Health and Safety	
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Health and Safety

The Company is committed to provide a safe and risk free working environment. We place the responsibility on the employee to positively contribute to this aim by respecting the needs of others and by conducting themselves in a safe and responsible manner.

1   Health and Safety Statement

The company has a duty to ensure so far as is reasonably practicable the health, safety and welfare of their employees at work. The company has control of non-domestic premises and therefore also has a duty towards people who are not their employees but use their premises.

The company aims to maintain a high standard of health and safety and recognises the importance of all staff, customers and visitors adhering to this policy.

1.1   Staff Induction

The Line Manager will guide new staff members through the induction process. This will include the Health and Safety Policy of the company and new employees must be provided with a copy of the Health and Safety Statement. The Line Manager will also ensure that staff receive any specific training required to undertake their role safely and that they are supervised appropriately for practical work and give advice on any protective clothing and equipment needed.

The Line Manager will also inform employees of the Health and Safety Policy and Procedures for other venues the employee may be required to attend.

1.2   Accidents and Injuries

All individuals must report accidents and injuries, no matter how minor, to a Designated First Aider whilst on company premises, or when attending external premises to the venue's designated Health and Safety Officer who will take a record of the details. These details must then be passed to the company's Health and Safety Manager and recorded in the accident book.

The accident books must be checked twice yearly, and any themes or common injuries reported to the Board and action taken to investigate and deal with any causes.

Where a Dangerous Occurrence has occurred the appropriate form must be completed and the necessary authorities informed.

1.3 *Emergencies*

Individuals are responsible for identifying exit routes, fire alarms, fire extinguisher sites and designated assembly points. The Health and Safety Manager will ensure all emergency exits are highlighted as required by local and national law. If any notices are missing, this should be reported to the Health and Safety Manager immediately.

1.4 *Individual's Responsibility*

All individuals are required to act in a manner that does not put themselves or others into danger. Staff should inform their Line Manager of any acute or chronic medical condition that they have so that the appropriate action can be taken in the event of illness etc. A note of this information should be passed to Human Resources and placed in their file.

All employees have to:
- Co-operate with supervisors and managers on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety; and
- Report all health and safety concerns to an appropriate person (as detailed in this policy)

Individuals are also required to report any unsafe practices, broken/damaged equipment and materials and potential health and/or safety hazards to their Line Manager.

Furthermore, no staff should use any electrical equipment outside the remit of their job role without authorisation of a member of the Board of Directors, the Health and Safety Manager or a Senior Manager. Ladders should not be used without authorisation from the above individuals and users must have a minimum of one other person to secure the ladder.

Any pregnant employee should inform their Line Manager or Health and Safety Manager as soon as is reasonably practicable so that any increased risk within their job role can be assessed.

1.5 *Corporate Responsibility*

Overall and final responsibility for Health and Safety is that of:
The Executive Director responsible for Health and Safety

Day to day responsibility for ensuring this policy is put into practise is delegated to:

- Overall Management of the Policy:
  The Executive Director responsible for Health and Safety
- In each company office:
  The Designed Local Health and Safety Manager
- All other venues in use by the company:
  The Designed Local Health and Safety Manager

To ensure Health and Safety Standards are maintained and improved, the following people have responsibility in the following areas:

- Board of Directors   All areas
- Local Health and Safety Managers   Designated Office(s)
- All Operation Managers   External Risk Assessments

2   Control of Substances Hazardous to Health

The COSHH Regulations are intended to prevent workplace disease resulting from exposure to hazardous substances for all persons at work and others who may be affected by such work.

Using hazardous substances can put people's health at risk. The level of harm may range from minor irritation to death. Hazardous substances are found in nearly all work places. They can include:

- Substances used directly in work activities e.g. latex, cleaning agents glues, paints
- Substances generated during work activities e.g. dust
- Naturally occurring substances e.g. blood, bacteria

For the vast majority of commercial chemicals, the presence (or not) of a warning label will indicate whether COSHH is relevant. For example, household washing up liquid doesn't have a warning label but bleach does – so COSHH applies to bleach but not washing up liquid when used at work. However a COSHH assessment may still be undertaken if considered necessary by the person undertaking the assessment.

The following substances are excluded from the COSHH Regulations as they are covered by their own Regulations:

- Asbestos
- Lead
- Radioactive substances
- Flammable or explosive substances
- Substances used in medical treatment - the risk to service users is excluded but risk to staff handling the substance is included.

2.1 COSHH Risk assessment

The COSHH Regulations require an assessment of risk to be undertaken for hazardous substances. The procedure to undertake a COSHH risk assessment can be followed by using the on-line COSHH Risk Assessment tool at the HSE COSHH Essentials website http://www.coshh-essentials.org.uk/

2.2 Training, Information and Instruction

Following the completion of a COSHH risk assessment, the need for information, instruction and training must be considered and appropriate arrangements made. These might range from a simple instruction to regular formal training sessions. Wherever workers are exposed to hazardous substances, they must receive information, instruction and, where appropriate, training for the following:

- The risks to health created by exposure
- The precautions that should be taken
- Control measures - their purpose and how to use them
- How to use personal protective equipment and clothing provided
- Results of any exposure monitoring and health surveillance

Workers should also be made aware of the arrangements for COSHH compliance within the team or service so that they can play an active part in improving health and safety standards.

