



## Health & Safety Policy

*'Five Rivers is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment'*

Policy Owner	Health & Safety Advisor
Authoriser	Head of HR
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To be displayed in your work place

### Appointed Persons For This Location

Unit/Office/School Location:	
First Aiders:	
Fire Marshalls:	
Health & Safety Representative:	
Health & Safety:	HR 47 Bedwin Street, Salisbury <a href="mailto:HR@five-rivers.org">HR@five-rivers.org</a> 01722 435756
Overall responsibility for Health & Safety in Five Rivers Child Care Ltd	Pam McConnell: CEO

# 1 Introduction

The legal framework and the specific requirements relating to health and safety policies are contained in Section 2 (3) of the Health and Safety at Work Act 1974 which states that “it shall be the duty of every employer to prepare and as often as may be appropriate revise a written statement of his general policy with respect to health and safety at work of his employees and the organisation and arrangements for the time being in force for carrying out that policy , and to bring the statement and any revision of it to the notice of all his employees”.

The general policy should demonstrate that a company accepts concern for health and safety and is an integral part of its organisation at all levels and that the highest management within the company means to ensure that this concern will be translated into effective action. The Health and Safety Executive believes that a practical test of the safety policy is that a manager or supervisor can recognise that he will be supported by the company if he reasonably chooses the safety of his subordinates before the demands of production. The test is particularly important in devolved organisations where activities are a long way from Head Office where local supervision must frequently make decisions crucial to safety.

The law requires that the ultimate responsibility for health and safety in each workplace lies with the highest management, but in practice duties have to be delegated. It is this delegation that forms the organisation within a company and must be capable of demonstrating the following:

- The logical delegation of duties
- The identification of key personnel
- The definition of the roles of line and functional management
- Arrangements for adequate support and advice
- The nomination of persons with authority and competence to monitor safety performance

Section 2 of the Act provides a useful check list of the arrangements that must be implemented if the general policy and organisation are to be effective. These are the provision and maintenance of a safe place of work and safe access thereto: arrangements for the use, handling and storage of substances; the provision of information, instruction, training and supervisions; consultation with the workforce and most of all, because it takes into account all these other factors, the provision and maintenance of safe systems of work.

This Health and Safety Manual contains the general policy, organisation and arrangements and consists of this volume and various additional volumes dealing with specific issues, and is structured to assist Five Rivers Child Care Ltd management meet the requirements of relevant legislation.

Additional information and guidance may be required when new processes or activities are introduced, or as a result of risk assessments undertaken by Five Rivers Child Care Ltd.

## 2 Management Monitoring Procedures

Organisations need to measure what they are doing to implement their health and safety policy, to assess how effectively they are controlling risks, and how well they are developing a positive health and safety culture. A low accident rate, even over a period of years is no guarantee that risks are being effectively controlled and will not lead to injuries, ill health or loss in the future. This is particularly true in an organisation where there is a low probability of accidents but where major hazards are present. Here the historical record can be an unreliable or even deceptive indication of safety performance.

Like planning, monitoring health and safety performance against predetermined plans and standards should be a line management responsibility. Monitoring also reinforces management's commitment to health and safety objectives in general and helps in developing a positive health and safety culture by rewarding positive work done to control risk. Two types of system are required:

- Active systems which monitor the design, development, installation and operation of management arrangements, workplace precautions, controls etc; and
- Reactive systems which monitor accidents, ill health, incidents and other evidence of deficient health and safety performance.

The information provides a basis for decisions about improvements in risk control and the health and safety management system.

Organisations may need to decide how to allocate responsibility for monitoring at different levels of the management chain and what level of detail is appropriate. The various forms and levels of active monitoring include:

- Routine procedures to monitor specific objectives e.g. quarterly or monthly reports or returns
- Periodic examination of documents to check the systems relation to the promotion of the health and safety culture are complied with
- Assessment and recording of training needs and delivery of suitable training
- The systematic inspection of premises and equipment by supervisor, maintenance staff, management, safety representatives or other employees to ensure the continued effective operation of workplace precautions.
- Environmental monitoring and health surveillance to check on the effectiveness of health control measures and to detect early signs of harm to health
- Systematic direct observation of work and behavior by supervisors to assess compliance with risk control systems and associated procedures and rules
- The operation of audit systems
- Consideration of regular reports on health and safety performance by the Board of Directors

The degree of active monitoring should be proportional to the hazard profile and should concentrate on areas where it is likely to produce the greatest benefit and lead to the greatest control of risk. Key risk control systems and related workplace precaution should, therefore, be monitored in more detail and more often than low-risk situations

Reactive systems are instigated after an event and include identifying and reporting:

- Injuries and cases of ill health (including monitoring of sickness absence records)
- Other losses, such as damage to property
- Incidents, including those with the potential to cause injury, ill health or loss
- Hazards
- Weakness or missions in performance standards

Each of the above provides opportunities for an organisation to learn from mistakes and improve the health and safety management system and risk control

This Health & Safety Manual has been structured to assist Five Rivers Child Care Ltd manage and monitor health and safety within its area of responsibility.

### 3 Statement of Intent of Health and Safety at work

The following statement is issued in pursuance of the Health & Safety at Work etc. Act 1974 (HASWA) and associated legislation.

The Company regards the health and safety of its employees and the young people as being of the highest importance, therefore the Company is committed to complying with relevant health and safety legislation and will seek to provide as far as is reasonably practicable, safe and healthy working conditions for all its employees and a safe environment for young people. The Company seeks also to conduct its undertakings in such a way as to ensure that persons not directly in its employment, e.g. young people, contractors, visitors, members of the public etc., who maybe affected by the Company's activities, are not thereby exposed to risk to their health or safety.

The management of health and safety is regarded as an integral part of the Company's business activities therefore matters of health and safety shall be given equal importance to those of other key business functions.

It is the Policy of the Company to make such arrangements as may be considered appropriate to:

- \* Provide and maintain a safe, healthy environment for employees and young people that is without risk to health as far as is reasonably practicable and to maintain means of access and egress from it that are safe and without such risks
- \* Maintain plant, equipment and work areas and to develop safe systems of work that are safe and without risk to health
- \* Provide such protective equipment as is necessary for the health and safety at work of employees and young people
- \* Make arrangements for ensuring safety and absence of risk to health in connection with the use, handling and storage of articles and substances
- \* Consult with employees on matters affecting their health and safety through regular group and local health and safety meetings
- \* Ensure the reporting and investigation of all accidents; dangerous occurrences and ensure appropriate Action is taken to minimise recurrence.
- \* Ensure that suitable and sufficient assessments of foreseeable risks to employees, young people, visitors and other third parties from its work activities are completed and recorded and that relevant action is taken to either remove or adequately control the risks.
- \* Promote a culture of proactive risk management
- \* Provide information on risks for visitors and employees of other organisations who are working in Company premises
- \* Provide information, instruction, training and supervision as is necessary to ensure the health

and safety at work of employees including temporary employees, young people, contractors, visitors and members of the public

- \* Make provision for suitable occupational health services for employees
- \* Ensure competent persons are appointed to assist in meeting statutory duties as required
- \* Continually improve the performance.

