



Annual Health and Safety Report and Compliance Report

Executive Summary

The Charity provides an annual report on Health and Safety on its website as part of its transparency agenda.

- 1.1 The report is intended to provide detail and assurance across a range of functions within the Charity.
- 1.2 Supported Living and Green Care H&S compliance is monitored through the Internal Audit function and for 2023/24 this included workshop activity. This has increased the number of audit inspections to 52, from a total of 28 last year. In homes 35/104 audits scored over 80% (including reaudit). A total of 17/38 day opportunity workshops scored over 80% (including re-audit).
- 1.3 Property compliance risks are reported at Operational and Executive level monthly and Committee and Board Quarterly. All compliance KPIs are targeted at 100%, with the year-end position average compliance score at 92%, a slight improvement on last year. It is noted this is a significant improvement from the start of the Brilliant Basics strategy in 2022.
- 1.4 Property compliance inspections, certificates and remedials were managed through external contractor Barnsdales FM, with the contract ending 31st March and all staff TUPE transferred to create a new in-house Property and Land Service (PALS). A new Asset Management system is live from 1st April 2024 which will hold all compliance schedules and certificates and dashboard reporting.
- 1.5 Land, Social Farms, Farming and Gardens functions are audited annually by Farmsafe who also provide specialist technical advice. From the baseline audits in 2022/23 there has been a 20% improvement, with the average audit score across nine Communities of 79%. Detailed action plans and site based internal controls are in place to deliver the required improvements.
- 1.6 Plans for assurance in 2024/25 include:
 - the annual refresh of the H&S Policy (Audit & Risk Committee, May 2024) to reflect the new management structure roles and responsibilities.
 - refreshed individual action plans for Supported Living & Green Care and for Estates focussing as much on culture and behaviour as process
 - a continued Trust-wide focus on H&S training
 - a continued programme of audit inspections and KPI reporting
 - keen attention to the newly formed PALS - bringing increased safety requirements to the Trust
 - annual Board Training and IOSH Qualifications for all key senior roles.

Progress to the 2023/24 H&S Action Plan

- 2.1 The Trust has a H&S Action Plan and delegated responsibilities to work through mitigations. Several major enablers to address H&S and Compliance Risk have been delivered as part of Brilliant Basics in 2023/24, with benefit realisation expected to flow through into 2024/25:
- **In-sourcing of the Repairs and Maintenance and Compliance** (directly contracted) - completed on 31st March 2024 with 23 staff TUPE transferred on 1st April, along with the compliance contractors
 - **The Hive** - the new HR system is now live and will provide accurate reporting on training records
 - **Concerto** - the new Asset Management and compliance system, live from 1st April will hold all compliance data and provides a Compliance Dashboard.
 - **H&S Incident Reports** - Concerto has this functionality and this will be rolled out early 2024/25.
- 2.2 The Health and Safety Policy has been revised in line with annual review and in light of the changes in the management structure. It identifies roles and responsibilities in respect of Health and Safety at all levels of the Trust. The Policy is reviewed annually by our Legal Advisors, Anthony Collins.

Regulatory and Legislative Compliance

The Trust monitors trends and changes in legislation and industry best practice from a number of sources including HSE, Government white papers and Inside Housing etc. Recent changes reported during 2023/24 and now being implemented and monitored include:

- Building Safety Act 2022 - recommendations from of the Hackett report following the Grenfell Towers fire.
- Updated HSE guidance on the Gas Safety Regulations (just announced and still being assessed)
- RAAC - Widely publicised but not yet legislated for and therefore largely unenforceable. However, as a responsible landlord we are already taking steps to survey all properties of the right type, age and construction.
- Awaab's law - Relating to Damp, Mould and Condensation in Social Housing
- Farmsafe consultants undertake annual audits and provide expert advice and support to manage the high-risk Farming sector of the Trust's operations.

H&S and Compliance Audits and KPIs:

4.1 Mandatory Training:

Ensuring all our employees are fully compliant. Overall, Trust compliance has an upward trend of improvement and ended the year at 86% (+1% vs target). The focus in Q1 will be to ensure all the new PALS staff are fully compliant on both Trust mandatory and core training, but also complete the IHASCO specialist H&S training. Toolbox talks continue in Land and novation of existing provision for PALs is in place.

4.2 Community H&S compliance:

Audit scores for supported houses and day opportunity workshops have shown an overall improvement from an average score of 60% on initial audit to an average score of 72% on reaudit. A key issue is around evidencing compliance certificates and remedial completion (access to external FM system issues). In future this will be accessed directly from the Asset Management System allowing Auditors to easily assess.

4.3 Property Compliance:

The 2023/24 financial year saw greater consistency across our key property related compliance KPI's. Year-end compliance score average is 92%, performance continues to improve and the number of overdue actions arising from risk assessment has dramatically reduced.

The Committee reported KPIs to the end March 2024 are in appendix 2 and further detail in appendix 3. This shows that 10 of the KPIs are fully compliant (100%) with three areas falling slightly short:

- **Fire Risk Assessment (95%)** - FRA completion fell behind in January due to the Assessor taking a period of compassionate leave; additional assessors have now been added to our in-house supply chain. The KPI has risen slowly during Q1 and will return to 100% during April as the 7 overdue assessments have already been completed and we are only awaiting documentation.

Fire Risk assessment action reporting was inconsistent during 2022/23, but have been accurately reflected in monthly reporting since March 2023. The trend is significantly downwards. P1 (High risk) actions have fallen from 14 at 2023 year end, to 100% compliant at the end of March 2024 (with mitigations in place for identified P1s x 2), P2 (Medium risk) from 18 to Zero and P3 (Low risk) from 6 to 1.

- **Asbestos (91%)** - Annual surveys fell behind schedule in November 2023, dropping to a low point of 61% in December. There were a number of contractor related issues, but the primary cause was the late hand back of responsibility from the Trust to BFM after a year of directly contracted surveys.

Compliance has recovered to 91%, with 14 surveys overdue, most of these are now complete and awaiting paperwork.

- **5 Year Electrical testing (95%)** - 9 Checks were overdue at month end. Two at Botton (Cherry House and Honey Bee Hall which is void); 7 at our Gloucester communities all of which were scheduled for completion in late March and for which we are now awaiting documentation.

Electrical remedial actions the overall trend is downwards, from an estimated initial 207 C2 (Medium risk actions), to 56 at the end of March 2024.

4.4 PALS update:

The year closed with the TUPE transfer of all Barnsdales FM staff to Camphill Village Trust on 1st April and the new PALS service has now been successfully launched. We have a Transition period in Q1 to stabilise the systems and supply chain onboarding, early signs are positive. The Concerto system is live and working as expected. Compliance documents are still being uploaded due to the volume, but once this exercise is complete, it will be possible to produce month-end compliance reports to a standard format in seconds, using live data. There are additional modules still to be made live/configured, during Q1.

- Health and Safety reporting.
- Water Hygiene management.

- Specialist equipment asset tagging

There is a focus during the Q1 Transition phase to onboard all staff onto core, mandatory and specialist training by the end May, with H&S refresher inductions completed within the first two weeks of April.

4.5 Land:

Positive progress has been made in land-based areas which has built on the findings of the 2022 safety audits which has shown positive improvements in the 2023 audits. External audits completed in 11 land-based enterprises across the trust scored an average of 79% compared to 59% in July 2022 - a +20.6% improvement.

The top 5 areas of particular strength were:

- Animal Management
- Responsibilities and Structure
- Audit and Review
- Fire Safety
- Use of Work of Equipment

The 5 areas in need of most improvement:

- COSHH
- Written Instructions / Procedures
- Work in Confined Spaces
- Noise
- Legionella

The external Auditors Farmsafe assessment states:

“In our view, Camphill Village Trust Ltd can seek ‘good assurance’ from the general occupational and industry-specific Health and Safety work undertaken by their Land Based employees up to November 2023. This is a significant improvement from the previous year where many of the recommendations stated in the 2022 site audits have been taken on board and clearly implemented.”

Looking ahead, we are committed to further enhancing the health and safety practices of Camphill Village Trust Land Based areas. Some of our focus areas for the upcoming year include:

1. Continuous Improvement: Regularly reviewing and updating health and safety procedures to reflect changes to best practices and regulatory requirements.
2. Training and Development: Further training and development tools and resources to empower employees with the knowledge and skills necessary to maintain a safe working environment.
3. Coordination and Communication: Collaborating with industry partners, regulatory agencies, and community stakeholders to share knowledge and best practices in health and safety management. Moving forward we will work with the organisation to further review the status of Land Based policies and procedures and make recommendations for any new areas to introduce and further give structure to the suite of policies in place.

4. Further Technology Integration: Exploring opportunities where technology can help to enhance safety performance and risk mitigation efforts. Examples include more interactive training resources, digital survey and assessment tools, machine automation and remote monitoring options.



Appendix 1- 2023/24 Land KPI performance tracker

Overall Scores %	Location	2023-24	2022-23	+/-
	Delrow	92.2%	61.3%	30.9%
	Botton Farm	89.7%	55.1%	34.6%
	Ashfield Gardens	89.6%	86.3%	3.3%
	Larchfield Farm	88.2%	52.3%	35.9%
	Oakland Park	86.7%	46.9%	39.8%
	Grange Village	80.5%	46.2%	34.3%
	Botton Gardens (Grounds)	76.2%	n/a	n/a
	Croft	75.5%	61.1%	14.4%
	Higher Farm (Botton)	72.8%	n/a	n/a
	Larchfield Gardens	71.1%	n/a	n/a
	Botton Creamery	70.7%	n/a	n/a
	Botton Gardens	62.7%	n/a	n/a
Average	79.7%	58.5%	21.2%	

Appendix 1- 2023/24 KPI performance tracker