2.3 Emergency Arrangements

Where the risks of a chemical escaping are high (e.g. spillage of clinical waste, or where a substance is especially hazardous) managers will ensure that emergency arrangements are known and in place as part of the risk assessment process.

2.4 Responsibilities for COSHH

- The Health and Safety Manager will be responsible for identifying all substances which need a COSHH (Control of Substances Hazardous to Heath) assessment.
- The Health and Safety Manager will be responsible for undertaking COSHH assessments.
- The Health and Safety Manager will be responsible for ensuring that all actions identified in the assessments are implemented including the provision of any personal protective equipment identified.
- The Health and Safety Manager will be responsible for ensuring that all relevant employees are informed about the COSHH assessments and trained accordingly.

- The Health and Safety Manager will check that new substances can be used safely before they are purchased.
- Assessments will be reviewed annually between June and August or when the work activity changes, whichever is soonest.

3   Asbestos

The company does not directly work with asbestos; however we are aware that it may be present in company offices or other sites on which our staff work.

There are several pieces of legislation covering the use of Asbestos Containing Materials (ACM). These regulations include the requirement on employers to manage the asbestos in their buildings. In summary, such management involves:

- Find out if ACM or suspected ACM are present.
- Assume that materials contain asbestos unless there is strong evidence that it does not.
- Check the condition of the materials.
- If the material is in poor condition or maintenance or refurbishment is to take place arrange for the material to be sampled and identified.
- Record the location and condition of the ACM and assumed ACM on a plan or drawing.
- Assess whether the condition or location means the material is likely to be disturbed.
- Monitor the condition of ACM and assumed ACM to check on possible deterioration.
- Prepare and implement a plan to manage these risks

3.1   *Management of asbestos*

The management of ACMs in the fabric of buildings is primarily the responsibility of the Executive Director responsible for Health and Safety who must take all appropriate steps to comply with asbestos related legislation, approved codes of practice and standards.   In particular it seeks to ensure that any work involving ACM will not lead to any person being exposed to greater than legally stated control levels of asbestos fibres in air.

Other departments must not carry out any work on the fabric of any building or engage contractors to do so without due consultation with the Executive Director responsible for Health and Safety regarding the possible presence of ACMs in case such work leads to accidental asbestos fibre release from drilling, cutting or breaking ACMs.

All staff have a duty to report any damage to asbestos materials or to materials suspected of containing asbestos to the Executive Director responsible for Health and Safety.

The Executive Director responsible for Health and Safety maintains an asbestos register of 'what is where' and ensure any ACM considered to be in poor condition is removed by licensed contractors.

Remaining ACMs, not considered to be a risk, are labelled where practical, sealed/encapsulated where practical, monitored at reasonable intervals (the Executive Director arranges for such monitoring) and removed when convenient or when noted to be deteriorating unacceptably.

The replacement, removal, sealing and major work to asbestos containing materials must be carried out by licensed contractors engaged solely by the Executive Director responsible for Health and Safety. All such work is carried out in accordance with legal requirements and HSE codes of practice. The Executive Director will make the necessary arrangements for air sampling / clearance certificates.

Remaining ACMs sustaining minor damage will be repaired, labelled, resealed/encapsulated and monitored at reasonable intervals.

If maintenance or refurbishment works are to take place where ACM is known to be present, this is either removed before work commences if necessary or the presence of the ACM is brought to the attention of the contractor or maintenance staff so as to prevent inadvertent contact and potential damage.

When buildings are shut down for major refurbishment or change of occupancy, then the possibility of more extensive ACM replacement programmes will be considered.

3.2 *Uncontrolled fibre release*

Where an incident arises that may have resulted in an uncontrolled release of asbestos into the work place at a concentration that might have exceeded the appropriate control limit, e.g. removing pipe lagging subsequently revealed to be asbestos, the following procedures will be implemented:

  i.   The area should be immediately evacuated and steps taken to secure the affected area from re-entry of unauthorised persons.
  ii. Facilities managers and the Health and Safety Officer and must be notified as soon as possible in order that the cause can be firmly established.

iii. Specialist contractors will undertake air sampling and microscopic examination to determine fibre in air levels and the type of asbestos fibres - if any.

iv. Specialist contractors will be employed to thoroughly clean all visible debris and dust.

v. On completion, air sampling will again be carried out and if satisfactory a clearance certificate will be issued.

vi. The employer is obliged to keep health records for the affected persons. Such records must be kept for at least 40 years. A record of any exposure to asbestos above legal action limits will be placed on any affected employee's personnel file. A copy of the record will be sent to the employee instructing him that it should be retained indefinitely.

4   Risk Assessment

The company recognises the business and legal reasons for conducting risk assessment. For this reason this policy sets out the organisations' approach to risk assessment.

This document describes who can either accept the risk on behalf of the organisation, or who will take action to reduce the risk, at all times keeping staff and their accredited representatives informed of the current status of the risk.

4.1 *Conducting assessments*

Those responsible for conducting risk assessments will ensure that arrangements are made to:

- train sufficient numbers of risk assessors for their area, or attend the training themselves if they chose to carry out their own risk assessments
- allow sufficient time for risk assessors to conduct adequate assessments
- involve and consult with staff and their safety representatives during the assessment process
- endorse assessments, with or without alteration
- agree action plans to remove or reduce risks identified during the assessment
- refer risks to the appropriate senior manager where they cannot be managed locally
- make temporary adjustments and keep staff and their representatives informed of progress in managing risks that cannot be fully managed locally
- review assessments if there is reason to suspect that they are no longer valid or there has been a significant change.
- identify any member of staff who is considered to be especially at risk.

Employees have a duty to co-operate with their managers and risk assessors when risk assessments are being carried out. They are also responsible for co-operating with their managers in implementing any remedial action to reduce identified risks. Failure to co-operate is a serious matter as this can place the employee, and possibly others, at risk.

4.2 General Risk Assessments

General risk assessments are assessments of specific processes or areas rather than an individual person. This section refers to how these assessments are conducted.

The term 'general risk assessment' may be misleading as perhaps it implies that one assessment considers all risks in an area, whereas in fact there are probably many general risk assessments. The term 'general' refers to the nature of the assessment being in a wider context than just one individual.

4.2.1 Responsibilities for General Risk Assessment

Senior Managers must determine how risk assessments will be managed in their areas, this includes:
- What activities / tasks will be assessed
- Who will undertake the assessments
- What action will be taken when needs are highlighted by the assessment
- Agreeing local action to control the risk while resources are sought from higher levels of the organisation if necessary
- How best to share the outcomes of the risk assessment with all staff and others who may be affected by the risk
- Communication with staff on progress in managing risks
- How to involve staff and their representatives in assessing the risk
- How frequently risks should be re-assessed
- Where necessary action is beyond the control of the assessing department, how this will be referred to the necessary person or department. This does not prevent the local manager from taking appropriate temporary action to manage the risk in the interim

4.3 External Venue Risk Assessments

4.3.1 Responsibilities for Venue / Premises Assessment
- Responsibility for Risk Assessments in company operated premises lies with:
    The Health and Safety Manager
- Responsibility for Risk Assessments in external venue lies with:

The appropriate Senior Manager
- Findings of the Risk Assessments will be reported to the Health and Safety Manager
- Action required to remove / control risk will be approved by:

The Health and Safety Manager
- The Senior Manager concerned will be responsible for ensuring the action required is implemented.
- The Health and Safety Manager will ensure that the implemented actions have removed / reduced the risks.
- Risk Assessments on buildings controlled by the company will be reviewed annually between June and August, or when the work activity changes, whichever is soonest.
- Risk Assessments on buildings not under the control of the company will be reviewed annually throughout the year, or when the work activity changes, whichever is soonest.

4.4 Communicating Risks

4.4.1 Team, Department and Service Meetings
Team, department and service meetings will include "risk" as a regular agenda item, with risks identified discussed and risk management plans shared.

4.4.2 Senior Management Meetings
Senior Management meetings will include "risk" as a regular agenda item. Where service managers have been unable to address a risk locally, they should discuss it and seek help from this senior level meeting. Serious incidents and aggregated risk and incident issues should also be discussed in these forums to provide a broad picture for the whole company. Monitoring of risks will be through the minutes of meetings

4.4.3 Escalating Risks to Meetings and onto the Risk Register
Risk assessments that identify risks which can neither be accepted nor controlled within the resource capabilities of the previously described management and group levels may be taken to the Board of Directors for consideration. When a risk is brought for consideration, a decision will be made concerning entry onto the risk register.

Decisions made at any stage in this process, including action plans (and any subsequent changes to these plans) will be communicated to the originating team or service via minutes of the Board and by personal communication by the appropriate level of management.

4.5 Risk Identification

4.5.1 Inspection

Inspection of an area may reveal environmental hazards including obstacles, poor surfaces, poor lighting, unsafe equipment, unsecured hazardous materials.

4.5.2 Nominal Group Technique

Nominal Group Technique involves a group of people identifying what they feel to be the highest risks within the context of the assessment. The group starts by defining the nature of the area or process being assessed then either brain storms. Inspections can be conducted by an individual, or as a group.

4.5.3 Incident Review

Incident reviews identify the frequency of certain types of incident as well as the severity of any outcome. Despite this being a reactive rather than proactive method of risk identification, it is still a useful tool. Complaint and claim information should also be used to identify trends.

4.5.4 Maintenance Records

Maintenance record review will identify issues related to facilities and equipment. Frequent repairs of equipment may indicate that either the wrong type of equipment is being used or that that staff do not know how to use it. Frequent repairs to the building may identify a hazard such as vandalism or potential for fire.

4.6 Conducting a Risk Assessment

Risk assessment is a careful examination of the identified hazards to determine whether and how they could cause injury, harm loss or damage to people or property and whether enough precautions are in place or whether more should be done.

Once hazards have been identified, the remaining components of the risk assessment are:
- Who or what might be harmed and how?
- How likely it is that an incident would arise from the hazard?
- How severe would an incident be if one related to the hazard occurred?
- Judgement of whether the risk is adequately controlled

When risks are being assessed, consideration should be given to:
- All the relevant situations which arise including days, evenings, nights and weekends.
- Situations which occur less frequently (e.g. maintenance of areas or equipment, adjustment of equipment etc.)

- Unplanned events such as spillages
- Emergency situations
- Situations which arise due to changes in weather
- Situations arising from new business practices, disruptions to normal business etc.

4.7 *Recording Risk Assessments*

All formal risk assessments must be recorded on the relevant risk assessment form. A risk rating must also be recorded.

All risk assessments when completed must be passed to the Health and Safety Manager (where they relate to an office of venue) or Human Resources (where they relate to individuals or groups of employees).

The risk assessment form also must include whether each risk identified has been accepted (and the authorised person who approved it) or detail the action plan to eliminate or minimise with the risk.

5   Additional Responsibilities

5.1 *Consultation with Employees*
- Employee representative(s) are all at the team meetings.
- Consultation with employees is provided by:
    - Agenda Items in regular Team Meetings
    - Agenda Items in regular Management Meetings
    - Agenda Items in regular Supervision

5.2 *Safe Equipment*
- The Health and Safety Manager will be responsible for identifying all equipment needing maintenance, and ensuring effective maintenance procedures are drawn up.
- The Health and Safety Manager will be responsible for ensuring all identified maintenance is implemented.
- Any problems found with equipment will be reported to the Health and Safety Manager to action.
- The Health and Safety Manager will check that new equipment meets Health and Safety standards before it is purchased.

5.3 *Information, instruction and supervision*
- The Health and Safety Law poster is displayed in all offices.
- Health and Safety advice is available from the Health and Safety Manager(s), Board of Directors, Health and Safety Files & the Health and Safety Executive.
- Supervision of young workers / trainees will be arranged / undertaken / monitored by the appropriate Line Manager.

Managers should consult with the Health and Safety Manager regarding the above.

5.4 *Competency for tasks and training*

- Human Resources will ensure induction training on Health and Safety is given to all employees.
- Line Managers will provide Job Specific Training.
- Human Resources must keep a record of all training.
- Training will be identified, arranged and monitored by all Line Managers and will be reported to Human Resources.

5.5 *Accidents, First Aid and Work Related Ill Health*

- Senior Managers will arrange health surveillance, where required, and raise any matter at the Senior Management Team meeting.
- Human Resources Department will keep health surveillance records.
- First Aid Boxes are kept in each office.
- All accidents and cases of work related ill health are to be recorded in the Accident Book. The book is kept by the First Aid Boxes, next to the communication trays.

5.6 *Monitoring*

- To check our working conditions, and ensure our safe working practices are being followed, we will:
    - o Carry out Risk Assessments annually between June and August on all company run sites
    - o Ensure all other venues are annually risk assessed, and to carry out assessments when needed.
    - o Carry out a COSHH assessment annually between June and August
    - o Audit First Aid Policy and Procedure annually between June and August.
- Senior Managers are responsible for investigating accidents under the supervision of the Board of Directors.
- Senior Managers are responsible for investigating work related causes of sickness absences under the supervision of the Board of Directors.
- Senior Managers are responsible for acting on investigation findings to prevent a recurrence of any accident or sickness.
- The Health and Safety Manager & Senior Managers are responsible for reviewing the accident book quarterly.

6   Lone Working

6.1 *Policy Statement*

Where the service delivery or its associated tasks require staff to work alone, both the individual staff member and programme managers have a duty to assess and reduce the risks which lone working presents.

6.2 *Purpose*

This policy is designed to alert staff to the risks presented by lone working and to identify the responsibilities each person has in relation to lone working. It is not intended to raise anxiety unnecessarily, but to give staff a framework for managing the potential risk working alone creates.

6.3 *Scope*

This policy applies to all staff who may be working alone, at any time, in the course of their duties.

6.4 *Context*

Services are increasingly being offered outside of normal office hours, in the community and staff may also work from their own home.

Support for lone workers is an essential part of Health and Safety, and the same principles apply, particularly:
- a commitment to supporting staff and managers in establishing and maintaining safe working practices
- recognising and reducing risk
- a commitment to the provision of appropriate support for staff
- a clear understanding of responsibilities
- a commitment to providing appropriate training for staff

6.5 *Definition*

Within this document, 'lone working' refers to situations where staff in the course of their duties work alone. This includes those who work in the community, in premises controlled by other employers or in their own home, and any staff member who is the only employee present in an office or other establishment maintained by the company.

They will be physically isolated from colleagues, and without access to immediate assistance. This situation may also arise where there are other staff in the building but the nature of the building itself may essentially create isolated areas.

6.6 Responsibilities

6.6.1 Security of buildings

Managers are responsible for ensuring that all appropriate steps are taken to control access to the building, and that emergency exits are accessible.

In addition the Executive Director responsible for Health and Safety must ensure that:
- Alarm systems must be tested regularly.
- Key codes for access should be changed from time to time, and as a matter of course if a breach of security is suspected.

Staff working alone must ensure they are familiar with the exits and alarms. In additional there must be access to a telephone and first aid equipment for staff working alone.

If there is any indication that a building has been broken into, a staff member must not enter alone, but must wait for back-up.

6.6.2 Personal safety

Staff must not assume that having a mobile phone and a back-up plan is sufficient safeguard in itself. The first priority is to plan for a reduction of risk.

Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances. Before working alone, an assessment of the risks involved should be made in conjunction with the line manager

Staff who are normally not lone workers must inform their line manager when they will be working alone, giving accurate details of their location and following an agreed plan to inform that person when the task is completed. In addition it is a requirement that all staff maintain accurate details of where they are, including contact information where necessary, in their Outlook Calendar. This includes occasions when a staff member expects to go home following a visit or meeting rather than returning to their base.

Staff must inform their Line Manager if they deviate from what is recorded in their Outlook Calendar. If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.

Arrangements for contacts and response should be tailored to the needs and nature of the team. Issues to take into account include:

- staffing levels and availability
- the identified risks
- measures in place to reduce those risks

Where staff work alone for extended periods and/or on a regular basis, managers must make provision for regular contact, both to monitor the situation and to counter the effects of working in isolation. Where communication has not been possible, or a reply has not been received in a normal timescale then they should put the agreed plan into operation, initially to check on the situation and then to respond as appropriate.

In addition, any member of staff working outside their normal contractual hours must inform their line manager of this in advance, and when they complete this appointment (where this is still outside the employee's normal hours) they should immediately inform their line manager when they have left the appointment.

Personal alarms may also be provided if a risk assessment deems it necessary.

6.6.3 Assessment of risk

In drawing up and recording an assessment of risk the following issues should be considered, as appropriate to the circumstances:
- the environment – location, security, access
- the context – nature of the task, any special circumstances
- the individuals concerned – indicators of potential or actual risk
- history – any previous incidents in similar situations
- any other special circumstances

All available information should be taken into account and checked or updated as necessary.

Where there is any reasonable doubt about the safety of a lone worker in a given situation, consideration should be given to sending a second worker or making other arrangements to complete the task. While resource implications cannot be ignored, safety must be the prime concern.

Staff should be fully briefed in relation to risk as well as the task itself.

6.6.4 Staff working at home

Staff working from their own homes should take every reasonable precaution to ensure that their address and telephone number remain confidential.

There should be regular contact with their Line Manager or other designated person if working at home for extended periods, and an appropriate reporting-in system should be used if making visits from home.

6.7 *Monitoring and Review*

The ongoing implementation of the Lone Working Policy will be monitored through the supervision process.

Lone working and risk assessment will be regular agenda items for team meetings.

Any member of staff with a concern regarding these issues should ensure that it is discussed with their supervisor or with the whole team, as appropriate.

The policy will be reviewed as part of the regular cycle of reviews, unless changing circumstances require an earlier review.

7 First Aid

Managers must ensure that a risk assessment is carried out within each workplace to determine the level of first aid provision required for their area(s) of responsibility. Managers will need to ensure that the required number of 'First Aiders' or 'Appointed Persons', as determined by the risk assessment, are identified and trained to a standard and syllabus approved by the Health and Safety Executive (HSE). Consideration must be given for cover during annual leave, sickness etc.

Managers must ensure that the requirement under the regulations to have, as a minimum, an appointed person in all staff areas at all times must be achieved. Where more than one employer has staff located in a workplace, appointed persons can be shared across organisations, as long as it is clear to all staff who to contact in the event of an emergency or injury.

Managers will also need to ensure that the correct signage is displayed within the workplace. Signs should clearly name the First Aiders or Appointed Persons and identify the location of first aid boxes. Contents of first aid boxes are the immediate responsibility of the first aider or appointed person but managers should also check that the contents are reviewed and updated at regular intervals.

Managers should make sure that all staff are informed of this policy and the procedures relating to it.

7.1 *First Aider Responsibilities*

First aiders are responsible for ensuring that their First Aid Certificate is kept up-to-date by undertaking approved training at the required intervals.

First aiders should assess situations where first aid may be required, make the area safe and take action without putting themselves or others in danger. They should also call for assistance without delay. First aiders should administer first aid in accordance with their training and capabilities, until medical assistance arrives where this is required.

Any items used from the first aid box must be replaced by the first aider as soon as possible and the incident recorded in the relevant First Aid book(s).

7.2 *First Aid Boxes*

First Aid boxes will be provided by the company. Travelling First Aid kits should be provided for those staff that frequently travel on business and have no access to first aid facilities. Only specified contents should be kept in the box and nothing else. No medication, such as painkillers, may be kept in the first aid box, nor should first aiders or appointed persons offer any form of medication to people they are attending. Special contents are permissible for specific hazards if training has been provided.

All staff issued with a traveling First Aid kit should at least once per month check the items are in date, and replace any items used or expired.

7.3 *Risk Assessment*

Managers will need to carry out a risk assessment to determine the level of first aid cover required in their workplaces. When determining the level of first aid cover required in an area it is necessary to consider the workplace hazards as well as risks of injury and ill health including:

- Specific hazards such as chemicals, tools, machinery or objects
- Areas of additional risk such as kitchens, workshops or laboratories
- Work processes that need a specific type of first aid
- The size of the area / department and its remoteness from other areas
- The size, nature and distribution of the workforce, including:
  - Inexperienced or young staff
  - Staff who have a disability or ill-health
  - Shift and out of hours workers
  - Staff with language or reading difficulties
  - Staff travelling or working alone

- Areas of shared occupancy.

Records of accidents, incidents and ill-health from within the workplace are useful tools to help inform the risk assessment process. These documents provide evidence of the type of hazards present in the workplace and a snapshot of previous injuries experienced as a result of workplace processes and environment.

8   Food Hygiene

The company recognises the dangers in having food in their premises. Staff may wish to bring in food for a number of reasons. The company strongly recommends all staff store any food in the fridges provided.

All staff are responsible for ensuring that food is kept in suitable conditions, by storing it in fridges provided. The company, where it is within their control, will ensure that fridges are kept at a controlled temperature and maintained to a high standard of cleanliness.

Staff are required to report any incidents or concerns regarding food hygiene, or the facilities to store food to the Health and Safety Manager.

It is the responsibility of all staff to ensure that kitchen areas are kept clean, and are responsible for clearing up all items belonging to or used by them.

9   Site Maintenance

No maintenance should be done on any hazard without authorisation from one of the Directors. Only qualified individuals will be allowed to work on specialised hazards, such as electrical faults.

If none of the above individuals are available then the area should be cordoned off, and the most senior manager on site informed.

No one should work at height without at least one other person to make safe any equipment in use.

10   Testing – Electrical and others

PAT testing will be undertaken annually between June and August. Equipment will be tested based on recommendations from the Health and Safety Executive.

All other equipment, for examples hoists, will be checked as recommended by manufacturers, or as required by law.

11 Stress Management

The company is committed to implementing a Stress Management policy. This will include regular reviews within supervision of individual's workload and ability to cope with demands and responsibilities in line with their job description.

Circumstances will dictate where training may be appropriate to help individuals to cope with the demands and responsibilities of the job role or if changes to working practices are needed to enable the individual to deal with their stress level within the workplace.

Where necessary, possible, and with consultation, changes may lead to the individual changing to a different job role where they can perform the expected role effectively and cope with the demands and pressures attributed to the role and job description without adverse effect to their health, well-being and performance.

12 Fire Safety

12.1 *Scope*

This policy encompasses the management of the fire safety in all company premises or other settings where staff work whether occupied or owned.

The aim of the company is to ensure, as far as possible, that outbreaks of fire do not occur. If an outbreak cannot be prevented it must be rapidly detected, effectively contained and quickly extinguished without risk to staff, customer or visitors. A commitment to be aware of fire precautions is a basic duty of all staff and an essential obligation for everyone with management responsibility.

12.2 *Objective*

- To ensure that all appropriate fire safety measures are provided to maintain a safe environment for customers, staff and visitors.
- To ensure that all staff are trained and accept responsibility for fire safety. All staff must be competent to manage fire safety within their area of work.
- To ensure that all staff are aware of the action to take in the event of a fire or suspected fire.
- To ensure that all new developments and any major refurbishment works achieve full compliance with legislation and codes of practice.
- To ensure that a programme of works is implemented to achieve standards of fire safety in accordance with current legislation and codes of practice.

- To ensure that the company is compliant with all relevant Fire Safety Legislation and appropriate guidance and approved codes of practice.

12.3 *Policy Statement*

The company recognises and accepts its obligations relating to the management of fire prevention and fire safety, so far as is reasonably practicable. As such it is our intention to minimise:
- The incidence of fire throughout the premises and estate occupied by the company
- The impact from fire on life, delivery of services, the environment and property.

This policy is intended to safeguard all who have access to company premises, including employees, customers, visitors, and contractors.

12.4 *Roles and Responsibilities*

12.4.1   *Board of Directors*

The Board has overall accountability for the activities of the organisation. The Board should ensure they have the appropriate assurance that the requirements of current fire safety legislation are met.

The Board of Directors will designate one of their number to take primary responsibility for fire safety.

12.4.2   *The Designated Director*

The Designated Director is responsible for ensuring that the company complies with current fire safety legislation and implementation in all the premises that it owns or occupies. It will be the responsibility of the Director in conjunction with the managers to ensure the company has an effective Fire Safety Management System.

12.4.3   *Fire Officer*

A nominated employee will be delegated the role of the Fire Officer who will be responsible for advising senior management and others on professional and technical issues and for monitoring the standards of Fire Safety in all company premises.

The Fire Safety Manager is responsible for:
- An awareness of fire safety features and their purpose
- Fire safety risks particular to the organisation
- Requirements for disabled staff and patients (related to fire procedures)
- Advising on compliance with legislation

- Development and implementation of the company's Fire Safety Policy
- Reviewing the company's Fire Safety Policy at regular intervals to ensure that any recommendations or changes are brought to the Board for agreement
- Development and delivery of an effective training programme
- The delivery of effective staff training
- Cooperation between other employers where two or more share the premises
- The reporting of fire incidents in accordance with current practice
- Monitoring and mitigation of unwanted fire incidents
- Liaison with enforcing authorities
- Liaison with other managers
- Monitoring of inspection and maintenance of fire safety systems.

The Fire Risk Assessment will give detailed and specific recommendations to:
- minimise the incidence of fire throughout the premises
- minimise the impact from fire on life, customers, the environment and property.

The Fire Risk Assessment and any resulting significant findings (recommendations) will advocate the introduction and implementation of the latest standards and best practice methodologies in Fire Safety to achieve compliance with Fire Safety Legislation.

12.4.4   Fire Marshals

Fire Marshals should be appointed in all settings where appropriate to provide local leadership and direction in Fire Safety matters.

The Fire Marshal should:
- Act as a focal point on fire safety issues for local staff
- Organise and assist in the fire safety regime within local areas
- Raise issues regarding local area fire safety with local management
- Assist with coordination of the response to an incident within the immediate vicinity
- Be responsible for the roll call during an incident
- Be trained to tackle fire with fire fighting equipment where appropriate
- Support the local managers on fire safety issues
- Safety inspections
- Participate in the fire marshal training and apply the information to the workplace

12.4.5 General Duties and Responsibilities of all staff

All employees have a duty to ensure that they comply with the Fire Safety arrangements and procedures at their workplace and that they do not commit acts which could lead to an outbreak of fire. All employees have a duty to take reasonable care of their own health and safety at work, and of other persons who may be affected by their acts or omissions.

All employees are required to attend fire safety training and to familiarise themselves with the content of the relevant fire safety manual.

Anyone discovering a fire has the responsibility to raise the alarm

12.4.6 General Arrangements – Reporting of Fires

The collection of data for fire incidents in premises is important and lessons can be learned from routine reports. Trivial outbreaks of fire that are rapidly extinguished (for example, smouldering paper in bins) should always be reported to line management.

Serious fires involving death, serious injury, closure and/or significant damage to parts of company premises or its contents must always be reported. Where fires start in suspicious circumstances and arson is suspected, or there is evidence of wilful starting of fire, material evidence in any form must be safeguarded. The person discovering the outbreak will need to be made immediately available for interview by the Fire Brigade and Police, as required.

Staff finding damage or interference on any fire alarm system or fire protection equipment should report this immediately to their line manager or the person in charge of the premises.

Details of all outbreaks of fire to which the Fire Brigade are called must be reported within 48 hours by the line manager to the Board of Directors. Fires involving death or multiple injuries must also be reported to the Health and Safety Executive, under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

13 Violence and Aggression

13.1 Policy Statement

The company values our staff and will take all reasonable steps to secure the health and safety of staff that may be exposed to the risk of aggression, violence or abuse in the workplace. The company believes that any act of violence, aggression or intimidation against any member

of their staff is unacceptable, whether from customers, service users, visitors, other staff members or the general public.

13.2 *Scope*

This policy applies to all company operations regardless of whether the service is based in premises owned or leased by the company, premises owned by other organisations, or is provided in the community. This policy also applies to visitors and contractors accessing or providing services to the organisation.

Where a member of our staff verbally abuses other staff an appointed manager will investigate incidents under the appropriate policies and procedures. However assaults committed by staff against staff are also included in this policy. This policy does not affect the rights of any individual to take independent action following abuse or an assault, e.g. by contacting the police.

13.3 *Responsibilities*

The Board of Directors is ultimately responsible for ensuring the health and safety of all staff at risk from violence and abuse and for ensuring that this policy is effective. The Board of Directors is responsible for:
- Approving and overseeing the implementation of practices which tackle workplace violence and aggression
- Ensuring effective arrangements are in place to be notified of serious incidents of violence and aggression against staff
- Liaising with local managers to identify incidents which need to be reported to the police or
- Ensuring appropriate support is offered to victims

Managers must:
- Adopt the organisation's risk assessment procedure, carrying out security risk assessments of their service(s), workplaces and staff (especially where there may be a change in circumstance)
- Be responsible for making sure that community staff know how to conduct individual service user risk assessments. Risk from abuse, violent actions or aggressive behaviour from the service user and others must always be considered and assessed.
- Monitor that risk assessments are taking place, that action plans are being completed and assessments are reviewed at appropriate periods.
- Take all necessary precautions to reduce, as far as is reasonably practicable, the risks identified during assessment.
- Advise all staff of the risks to health and how these are to be avoided.
- Enable staff to attend Conflict Resolution or appropriate behaviour support training where required.

- Take steps to investigate any incidents of abuse, aggression or violence reported by staff.

Staff must protect the safety of themselves and their colleagues. Examples include:
- Follow advice, procedures, systems and training provided to reduce or eliminate risks identified in risk assessments
- Inform their manager at an early stage of any incident.
- Complete an Incident Report detailing the circumstances of the abusive, aggressive or violent "event" and including details of the aggressor where known
- If injured or harmed get immediate treatment at the nearest Accident and Emergency or Walk in Centre as appropriate.
- Contact police as appropriate following a violent incident
- Attend Conflict Resolution or Behaviour Support Training as directed by their manager

13.4 *Risk Assessment*

Line Managers will arrange for a risk assessment of their workplace/s and services to identify issues where management of violent and abusive situations may be difficult to arrange or control. Line Managers may ask for help from the Health and Safety Manager or Health and Safety Representative to carry out assessments.

Where risks are identified, managers will be responsible for ensuring that appropriate precautions and control measures are in place, or introduced, to reduce the risk as far as is reasonably practicable. Where they are unable to control the risk to an acceptable level they will bring the risk to the attention of a Senior Manager. Risk assessments will have a review date and will be kept up to date.

The findings of assessments will be available to all those who may be affected by the risk. This will include staff in the local team, and in other teams who may use the premises or have contact with the person under assessment. Contractors (e.g. Equipment Loan Service) and other workers external to the organisation should be advised of assessment findings if they will be affected by the findings, recommendations or actions. Where contractors regularly work in the service the Line Manager will ensure that the person who supervises the contractors is made aware of the assessment, and that there is appropriate liaison and sharing with the contractor to ensure that they can work safely.

13.5 *Key principles*

Physical intervention is only considered when this is the safest course of action, following the assessment of risk and all other options being exhausted. Understanding of the individual and the behaviours they

display is vital to addressing, dealing with and the avoidance of challenging behaviours. Only staff who have been suitably trained should use physical restraint.

All incidents involving clients, staff or visitors must be recorded using the appropriate documentation. This information is crucial to indicating significant risks and enables the service to review the conditions which lead to the incident, which in turn can then lead to remedial action.

13.6 *Acts of Violence, Aggression or Abuse*

Any person who assaults an employee during the course of their employment may be liable to prosecution, as will any employee who assaults any customer, service user, visitor or member of staff. The company or the victim of the assault or abuse may report that offence to the Police for them to consider whether a crime has been committed.

13.7 *Action in the event of Non Physical Abuse*

The company will consider taking action against the aggressor, subject to any other relevant policies, where non-physical assault or abusive behaviour is likely to:

- Prejudice the safety of staff involved in providing the server, or lead the member of staff to believe that he/she is no longer able to undertake his/her duties properly as a result of fearing for their safety
- Effect the quality of the services being provided
- Prejudice the safety of other service users
- Result in damage to property.

The company will consider a range of measures that can be taken, taking into account the severity of the non-physical assault and the likelihood of achieving management of the individual's behaviour.

Staff faced with a hostile situation that they are unable to manage, should:

a) apply appropriate de-escalation approaches (if suitably trained to do so)
b) Remove themselves, and others if possible, from the threat if appropriate
c) Obtain assistance and support from peers in the vicinity
d) apply appropriate restraint according to circumstances (if suitably trained to do so)
e) Seek to ensure the safety of colleagues and service users
f) Call the police in appropriate circumstances

13.8 *Action in the case of Actual Physical Assault*

The company supports the rights of all staff to reasonably and proportionally defend themselves. Following an incident, the organisation will consider use of the measures described in the non-physical abuse section above.

Staff faced with a physical assault, should:
- Remove themselves and others, if possible, from the threat i.e. beyond the reach of the assailant.
- Obtain immediate assistance and support from peers in the vicinity.
- Apply appropriate de-escalation or restraint techniques (if suitably trained to do so)
- Establish if immediate First Aid is required, administer (or get First Aider to administer) and seek help via the Ambulance Service if necessary
- Call the police if appropriate

Following an incident the local manager should:
- Advise the relevant Senior or Service Manager
- Take corrective measures where appropriate; this may mean revising risk assessments and procedures.
- Advise staff of action taken

13.9 *Support for Staff*

The organisation will support members of staff in making complaints to the Police. Although the organisation cannot make the formal complaint on behalf of the injured person in respect of an assault that does not preclude the right of any person to call the Police in the first instance or to subsequently refer the assault / abuse to the Police. The fact that any of the staff present at an incident have not been injured should not cloud judgement in deciding whether to call the Police. The key principle is to protect the staff from further or escalating harm.

The following types of incident should be reported to the police immediately:
a) Racially aggravated abuse
b) Any incident involving a weapon or the threat of use of a weapon
c) Any serious assault to a member of staff
d) Any acts of criminal damage to the organisation's property

The action should be taken locally without reference to any higher management or authority. Responsibility for reporting lies with the victim or a Manager if the victim is not able to do so themselves. It is the responsibility of the Manager in the affected area to arrange for reports

of criminal damage to the Police, carry out risk assessments and arrange repairs where necessary.

The organisation will provide further support to any staff who are the victims of violence and abuse. Examples of support include:

- Contact by the Line Manager with an offer to listen to how the member of staff feels
- The Line Manager/Service Manager should update the employee on how the incident is being investigated and any lessons learned
- The Line Manager will inform the employee of how legal investigations are progressing

13.10 *Training*

It is the manager's responsibility to ensure that all staff within their service receive appropriate information, training and instruction, including Conflict Resolution and relevant Behaviour Support Training to support staff in keeping themselves safe whilst at work.

13.11 *Reporting Procedures*

All incidents of violence, aggression and abuse must be reported using the incident report form and reported in line with the procedure for incident reporting. Some violence/security incidents may need to be reported to external organizations including the Health and Safety Executive, Strategic Health Authority and Counter Fraud and Security Management Service. These reports will be sent electronically.