This Policy applies to all employees, other legitimate personnel on Company premises and, where appropriate, the young people, visitors, volunteers, contractors and students on work placements.

The Company will make every reasonable effort to promote amongst all employees a genuine awareness of safety Policy and the importance of safe working practices to ensure that all members of the staff are aware of their individual responsibility to exercise care in relation to themselves and those who work with them.

All levels of management and in their absence, appointed deputies, have direct responsibility for health and safety matters within their area/premises, and, to ensure that employees are familiar with the Health and Safety Policy and associated policies including local arrangements for all emergency procedures, first aid, risk assessment and associated control measures and that work routines are regularly reviewed to ensure that only the safest work practices are followed.

Each individual employee of the Company has a duty. Whilst at work, to:

- \* Take reasonable care for the health and safety of themselves and any other person who may be affected by their acts or omissions at work; and
- \* Co-operate with the Company in any duty or requirements imposed by the relevant statutory provisions.

Employees are therefore reminded of their duty under the Act to co-operate in the operation of this Policy and supplementary policies and procedures. Failure to do so may lead to disciplinary action if employees are found to have acted in breach of the Policy.

This Health and Safety Policy will be formally reviewed annually.



Signed:.....

Date: 1<sup>st</sup> March 2021

Pam McConnell

Position: Chief Executive Officer



## 4 Organisation & Responsibilities

		Department	Location	Job Title
Pam	McConnell	CEO	Head Office	CEO
Richard	Cross	Assessment & Therapy	Head Office	Head of Assessment & Therapy
Ian	Newbury-Milton-Scott	Support	Home Based	Principal Executive Officer
James	Hall	Education	Head Office	Head of Education
Teresa	Brown	Education	1ACE Somerset	Head Teacher
Matthew	Palmer	Education	Fountain House	Headteacher
Louise	Bethel	Education	The Spires	Head Teacher
Jonathan	Reed	Facilities	Head Office	IT & Facilities Manager
Ben	Wallage	Finance	Head Office	Finance Director
Louise	Smart	Finance	Head Office	Financial Controller
David	Baker-Price	Finance	Head Office	Head of Contracting & Service Development
Nicci	Willock	Fostering	Head Office	Director of Fostering
Martin	Leitch	Fostering	Home Based	Head of Fostering Operations
Colette	Abbiss	Fostering	Hessle	Fostering Operations Manager - North
Johan	Strydom	Fostering	South West	Fostering Operations Manager - West
Gordon	Chinchen	Fostering	South/South East	Fostering Operations Manager - East
Jem	Orman	Fostering	South/South East	Fostering Service Manager
Adrian	Chappell	Fostering	Bristol	Fostering Service Manager
Jenny	Summers	Fostering	Chesterfield	Fostering Service Manager
Sarah	Wells	Fostering	Truro	Fostering Service Manager
Kate	Bromfield	Human Resources	Head Office	Head of HR
Keith	Roser	Human Resources	Salisbury	Health & Safety Advisor
Emma	Heath	Marketing	Head Office	Head of Marketing & Communications
Lisa	Reffell	Marketing	Head Office	Marketing Manager
Sarah	Stefano	Residential	Salisbury	Head of Residential Services
Chris	Newman	Residential	Salisbury	Deputy Head of Residential Services
Carol	Perkins	Residential	Residential Central	Residential Regional Operations Mgr
Chelsea	Smart	Residential	Avon House	Registered Manager
Tim	Matthews	Residential	Bourne House	Registered Manager
Naome	Muzeremwi	Residential	Clannad	Residential Manager
Tom	Horbury	Residential	Ebble House	Registered Manager
Chelsea	Bryan	Residential	Fountain House	Registered Manager
Zoe	Ratcliffe	Residential	Osmington	Registered Manager
Kirsty	Walker	Residential	The Orchard	Registered Manager

## 5 Definition and Roles of Responsibility

Overall and final responsibility for health and safety in the company is that of the **Chief Executive Officer**.

People nominated as competent people i.e. Practice Managers and Registered Managers have the day to day responsibility of ensuring the company Health and Safety Policy, and management of Health and Safety is adhered to.

The Health and Safety Representative is a nominated person within each team to oversee Health and Safety in their respective workplace/home. They work in conjunction with the management in ensuring effective compliance in all Health and Safety matters.

All employees have the responsibility to take reasonable care of themselves, the children/young people and others whilst at work.

### 5.1 The Term Competency

The National Health and Safety Standards assess competence in terms of the ability to implement a Health and Safety management system.

Competency is fundamental to managing risks sensibly. It is not an optional extra - the Management of Health and Safety at Work Regulations require it. In general, being competent involves you having:

- Relevant knowledge, skills and experience;
- The ability to apply these appropriately, whilst recognising the limits of your competence; and
- Taking the necessary training to help you acquire all this.

### 5.2 Employee responsibilities

Employees have specific responsibilities under Health & Safety at Work Act 1974, which are:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with employers in assisting them to fulfill their statutory duties
- Not to interfere with deliberately or misuse anything provided, in accordance with health and safety legislation, to further health and safety at work

All employees must:-

- Comply with the Company's Health and Safety Policy.
- Observe all safety rules and emergency procedures in place throughout the company
- Report any defects in equipment to managers without delay
- Report any activity, procedure or situation, which you consider to be a potential hazard without delay to your manager.
- Comply with safety regulation or safe working procedures relating to the task, which you are performing; and use the correct protective equipment provided for your use.
- Keep all equipment in good condition.
- Avoid improvisation that involves unnecessary risks.
- Always seek further guidance from your manager whether injury is sustained or not.

- Report all accidents at work and near misses to management whether injury is sustained or not.
- Assist with the investigation of accidents, near misses or dangerous occurrences at work when necessary.
- Maintain a clean and tidy workplace.
- Develop a personal concern for safety especially where new or young employees are concerned.
- Ensure that access routes, corridors/fire lanes are kept clear from obstruction.
- Not bring, consume, or to take drugs or alcohol or any other substances onto the Company premises or endanger themselves or others whilst under the influence of alcohol and/or drugs while at their place of work.
- Not to smoke on company premises - only in authorised areas.
- Undertake the levels of training appropriate to their status and as recommended by the Health and Safety Management Team.

### 5.3 General Safety Guidance

- Adherence to Five Rivers company Health and Safety Policy
- All staff to receive a comprehensive induction prior to commencement of appointment
- To be aware of risk assessments and their impact on practice
- To be aware of good practice around health and safety
- To adopt any new legislative changes
- To be aware of and to adhere to, health and safety procedures in the wider community
- To promote health and safety and welfare issues with our young people
- To promote the health and safety and welfare of contractors and visitors to the workplace
- Not to compromise individuals own and others health and safety

### 5.4 Summary of Responsibilities

The Appointed Persons are in addition to any duties set out in this document or elsewhere responsible for:-

- Taking charge of a situation relating to an injured or ill employee who will need help from a medical practitioner
- Taking charge of first aid equipment provided
- Recording details of all treatments in the appropriate registers
- Being aware of the emergency procedures and ensuring suitable and sufficient notices are displayed

## 6 Responsibilities for Contractors

The responsibilities described below apply to all contractors engaged to work on our premises.

Contractors are responsible for ensuring that all persons under their control are aware of the following:-

- Fire procedures
- First Aid arrangements
- Welfare arrangements
- The requirements of any risk assessments and Method Statements or Safe Systems of Work they are required to comply with;
- Areas where personal protective equipment (PPE) must be used;
- Permit to work systems

It is our responsibility to inform contractors of any known hazards to which persons under their control may be exposed while working on our premises. Persons engaging contractors are responsible for providing this information.

Persons engaging contractors are responsible for obtaining contractors' Risk Assessments and Safe Systems of Work prior to the commencement of the Work. They are also responsible for inspecting work areas to ensure that they are complied with. We reserve the right to submit contractors' Risk Assessments and Method Statements to our external consultants for evaluation.

A contractor must ensure that any equipment brought on to our premises is fit for the purpose and in a good state of repair. Managers engaging contractors are responsible for checking equipment brought onto our premises before commencement of work and at regular intervals during the period of work.

All portable electrical appliances used by contractors on our premises must be battery operated or operate at 110 volts supplied through a centre-tapped transformer

Where appliances are not available in battery or 110 volts versions the use of 240 volts equipment will be permitted, so long as such equipment is used with a residual current device operating at 30 mA/30mS.

Contractors will be required to provide evidence that any portable electrical appliances brought onto our premises have been tested by a competent person in the last 6 months.

We reserve the right to order off site any contractor not complying with the Health and Safety policy and /or Safe Systems of Work.

## 6.1 Co-operation in Shared Workplaces

As stipulated by the CDM Regulations 2015 and the Management of Health and Safety at Work Regulations 1999 (11, 12), emergency and welfare provisions are to be provided for all persons (employees, sub-contractors, self-employed) at work / on-site.

An agreement on the provisions for first-aid, fire and welfare will be made with the client / principle contractor for co-operation in shared workplaces at the tendering / pre-contract stage. A certificate will be signed indicating the provisions / facilities being made available for SNJ Contracting Ltd employees and sub-contractors.

## 6.2 Electrical Apparatus

Only equipment which complies with the requirements of the Electricity at Work Regulations 1989 and the Provision of Work Equipment Regulations (PUWER) 1998 will be permitted to be used on any of this company's sites.

Where any 240 volt appliances are used indoors, this will only be allowed if a British Standard Residual Circuit Breaker (30mA RCD) is used.

All electrical apparatus will be inspected frequently for signs of damage to or interference with wires and cables so that such equipment remains safe.

A register shall be kept of all appliances listing identification of each appliance, full description, details of portable appliance testing (PAT) including date of test, next test date and result of test.

All electrical appliances shall be labeled showing date of test date of next test and result of test.

All flexible cables and cords will be to the required safety standard.

## 7 Manual Handling

The Manual Handling Operations Regulations 1992 requires employers to identify manual handling operations, conduct a suitable assessment and avoid the risk. If this is not 'reasonably practical', reduce the risks of injury to employees, to as low as possible.

Manual handling causes more than a quarter of all reported injuries. It is the aim of Five Rivers Child Care Ltd to inform and educate its employees to take the necessary precautions so as to not injure themselves whilst carrying out manual handling tasks.

When assessing the risks from manual handling operations the following are to be considered:

- Task.
- Individuals limitations conducting the task.
- Load and its size and shape.
- Environment in which the task is performed.

Employees must use the mechanical material handling devices provided. Not doing so or taking short cuts will be deemed by the Management as misconduct. Protect your back!

Employees should always adopt safe lifting techniques. Employees are required to assess the task and the consequences of the manual handling before starting. Whenever mechanical material handling devices are not available and the load is too great for one person always seek assistance. Whenever heavy or awkward loads are to be moved manually by more than one employee one person is to control the group and the sequence of the task to be conducted.

## 8 Rules for Visitors – Introduction

The following rules are designed to control all visitors to our premises, including contractors engaged to work on the premises. For health, safety and security reasons it is important that visitors should not be permitted to wander freely around the premises. In the event of a fire it is imperative that we know who was in the building at the time and that all persons can be accounted for. We will do this by maintaining a record of the name, time of arrival and departure and whereabouts of all visitors. Our procedures for the control of visitors are outlined below:-

Any person receiving a visitor should ensure that:-

- The visitor enters their details in the Visitors' Record Book on arrival and signs out on departure
- The visitor remains in the reception area until they are collected by their host
- Any incident involving a visitor is reported to the Manager without delay. Injuries should be recorded in the Accident Book and a Five Rivers Accident Form completed
- The visitor reads and complies with the Fire Evacuation Procedures

Visitors must comply with all security procedures and arrangements currently in operation and may take nothing from the premises without authorisation.

## 9 Consultation with Employees

Health and Safety Consultation with Employees Regulations 1996 states employers must consult relevant employees in good time with regard to:

- Any information required to be provided by legislation
- The planning and organisation of any Health and Safety training required by legislation
- The Health and Safety consequences to employees of the introduction of new technologies into the work place

### 9.1 Safety Committees

Five Rivers Child Care Ltd has established a Health & Safety Committee as it is an integral part of consultation and to pursue a working environment that promotes Health, Safety and well-being of all children/young people and staff. This committee is made up of managers and representatives from all units and offices, and family placement services.

Five Rivers has a two tier Safety Committee; National level and Regional levels. The Area Health and Safety committees meet four times a year and at any additional times as may be necessary. National Meetings will also take place whereby representatives from each region will meet on a minimal basis of twice yearly. This group will direct and determine the company's policy on Health and Safety. This committee will include representatives from Management, residential services, fostering services and administrative services.

## 9.2 Objectives and Functions

The objectives of every safety committee must be to promote cooperation between the employer and the employees in investigating, developing and carrying out measures to ensure employees health and safety at work. A safety committee should consider drawing up agreed objectives and terms of reference, with particular regard to the following: -

- The study of accidental / notifiable disease statistics and trends, so that reports can be made to management on unsafe or unhealthy conditions and practices, along with recommendations for remedial action.
- Examination of safety audit reports on a similar basis.
- Analysis of information and reports provided by enforcing authority inspectors, e.g. HSE and local authority inspectors.
- Consideration of reports from appointed safety representatives.
- The development, introduction and monitoring of Five Rivers Child Care Ltd safety rules and safe systems of work.
- The constant appraisal of the effectiveness of safety training.
- Maintaining the adequacy of health and safety communication and publication in the work place.
- The provision of a link with the appropriate inspectors appointed by the enforcing authority.

## 9.3 Area Committees

- Area committees will be held quarterly or form part of the Manager's Meetings
- Manager's / Deputies to attend
- Health and Safety Representatives (unit/office)
- Advisors (if required/appropriate)

## 9.4 National Meetings

- Minimum Twice yearly
- CEO (Chief Executive)
- Senior Managers/Heads of Sectors
- Lead responsible Health and Safety Advisor
- Advisors to the group

## 9.5 Conduct of Safety Committees

Meetings should not be cancelled or postponed. The dates of meetings should be planned well in advance and all members of the Safety Committee should be sent a personal copy of the programme giving dates of the meetings. Notices should be given through Team Meetings and by individual memorandum and invitation.

The minutes of the Committee meetings should be kept and a copy supplied to each member and each safety representative as well as to the Health & Safety Advisor. Minutes should be posted through Team Meetings and available for reference in each Unit, and office location.

Inspection reports made by safety representatives should be brought to the attention of the Safety Committee. In such cases, the committee may suggest suitable publicity.

## 9.6 Membership of Committee

The Safety Committee should be a compact body, but compatible with the need to represent the

interest of all employees (including safety representatives) and management alike. The number of representatives should not exceed the number of employee representatives.

The relationship between safety representatives and the Safety Committee should be a flexible and intimate one. Neither is responsible to, or for, the other. The aim should be to form the most effective organisation appropriate to the particular undertaking and in particular, effective co-ordination between the work of the committee and the safety representative.

Membership of a Safety Committee must be regarded as part of an individual's normal work. He/she should suffer no loss of pay through attendance at meetings of the committee or at other agreed activities, such as safety inspections undertaken by, or on behalf of the committee.

## 9.7 Safety Representatives

Safety representatives are urged to take all reasonable steps to keep themselves informed of the requirements relating to: -

- The health and safety of persons at work, particularly the group of persons they directly represent.
- The particular hazards of the workplace and the measures deemed necessary to eliminate or minimise the risks deriving from those hazards.
- The health and safety policy of their employer and the organisation and arrangements for fulfilling that policy.

Registered Managers will nominate a health and safety representative responsible for their unit/location.

The employer is required to give safety representatives information and knowledge over and above that necessary for employees generally to enable them to play an informed part in promoting health and safety at work.

## 9.8 Functions of Safety Representatives

Safety representatives should consult with their employer on health and safety matters. They should:-

- Make representation to their employers concerning hazards, dangerous occurrences and accidents.
- Make representations on general matters affecting the health, safety and welfare of employees at the workplace.
- Carry out inspections monthly or more frequently as circumstances dictate and produce an audit report to the Home Manager or in the case of offices a six monthly report to the Service Manager.
- Make necessary investigations regarding hazardous and dangerous occurrences at the workplace. This should be undertaken by the health and safety representative and appropriate manager or service manager.
- Examine the causes of accidents (to be undertaken as indicated in the above point).

## 9.9 Liability of Safety Representatives

Whilst acting as safety representative's employees incur neither criminal nor civil liability for any act or omission by them in respect of the performance of their function under the regulations. However, they may still incur liability under Section 7 (which requires employees while at work to take reasonable care for their health and safety, and of other people who may be affected by their acts or omissions at work and to co-operate with the employer in compliance with the relevant statutory



provisions) and Section 8 (which provides that no person shall intentionally or recklessly interfere with or misuse any of the relevant statutory provisions) of the Health & Safety at Work Act 1974.

## 10 Health & Safety Law Poster - Display

All Office areas including Unit offices will display the **Health and Safety Law** Poster, which details emergency contact information, details of the local Health and Safety Enforcement Officer, Employer and Employee responsibilities and duties under Health and Safety Law. Awareness of this poster will form part of the employee's induction.

All office areas including Unit offices will display a Health and Safety Notice board for the attention of staff, and where necessary visitors. This notice board should include:-

- Health and Safety At Work Act Poster – The Law and what you should know
- Five Rivers Employee Liability Insurance
- Fire Evacuation Procedures including escape routes and assembly points including procedures for visitors and persons with limited mobility or sensory impediments
- Details of Appointed Persons or Nominated Persons for First Aid
- Details of where to find the First Aid Facilities
- Details of who the Health and Safety Representative for the premises is.
- An Assessment of Risk to visitors to the premises

A nominated person should be designated to keep this Notice Board up to date. Topical information should be included and kept relevant, live and up to date.

## Arrangements

## 11 Risk Assessment

Legislation requires risk assessments are undertaken in order to identify hazards arising from the work activity and assess the risks to the health and safety of employees or other persons who may be affected. This enables control measures to be introduced in order to eliminate or reduce the risks as low as reasonably practicable and to ensure statutory obligations are met.

Below we set out what the Company is doing to ensure suitable and sufficient assessment are carried out, appropriate remedial action is taken and employees are informed of the findings of the assessments.

### 11.1 Process

Risk Assessments will be arranged or undertaken by Registered Managers (residential), Office Managers, Service Managers (FPS) , Head Teachers and Supervising Social Workers and the findings reported to the Lead Manager, who will ensure any actions required are planned, implemented and effective in reducing the risk. Assessments will be reviewed annually (as a minimum) – six monthly is best practice, or sooner if circumstances/changes suggest this is necessary. Risk Assessments must be more regularly reviewed for maternity, disability, or following back to work interviews, particularly after operations.

The Assessments will:-

- Ensure the significant risks and hazards are addressed
- Ensure all aspect of the work are reviewed, including routine and non-routine activities
- Identify any group of employees or persons as being especially at risk
- Identify and prioritise the measures that need to be taken to comply with relevant statutory provisions
- Be appropriate to the nature of the work and such that they remains valid for a reasonable period of time
- Be reviewed if there is reason to suspect they are no longer valid or there has been a significant change in the matters to which they relate

The records of the significant findings will include:-

- The significant hazards identified in the assessment which pose serious risks to workers or others who may be affected by the activity if not properly controlled
- The existing control measures in place and the extent to which they control the risk
- The population which may be affected by these significant risks or hazards, including any groups of employees who are especially at risk
- What further action, if any, needs to be taken to reduce the risk sufficiently

The following principles will be applied in deciding upon preventative and protective measures:-

- If possible the risk will be avoided altogether by not using the dangerous article, substance process etc.
- The risks will be combated at source rather than by palliative measures
- Wherever possible the work will be adapted to the individual, especially as regards the design of workplaces, the choice of work equipment and choice of working and production methods
- Any advantages presented by technological or technical progress which offers opportunities for improving working methods and making them safer will be considered
- Priority will be given to those measures which protect the whole workplace and all those who work there.

Line Management will ensure that employees are provided with comprehensible and relevant information on:-

- The risks to their health and safety identified by the assessments
- The preventative and protective measures

Where necessary the preventative and protective measures will be defined in safe systems of work. The development and implementation of safe systems of work may apply not only to routine and frequent activities but also to non-routine and infrequent activities.

The safe systems of work will be based on the findings of the risk assessment and will systematically set out the safe procedure to be followed

The procedures will be regularly monitored to ensure they remain relevant and are being implemented.

## 11.2 Completing the Risk Assessment

A risk assessment will usually involve identifying hazards present in any working environment and evaluating the extent of the risks involved.

- A hazard is something with the potential to cause harm
- A risk is the likelihood of potential harm from that hazard being realised. The extent of the risk will depend on:
  - the likelihood of that harm occurring;
  - The potential severity of that harm, i.e. of any resultant injury or adverse health effect, and
  - The population which might be affected by the hazard i.e. the number of people who might be exposed

## 11.3 Reporting Hazards in the Workplace

- Once a hazard has been identified in the work place this should be reported to your Line Manager immediately or at the earliest practical time. An example of this type of situation could be a loose carpet tile, a broken wire/cable, or a stair light not working.
- The Line Manager will in turn make recommendations as to how the potential risk can be minimised or eliminated as far as is reasonably practical to protect people from harm and any actions shall be completed within 48 hours of identifying the risk.
- If this needs to be dealt with by a contractor contact the Project Manager or in the case of offices where a Landlord has responsibility for maintenance of the building, contact the Landlord/Management Company.
- If the hazard cannot be eliminated at the time of identifying the hazard, the Line Manager will complete a Risk Assessment following the above guidelines. The Risk Assessment is to be circulated to the group of people who will be affected by the hazard.

## 11.4 Five Steps to Risk Assessment – Risk Assessment Flow Chart



Risk Assessments should be prepared for the following areas as a guide:

- House / Gardens / Environment
- Electrics/Gas/ Chemicals
- Fire
- Young Peoples Activities
- Lone Working
- Pregnant Workers,
- Potentially hazardous work activities / work environments / places / practices

## Guidance

**See separate Fire Risk Assessment Manual**

## 12 Fire Safety Law and Guidance

The Regulatory Reform (Fire Safety) Order 2005 came into effect in October 2006 and replaced over 70 pieces of fire safety law.

The Order applies to all non-domestic premises in England and Wales, including the common parts of blocks of flats or houses in multiple occupations (HMOs). The law applies to you if you are:

- responsible for business premises
- an employer or self-employed with business premises
- responsible for a part of a dwelling where that part is *solely* used for business purposes
- a charity or voluntary organisation
- a contractor with a degree of control over any premises

Under the Order, the responsible person must carry out a fire safety risk assessment and implement and maintain a fire management plan.

### 12.1 Policy

Five Rivers Child Care Ltd aims to ensure that premises which they own or use are constructed, equipped, operated and maintained in a manner which ensures the safety of residents visitors and staff which protects the premises from fire.

The precautions policy has been prepared with the objective to provide all staff with explicit guidance on fire precautions, to be followed in all areas and services operated by Five Rivers Child Care Ltd.

Knowledge of Fire Precautions and of how to respond in the event of fire is regarded as a basic duty of all staff employed by Five Rivers Child Care Ltd.

It is the duty of every employee to observe the Fire Precautions Policy and Fire Procedures of Five Rivers Child Care Ltd.

This policy should be read in conjunction with other Five Rivers Child Care Ltd policies and procedures, which are relevant to fire safety, including the Health and Safety Policy and policy on promotion of non-smoking.

## 12.2 Statutory responsibilities

Five Rivers Child Care Ltd is required to ensure that all legislation relating to fire precautions and fire safety is observed in those premises owned or operated by Five Rivers Child Care Ltd.

## 12.3 Responsibilities

The nominated Director of Five Rivers Child Care Ltd is responsible for ensuring that the policy relating to general fire precautions, organisation and training is implemented. To assist with this task, responsibility for the effective implementation of the Fire Precautions policy will be assigned to a named staff member, known as a nominated Fire Marshall for each Five Rivers Child Care Ltd Residential Unit or workplace. The Head of Fostering will ensure a Fire Marshall is nominated for each office location

## 12.4 Residential

Each person designated as nominated Fire Marshall is accountable to the Director of Five Rivers responsible for: -

- Supervising the maintenance of fireprecautions
- Ensuring that all staff and young people participate regularly in drills and fire training.

## 12.5 Foster Care

Each person designated as nominated Fire Marshall is accountable to the Head of Fostering and responsible for: -

- Supervising the maintenance of fireprecautions
- Ensuring that all staff, young people, foster children and foster families, participate regularly in drills and fire training.

## 12.6 Office and Administration Staff

There should also be a nominated Fire Marshall within each office location who will be accountable through the management structure, to the Five Rivers and responsible for: -

- Supervising the maintenance of fire precautions contained within the office environment
- Ensuring that all staff participates regularly in drills and firetraining.

These nominated Fire Officers/Marshalls should be of sufficient experience for them to be able to carry out the whole range of their duties effectively. Nominated Fire Officers/Marshalls will ensure that any person would be able to take correct action in a fire emergency and take effective command.

## 12.7 Residential and Workplace Managers

Each Registered Residential and Workplace Manager is responsible for ensuring that fire safety instructions are brought to the attention of and observed by their staff and that they participate in

fire precautions training. Additional duties will be as follows: -

- To ensure that the fire precautions aspect of the induction checklist for new staff has been completed.
- To be responsible for informing the Director of Five Rivers Child Care Ltd any change of use associated with a residential unit or workplace
- To be responsible for ensuring that staff are recorded in the Fire Training and Drill Register.
- To be responsible for appointing persons within their department to undertake testing of fire alarms and maintain a Fire Log in accordance with fire Regulations and guidance.
- To ensure that all staff, without exception, are trained in fire procedures, including raising the alarm, evacuation procedures, and are familiar with the use and operation of the firefighting equipment available.
- To arrange for fire drills, as required, to ensure that all staff and young people are fully aware of the action they must take in the event of fire.
- To ensure that all staff are aware of the method and route of evacuation in their area of work or residence. Staff must also be trained to physically evacuate children/young people from residential units.

## 12.8 Personal Emergency Evacuation Plan (PEEP)

It is the responsibility of the Manager to ensure that anyone in their employ who has a disability or physical impairment which prevents them from evacuating the building in the normal manner, completes a Personal Emergency Evacuation Plan (PEEP). A copy of the plan should be kept on the fire file. Please see appendices for a copy of the form.

## 12.9 Training

Effective training for all staff, without exception, is of vital importance and all staff should have both basic instructions in fire precautions and training appropriate to their own particular job and specific needs.

It is essential that every member of staff at Five Rivers Child Care Ltd:-

- Understands the character of fire, smoke and toxic fumes
- Knows the fire hazards involved in the working environment
- Practices and promotes fire prevention
- Knows instinctively the correct action to take if fire breaks out

It is the duty of every member of staff to report to management any instances where proper procedures are not being implemented for example:-

- Fire doors wedged open
- Escape routes blocked by furniture or accumulation of rubbish
- Hazardous or flammable materials adjacent to escape routes
- Faulty electrical equipment and gas appliances

Amongst the most important aspects of fire prevention are the obvious dangers from smoking, the possibility of deliberate fire raising and the need for a range of good housekeeping measures with particular emphasis being paid to the safe use of electrical equipment in the young person's room e.g. bed side lights, hair dryers etc.

## 12.10 Reporting procedures

All incidents involving fire must be reported immediately to the Director of Five Rivers Child Care and the Senior Manager on call.

The report of any fire should include:-

- Details of injury and damage
- Any information at hand on the cause of the outbreak
- Measures taken to deal with it
- Problems encountered
- Suggestions for immediate action
- Any other particulars that seem relevant

A rough assessment of the costs involved should also be included if possible.

## 12.11 Audit Checks/Advice

Five Rivers Child Care Ltd use the services of an external consultant to carry out regular audits and checks on the standard of fire safety within Five Rivers Child Care Ltd premises and to provide a report to the Senior Management Team. Any actions arising from the reports are dealt with accordingly.

## 12.12 Fire Safety Maintenance Checklist – Daily Checks – Residential

In addition to the checks carried out in the Fire Risk Assessment Manual as part of the OFSTED recommendations and what is considered best practice daily checks of the residential units should be undertaken.

The Fire Safety Maintenance Checklist form requires completion on a daily basis by initialing the boxes to confirm the checks have been undertaken. At the end of the week this will be signed off by the Residential Manager who will also confirm all actions, if any, have been completed.

***See Fire Safety Maintenance Checklist Form***

***See separate Fire Risk Assessment Manual***



## Fire Safety Maintenance Checklist – Daily Checks

Week Beginning: <i>(date)</i>	Mon <i>(Initial)</i>		Tues <i>(Initial)</i>		Wed <i>(Initial)</i>		Thurs <i>(Initial)</i>		Fri <i>(Initial)</i>		Sat <i>(Initial)</i>		Sun <i>(Initial)</i>			
Escape Routes	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Action Taken	Date
Can all Fire Exits be opened immediately and easily without the use of a key?																
Are all fire doors clear of obstructions?																
Are all escape routes clear?																
Fire Warning System	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
Is the fire alarm indicator panel showing 'normal'?																
Emergency Lighting	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
Are lights and exit signs in good condition and undamaged?																
Is emergency lighting and sign lighting working correctly?																
Fire-Fighting Equipment	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No		
Are all extinguishers in place?																
Are all extinguishers clearly visible?																
Are vehicles blocking fire hydrants or access to them?																

## 13 Display Screen Equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002) set minimum requirements for work with display screen equipment (DSE), often referred to as visual display units or VDUs.

The Regulations set standards for all workstations used by persons at work. “Users” are defined as employees who habitually use display screen equipment as a significant part of their normal work. In general it will be appropriate to classify employees as users if most or all of the following criteria apply:

- the individual depends on the use of the display screen equipment to do the job, as alternative means are not readily available for achieving the same results
- the individual has no discretion as to use or non-use of the display screen equipment
- the individual needs significant training and/or particular skills in the use of display screen equipment to do the job
- the individual normally uses display screen equipment for continuous spells of an hour or more at a time
- the individual uses display screen equipment in this way more or less daily
- fast transfer of information between the user and screen is an important requirement of the job
- the performance requirements of the system demand high levels of attention and concentration by the user, for example, where the consequences of error may be critical

Additional information and guidance is available from the Health & Safety Executive (HSE) and other sources including:-

- Lighting at work (HSG38)
- Seating at work (HSG57)
- The law on VDUs – an easy guide (HSG90)
- Thermal comfort in the workplace – guidance for employers (HSG194)
- Work with Display Screen Equipment – Health and Safety (Display Screen Equipment) Regulations (L26)
- Working with VDUs (INDG36)

### 13.1 Workstation

Workstation means an assembly comprising:

- display screen equipment
- any optional accessories to the display screen equipment
- any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other item peripheral to the display screen equipment, and
- the immediate work environment around the display screen equipment

## **Minimum requirements for all workstations used at work**

- The use of the equipment must not be a source of risk.
- The characters on the screen shall be well-defined and clearly formed, of adequate size and with adequate spacing between the characters and lines.
- The image on the screen should be stable, with no flickering or other forms of instability.
- The brightness and the contrast between the characters and the background shall be easily adjustable and also be easily adjustable to ambient conditions.
- The screen must swivel and tilt easily and freely.
- It shall be possible to use a separate base for the screen or an adjustable table.
- The screen shall be free of reflective glare and reflections liable to cause discomfort.
- The keyboard shall be tilt able and separate from the screen so as to allow a comfortable working position which avoids fatigue in the arms or hands.
- The space in front of the keyboard shall be sufficient to provide support for hands and arms.
- The keyboard shall have a matt surface to avoid reflective glare.
- The arrangement of the keyboard and the characteristics of the keys shall be such as to facilitate the use of the keyboard.
- The symbols on the keys shall be adequately contrasted and legible from the design working position.
- The work desk or work surface shall have a sufficiently large, low-reflectance surface and allow a flexible arrangement of the screen, keyboard, documents and related equipment.
- The document holder shall be stable and adjustable and shall be positioned so as to minimise the need for uncomfortable head and eyemovements.
- There shall be adequate space for a comfortable position to be adopted.
- The work chair shall be stable and allow easy freedom of movement and a comfortable position.
- The seat shall be adjustable in height.
- The seat back shall be adjustable in both height and tilt.
- A foot rest shall be made available when requested.
- The workstation shall be dimensioned and designed so as to provide sufficient space to change position and vary movements.
- Any room lighting or task lighting provided shall ensure satisfactory lighting conditions and an appropriate contrast between the screen and the background environment, taking into account the type of work and the vision requirements.
- Possible disturbing glare and reflections on the screen or other equipment shall be prevented by coordinating workplace and workstation layout with the positioning and technical characteristics of the artificial light sources.
- Workstations shall be so designed that sources of light, such as windows and other openings, transparent or translucent walls, and brightly coloured fixtures or walls cause no direct glare and no distracting reflections on the screen.
- Windows shall be fitted with a suitable system of adjustable covering to attenuate the daylight that falls on the workstation.
- Noise emitted by equipment belonging to any workstation shall be taken into account when a workstation is being equipped, with a view in particular to ensuring that attention is not distracted and speech is not disturbed.
- Equipment belonging to any workstation shall not produce excess heat which could cause discomfort.
- All radiation, with the exception of the visible part of the electromagnetic spectrum, shall be reduced to negligible levels for health and safety purposes.
- An adequate level of humidity shall be established and maintained.
- Software must be suitable for the task.
- Software must be easy to use and, where appropriate, adaptable to the level of knowledge or experience.
- No quantitative or qualitative checking facility may be used without the knowledge of workers but where such systems are used feedback must be provided on the performance of those systems.

- Systems must display information in a format and at a pace which are adapted to the workers.
- The principles of software ergonomics must be applied, in particular to human data processing.

### 13.2 Laptops

Portable display screen equipment such as laptop and notebook computers is subject to the Regulations if it is in prolonged use.

When transporting your laptop, try to minimise and ensure even distribution of the weight, using a rucksack or a wheeled trolley

***See Guidelines included in Appendices***

### 13.3 Provision of Eyes Tests and Corrective Devices

A user, or a person about to become a user, can request that an appropriate eye and eyesight test be carried out on him/her by a competent person as soon as practicable and before becoming a user.

Under the regulations Five Rivers Child Care Ltd have a responsibility to provide and pay for an eye and eyesight test for users of DSE equipment. There is also an entitlement to further eye tests at regular intervals; the optometrist doing the first test can recommend when the next should be.

If spectacles are required solely and specifically for DSE use (prescribed for the distance at which the screen is viewed) Five Rivers Child Care Ltd has a responsibility to pay for the spectacles. The cost of these is restricted to payment of the cost of a basic frame and lenses, type and quality adequate for the user's work. If a user wishes to choose more costly spectacles Five Rivers Child Care is only required to reimburse the employee with the cost of the basic spectacles.

Vouchers to be used at Specsavers are available from the Health and Safety Advisor, included in the voucher is the cost of an eye examination and basic spectacles for DSE use only as stipulated above.

If the user prefers to use another Optician, the cost of the eyesight test can be claimed on an expenses form and if spectacles are required solely and specifically for display screen equipment use, confirmation will need to be obtained from the Optician to this effect. The reimbursement will be restricted to the cost of a basic frame and lenses.

### 13.4 Provision of Training

As with all aspects of work, Five Rivers Child Care Ltd will provide adequate health and safety training in the use of any workstation to any user, or employee about to become a user, and further training if the workstation is substantially modified. Training will be given before starting work and include factors such as:

- the user's role in correct and timely detection and recognition of hazards and risks. This should cover both the absence of desirable features (for example seat height adjustment) and the presence of undesirable ones (for example screen reflections and glare), together with information on health risks and what to look out for as early warning of problems.
- a simple explanation of the causes of risk and the mechanisms by which harm may be brought about, for example poor posture leading to static loading on the musculoskeletal system and eventual fatigue and discomfort.
- user-initiated actions and procedures which will bring risks under control covering the following:
  - the desirability of comfortable posture and the importance of frequently changing

- position
  - correct use of adjustment mechanisms on equipment, particularly furniture, so that stress and fatigue can be minimized
  - the use and arrangement of workstation components to facilitate good posture, prevent overreaching and avoid glare and reflections on the screen
  - the need for regular cleaning of screens and other equipment, and inspections to pick up defects requiring maintenance
  - the need to take advantage of breaks and changes of activity.
- organisational arrangements by which users and their supervisors can alert management to ill health symptoms or problems with workstations.
- information on the Regulations, particularly as regards eyesight, rest pauses, and the minimum requirements for workstations.

### 13.5 Provision of Information

Five Rivers Child Care Ltd shall ensure that:-

- Operators and users at work are provided with adequate information about all aspects of health and safety relating to their workstations, and the measures taken to analyse the workstations and ensure they meet minimum standards.
  - Users at work in Five Rivers Child Care Ltd undertaking are provided with adequate information about measures taken to plan activities to provide breaks or changes of activities to reduce workload at the work equipment, and arrangements for providing training when the workstation is substantially modified.
  - that users employed by Five Rivers Child Care Ltd are provided with adequate information about measures taken to provide eyesight tests and spectacles if required specifically for VDU use.
  - All new users shall complete a DSE Assessment Form, including where a new workstation has been set up or when a substantial change has been made to an existing workstation. Assessments should be repeated if there is any reason to suspect they may no longer be valid, for example if users complain of any pain or discomfort.
- See DSE Assessment Checklist Form***

### 13.6 Suitability of Workstation

In order to provide sufficient space for the operator to work, move easily and find a comfortable position, the workstation should meet the standards set out in the DSE Assessment form.

## Manual Handling

### 14 Manual Handling Regulations

The Manual Handling Operations Regulations 1992 came into force on 1<sup>st</sup> January 1993. The regulations apply to any manual handling operation which the general risk assessment carried out in accordance with the Management of Health and Safety at Work Regulations indicate there is a possibility of injury at work from manual handling operations.

Manual handling is the name given to tasks involving lifting, putting down, carrying, pulling, pushing or moving that rely on bodily force. We as a Company recognise that such tasks have the potential to cause injuries.

The Regulations establish the following clear hierarchy of control measures:-

- Avoid hazardous manual handling operations so far as is reasonably practicable, for example by redesigning the task to avoid moving the load or by automating or mechanising the process.
- Make a suitable and sufficient assessment of any hazardous manual handling operations that cannot be avoided.
- Reduce the risk of injury from those operations so far as is reasonably practicable.
- Where possible, you should provide mechanical assistance, for example a sack trolley or hoist. Where this is not reasonably practicable, look at ways of changing the task, the load and working environment.

Employees are expected to report any concerns they may have about manual handling operations and make suggestions for improvements to their work activities.

#### 14.1 Manual Handling Guidelines

There are some basic principles that everyone should observe prior to carrying out a manual handling operation:

- ensure that the object is light enough to lift, is stable and unlikely to shift or move
- heavy or awkward loads should be moved using a handling aid
- make sure the route is clear of obstructions
- make sure there is somewhere to put the load down wherever it is to be moved to
- stand as close to the load as possible, and spread your feet to shoulder width
- bend your knees and try and keep the back's natural, upright posture
- grasp the load firmly as close to the body as you can
- use the legs to lift the load in a smooth motion as this offers more leverage reducing the strain on your back
- carry the load close to the body with the elbows tucked into the body
- avoid twisting the body as much as possible by turning your feet to position yourself with the load

#### 14.2 Lifting and handling in teams

- Team lifting needs to be coordinated properly. Try and make sure that those lifting are around the same height and build, make sure one person is responsible for giving instructions, etc.. Make sure that everyone lifts, moves off, stops and places the load down at the sametime.
- Lifting in teams does not mean that the weight of the load can be increased by 100% for each extra person in the team.
- For example, for a lifting team of two people the load should only be increased by 70%.
- This means that if the risk assessment decided that it was okay for one person to lift a load of 20kg, using two people would mean that the load should not exceed 34kg - not that it's okay to lift a load of 40kg

#### 14.3 Handling aids

- Mechanical handling aids can reduce the risk of injury when used correctly. Even simple aids such as trolleys, sack trucks and wheelbarrows can be used to move items and reduce the likelihood of injury. It is the policy of Five Rivers that no member of staff should lift excessive weight and to contact facilities if at all concerned.
- It is better to push rather than pull, and to use body weight and leg muscles to do the work. Make

sure the load is kept under control, particularly on slopes.

## Electrical Safety

### 15 Electrical Safety Introduction

The Electricity at Work Regulations 1989 made under the **Health and Safety at Work Act 1974** came into force on 1st April 1990. They apply to all places of work and to all work involving the use of electricity. The Regulations are primarily concerned with the prevention of *danger* and *injury* from electric shock, electrical burns, fires of electric origin, electrical arcing and explosions initiated or caused by electricity. Burns in this context include radio frequency burns. Ultraviolet radiation due to arcing can also produce injury to which these Regulations apply. The Regulations are supported by the Health and Safety Executive (HSE) publication, '**Memorandum of Guidance on the Electricity at Work Regulations 1989**'.

These procedures set out the standards to ensure that the risks from electricity are reduced so far as reasonably practical throughout the Company. It is intended to assist the Five Rivers Child Care Ltd in meeting the requirements of current legislation and to provide the necessary information to work safely.

The dangers involved with the use of electricity are well known, these being shock, burns or other injuries potentially with fatal results. The passage of electric current through the body may cause muscular contractions, respiratory failure, fibrillation of the heart and cardiac arrest. Even non-fatal shocks can cause severe and permanent injury.

Shocks from faulty equipment may lead to falls from ladders, scaffolds or other work platforms. Those using electricity may not be the only ones at risk, poor electrical installations and faulty electrical appliances can lead to fires which may also cause death or injury to others. Most of these accidents can be avoided by careful planning and straight forward precautions.

#### 15.1 Selection and suitability of equipment

The selection of suitable work equipment for particular tasks and processes makes it possible to reduce or eliminate many risks to the health and safety of people in the workplace. This applies both to the normal use of equipment as well as to other operations, such as maintenance.

The Provision and Use of Work Equipment Regulations address the safety of work equipment from three aspects:

- its initial integrity
- the purpose for which it will be used
- the place where it will be used

The Electricity at Work Regulations require that no electrical equipment should be put into use where its strength and capability may be exceeded in such a way as may give rise to danger. This is to ensure that equipment is not subject to electrical stresses which it would be unable to cope.

When evaluating the suitability of the construction of electrical systems, various factors should be considered:

- the manufacturer's recommendations
- the likely load and fault conditions
- the probable use of the system(s)
- the need for suitable electrical protection devices, such as overload

- protection
- the environmental conditions which may affect the mechanical strength
- and protection required.

## 15.2 Control Measures

There are many ways to reduce the risks when working with electricity. Measures suggested by the HSE document “Electrical Safety and You” include:

### **Fuses and circuit breakers**

Primarily designed to protect the equipment/circuit/system, these features may also offer secondary protection to a person. Both these devices act to break a circuit in the event of an overload of power.

Both protective devices should be chosen so that their rating is above the operating current required by the equipment, but less than the current rating of the cable in the circuit. They should be fitted to the conductor as close as possible to the live terminal.

### **Earthing**

By earthing the exposed metal parts which should not normally carry a current, any fault current is provided with a low impedance path to earth should it become live. If all exposed metalwork is properly bonded to earth, it cannot be made live by a fault and the risk of shock is eliminated. However, the integrity of the earth connector is vital, because if it fails, the protection is removed.

### **Isolation**

It should be noted there is a difference between isolation and switching off.

- Switching off refers to depriving the equipment of electrical power, but leaving it still connected.
- Isolation refers to physically separating the equipment from any source of power, with the additional step being taken so that it cannot be inadvertently re-energised.

Isolation should establish an effective barrier between the equipment and the supply and ensure that no unauthorised person is able to remove the barrier. In particular, isolation should:

- Establish an air gap between the contacts, or some other barrier which would prevent the flow of current under all conditions
- Include a device such as a padlock or lock which will prevent the removal of the barrier by unauthorised persons
- Be accessible, easy to operate and clearly labelled.

### **Reduced/low voltage systems**

Where there is a high risk of electric shocks, the use of reduced or low voltage is advisable to reduce the effect of any shock.

For hand held portable tools and smaller transportable units, the 110 volt centre-tapped to earth system is recommended. Using a transformer to reduce the voltage from the supply, the system relies on the mid-point of the transformer to be earthed (centre-tapped). The maximum shock voltage to earth is then half the supply voltage. As most shocks occur between a live part and earth, this is a major step in the reduction of shock effect.



Lower voltage systems which are called “safety extra low voltage”, are those in which the voltage does not exceed 50 volts ac between conductors in a circuit which is isolated from the supply mains and from earth by means such as a safety isolating transformer. These systems represent even less of a hazard and should be used in environments such as vehicle washing areas or in the vicinity of swimming pools. They are also recommended for head lamps, soldering irons, and other small hand tools where the risk of shock is high.

### **Residual current devices**

Sensitive earth leakage protective devices provide another means of circuit interruption in the event of an earth fault, and are also intended to provide protection from indirect shock. These are designed to interrupt the supply by means of automatic circuit breakers. The sensitivity of the device to the level of leakage can be adjusted so that any shocks experienced are not lethal

Every residual current device has a test button which should be regularly checked to ensure correct operation.

### **Double insulation**

If equipment has a metal enclosure, precautions must be taken to prevent the metal work from becoming live. This can be achieved by “double insulation” in which the live parts of the equipment are covered by two layers of insulating material.

The principal of double insulation also applies to the use of insulating mats, for operators to stand on, and the use of insulated tools and personal protective equipment, such as rubber footwear, heat resistant face shields and insulating clothing and gloves.

## **15.3 Inspection and Maintenance**

Proper inspection and maintenance is vital to ensure the safety of electrical equipment. This term includes visual inspection, testing, repair and replacement, as both part of the routine use of the equipment and as a specific activity in its own right. An appropriate system needs to be in place for this and designed to ensure that all aspects of maintenance are carried out. The basic requirements are:

- Identification of the equipment which has to be maintained and where/how it is to be used
- Discouragement of “unauthorised” equipment in the workplace
- Carrying out simple user checks for signs of damage
- Formal visual inspections carried out routinely by a competent person
- Periodic testing of equipment by a competent person
- Systems for reporting and replacement of defective equipment
- Recording of all maintenance and test results along with an inventory of the equipment in use.

## **15.4 User checks**

The person using the electrical equipment should be instructed to look critically at it and visually check for signs of damage. For example:-

- Damage to the cable sheath
- Damage to the plug
- Inadequate joints
- The outer sheath of the cable not being secured and showing the coloured insulation of the internal

cable cores.

- The equipment has being subject to conditions which were not suitable i.e. wet or contaminated parts.
- Damage to the external casing and lose parts or screws.

**These checks also apply to extension leads and associated plugs and sockets. