sourced externally to ensure that First Community maintains compliance with safe systems of work.

For 2021/22 NEL CSU Health and Safety Team consist of the Fire, Health and Safety Manager NEL FHSM, two Fire, Health and Safety Leads and one Fire, Health and Safety Officer. The team had the ability to matrix work thus offering greater resilience in service delivery. The Health and Safety Manager and Health and Safety Leads were accredited and appropriately qualified to hold the titles of Competent Persons as defined in Regulation 7 of the MHSWR. The team are directly managed by the Head of Business Resilience NEL. The agreed direct reporting line into First Community is that of the Director of Finance and Resources.

With the national decision, by NHSe&i, for NEL CSU to cease trading and their services to novate into the London ICS's, this created an issue for First Community as the NEL CSU's Health & Safety team were either TUPE's into the ICS's or left. NEL CSU provided full support up to 31st March 2022 and they provided extensive handover documents. Following negotiations with neighbouring CSU's, who were unable to help, First Community decided to bring this service back in-house, and we successfully recruited to our internal Health, Safety & Fire Safety Manager to pick up this function.

For matters of Construction and Design management imposed by the Construction (Design and Management Regulations 2015 (CDM), specialist advice where required will be sought externally via the First Community Estates and Facilities Team, in order to maintain compliance and safe systems of work.

6 THE HEALTH AND SAFETY MANAGEMENT SYSTEM ASSURANCE FRAMEWORK (HSMSAF)

To systematically manage Health & Safety, First Community has a Health & Safety Management System Assurance Framework (HSMSAF) which documents how we manage Health & Safety and meet the requirements of the ISO45001 standard. At the start of the year the framework was reviewed with an action plan agreed for the coming year, which was monitored throughout the year.

Setting this framework and baseline has allowed First Community to clearly manage and highlight the continual progress that has been made over the past 12 months. As a result of implementing a robust HSMSAF, it has been possible not only to lay the foundations but to continue to build in a very progressive way.

2021/2022 Performance

The framework was reviewed at the start of 2021/22 and an Action Plan agreed, with 12 actions, with progress monitoring through the Health & Safety Group.

All actions were complete

7 2021-2022 HEALTH AND SAFETY SUMMARY PERFORMANCE DASHBOARD

Having successfully implemented our HSMSAF and having our ISO45001 accreditation, this enabled us to continue to respond to the 2nd year of the COVID pandemic and our management system was able to continue to operate whilst we had to reprioritise our Health & Safety support:

- to continue to respond to the need of COVID,
- to ensuring we had COVID safe environments as the rules and guidelines changed,
- to ensure our operational staff and management were freed up to focus on the clinical response, by providing a light governance approach and pausing actions which required operational input

The 2021/22 dashboard performance was:

Annual 2019/2020	Annual 2020/2021		Target	Performance Quarter 1 2021	Performance Quarter 2 2021	Performance Quarter 3 2021	Performance Quarter 4 2022	Annual 2021/2022
88%	100%	Policies	100%	100%	67%	100%	100%	100%
10	9	Audits (Workplace Inspections)						
0	16	Audit Complete	12	4	2	3	3	12
1	1	Number of Recommendations		45	26	15	26	112
		Recommendations Actioned Completed		28.5	21	6	18	73.5
		Audits (FCHC FRA)						
		Audit Complete	12	2	0	3	5	10
		Number of Recommendations		-	-	17	37	54
		Recommendations Actioned Completed		-	-	10	28	38
		External Audits						
100%	100%	Audit Complete	4	4	0	0	0	4
0%	0%	Number of Recommendations		0	0	0	0	0
100%	100%	Recommendations Actioned Completed		-	-	-	-	-
68%	80%	Estates Compliance	90%	78%	87%	88%	80%	80%
		Training						
96%	96%	Basic Life Support	90%	83%	79%	79%	79%	79%
88%	85%	Fire Awareness	90%	89%	92%	93%	92%	92%
86%	85%	Health & Safety	90%	97%	96%	97%	97%	97%
88%	89%	Manual Handling	90%	90%	86%	85%	86%	86%
--	27%	DSE Training	90%	27%	27%	37%	38%	38%
6	3	IOSH - Leading Safely (Board)	n/a	-	-	-	-	-
6	5	IOSH - Managing Safely Training	n/a	-	-	-	-	-
9	3	IOSH - Working Safely Training	n/a	-	-	-	-	-
--	--	H&S and Risk Management Training - Bo	100%	-	-	-	88%	88%
--	--	H&S and Risk Management Training - Managers & Supervisors	100%	-	-	-	-	-
		Incidents						
164	125	Incidents	reducing	17	28	24	21	90
2	1	Near Misses	increasing	0	0	1	1	2
3	3	RIDDORS	0	0	2	0	0	2
23	40	MDA CAS Alerts		4	4	2	1	11
1	1	MDA Alerts Actioned		4	4	2	1	11
1	4	Estates & Facility Alerts		0	0	0	0	0
1	1	Estates & Facility Alerts Actioned		-	-	-	-	-
		Resources						
7	4	1st Aiders	12	3	6	6	11	11
32	20	Fire Wardens	40	17	18	50	50	50
15	0	Fire Evacuation Chair Trained Staff		-	13	13	13	13
-	-	Fire Evacuations Exercises Completed	100%	47%	50%	64%	57%	57%
73%	60%	Risk Assessments In Date	100%	81%	95%	95%	98%	98%
-	-	Risk Assessments Read	100%	-	-	-	75%	75%
83%	81%	COSHH Risk Assessments In Date	100%	-	-	88%	88%	88%

*for Resources – this number represents the number of trained staff in post at the end of each quarter

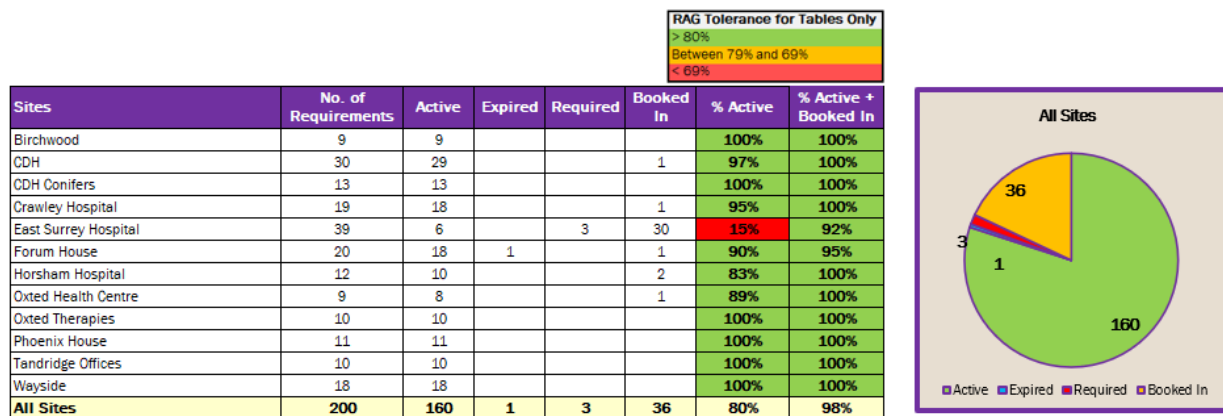
7.1 Audits (Workplace Inspections)

The workplace inspection plan of 24 site visits was based upon the 2020/21 programme being rolled forward into 2021/22. COVID continued to impact on NEL CSU ability to undertake site visits as they need careful planning. NEL CSU have completed workplace inspection for all our sites and identified 166 actions which are being worked through with 67% being completed before the end of the financial year.

7.2 External Audits

With COVID the annual ISO45001 reaccreditation and external audit by QMS, due in March 2021, was delayed to May 2021. QMS successfully completed the reaccreditation of Forum House and extended the scope of our certification to Pheonix House, Oxted Therapies Unit and Children's Therapies, Horley – with no recommendations.

7.3 Estates Compliance



Estates compliance looks to provide us with assurance that the required tenant and landlord checks (such as Fire Risk Assessments, Legionella, 5-year electrical testing etc) are in place and current.

During COVID, we initially took a lighter approach to chasing for compliance evidence; to balance the need to ensure the safety documentation of our sites are in place, whilst recognising our landlords (such as NHS Property Services, East Surrey Hospital, Crawley Hospital, Horsham Hospital, GP practices) were all in emergency response responding to the pandemic. This did require our landlords to take a risk-based approach to reprioritise compliance.

During 2021/22 we restored our normal chasing approach and at the end of 2021/22 we achieved 80% evidence of compliance, with confirmation from the respective landlord that they had booked in the appropriate compliance assessments/test – giving us 98% assurance..

7.4 Statutory and Mandatory Training

At the end of 2021/22 our statutory & mandatory training rates for the key Health and Safety training were:

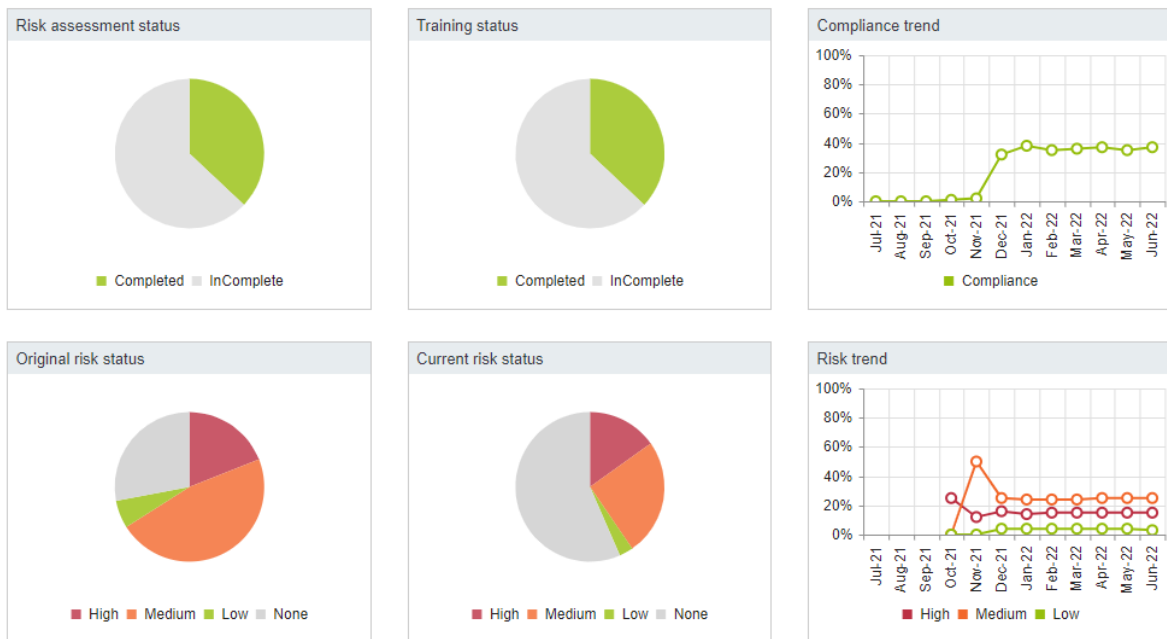
2021/22			
Basic Life Support	Fire Awareness	Health, Safety & Welfare	Moving & Handling
79%	92%	97%	86%

Our target is 90%. During this COVID year we have been able to broadly maintain compliance level when compared to 2020/21. Basic Life support has been a challenge as this has remained face-to-face training throughout, requiring us to have a larger number of smaller socially distanced training sessions.

7.5 Display Screen Equipment (DSE)

With the initial response to COVID in 2020/21, with home working, more virtual consultations First Community and NEL CSU rolled at an interim paper-based DSE training & self-assessment process together with a comprehensive financial support package to ensure our staff had appropriate and safe DSE equipment whilst working at home. During 2021/22 we invested in a new digital DSE training and self-assessment solution which went live on 1 December. This new system gives us real-time reporting on progress as well as the trends and types of risk being managed.

By the end of March 2022, 38% of our staff had completed this training & self-assessment online. This doesn't include the staff who have manually completed the paper DSE training & self-assessment, when the anniversary is up on their manual assessments they will complete the training online enabling us to manage and review compliance.



7.6 Training Needs Analysis (TNA)

As part of the 2020/21 COVID emergency response decision making – the IOSH training courses booked for the first half of 2020/21 were cancelled. Then with the transition to NEL CSU, as First Community's new Health and Safety specialists, a Training Needs Analysis (TNA) was commissioned and prepared for First Community to understand what training we have in place, to appreciate the needs of the service and time commitment versus the needs of our H&S management system, as well as understanding the expectation for our ISO accreditation to set a deliverable training plan. This TNA identified that a tailored training course for managers & supervisors should replace the more generic IOSH training and NEL CSU were tasked to write and implement a plan to roll out this bespoke training to our manager. With the NEL CSU news this plan was paused and will be a priority to our new Health, Safety & Fire Safety Manager in 2022/23.

This analysis confirmed that the Statutory & Mandatory training was to continue however to support managers targeted training on COSHH, risk assessment and Fire Warden training at Caterham Dene was needed and this was delivered via teams and face to face (CDH Fire Warden Training)

7.7 Investigating and Reporting of Incidents, Accidents and Near Misses

First Community has a duty to report certain accidents and incidents to the HSE in accordance with the Reporting of Injuries and Dangerous Occurrences Regulations 2013 (RIDDOR), within ten days. With COVID, HSE updated their guidance and requirements to report COVID 19 cases as infectious diseases.

Given the nature of COVID-19 and complexity in knowing if it was caught at work or home, a decision tree was agreed. During 2021/22 two COVID 19 RIDDOR were reported to HSE.

Incident Breakdown:

	Fire Alarm Activation	Health & Safety	Security	Slips, Trips & Falls	Verbal & Physical Abuse	Staff Injury	Near Misses	RIDDORs
2019/20	1	14	19	92	30	8	24	2
2020/21	1	12	7	49	35	21	1	3
2021/22	0	14	15	11	30	20	2	2

As we have come out of lockdown and started to reopen services, we are seeing an increase in verbal abuse with a large number of these being from audiology patients. Specific training has been created for our audiology staff to support them to manage and defuse the patient frustrations they are experiencing. Staff injury is also up which will be the focus for 2021/22, to investigate and understand this trend.

NHSe&i are introducing a new risk-based framework; Violence, Prevention and Reduction Standard 2021/22, which will allow First Community to recognise where improvement can be achieved in relation to staff welfare.

7.8 Resourcing

H&S Resourcing	Trained	Target
Fire Wardens	50	57
First Aiders	4	19
First Aid - Appointed Person (incl in total)	n/a	9
First Aid -Resilience Emergency Assistants (excl from total)	n/a	n/a
Evacuation Chair Trained	13	4

With staff returning, post COVID, to the offices and the increase in working from home we are seeing fewer staff on site, which will require us to relook at both the requirement and availability of both Fire Wardens and First Aiders. A new model for Fire Wardens & First Aiders will be needed as these new ways of working and the “flex for the future” programme changes the way we work. Working with Caterham Dene, we have significantly increased the number of Fire Wardens, this model of review the need site by site will roll into 2022/23.

Members of the H&S Operations Group are our H&S Champions

7.9 Fire Evacuation

During 2021/22, we undertook a major review of Fire procedures and training at Caterham Dene in response to the risk identified on the Corporate Risk Register. A Task and Finish group has reviewed the procedures, the action cards and culminated in training and a fire drill/exercise to test the new procedures. All our other sites have evacuation apart from the three hospitals (East Surrey Hospital, Crawley Hospital & Horsham Hospital) whom we have been advised they hold “desk-top” drills as opposed to real drills. As our servicers have not been directly involved in these desk top exercises for 2022/23 we will look to get our services included in their desktop exercise or undertake our own evacuation.

7.10 Health and Safety Risk Assessment

Key For % Risk Assessments Read

Under 20%
Between 20% and 80%
Over 80%

Department	All Assessments In Date	% of Risk Assessments In Date	No. of Risk Assessments	No. of Staff Added To Log	% of Risk Assessments Read	Comments
0-19	Yes	100%	3	58	100%	
Audiology	Yes	100%	37	12	100%	
Bed Based Care	Yes	100%	45	67	53%	
Childrens Therapies	No	75%	4	30	91%	
Community Services	Yes	100%	28	112	76%	
Corporate	Yes	100%	5	100	100%	
Dietetics	Yes	100%	15	25	87%	
ICATS	Yes	100%	77	14	48%	
Long Term Conditions	Yes	100%	51	56	100%	
MIU	Yes	100%	13	24	100%	
MSK Physio & Cardiac Rehab	Yes	100%	68	42	22%	
Orthotics	Yes	100%	35	0	0%	
Responsive Services	Yes	100%	31	43	87%	
Podiatry	Yes	100%	26	8	85%	
TOTAL	93%	98%	438	591	75%	

Great progress has been made by Service Leads/Managers since the launch of the Risk Assessment Log, with an impressive increase with us now showing 98% of risk assessments in date. The significant improvement during 2021/22 has been knowing who has read the in-date risk assessment with us now recording 75% of risk assessment as read. This gives us assurance that we have current risk assessments in place and staff who need to know them have read them, being important in driving health and safety and promoting safe systems of work and people.

8 GOING FORWARD

Whilst 2021/22 was a difficult year, with the pandemic continuing for a second year and then the loss of our H&S provider at the end of March, we have maintained our Health & Safety Management system and assurances

For 2022/23 we will continue to consolidate on our 2021/22 experience and pick up the areas identified above, including

- writing & rolling out of H&S training to managers & supervisors,
- continue to move staff over onto the digital DSE training & assessment tool,
- modernising the Fire warden & First Aider need

- Widening the ISO accreditation to incorporate Birchwood, Wayside & Oxted Health Centre
As well as welcoming our new Health, Safety & Fire Safety Manager, who will bring a new insight and view of our Health & safety arrangement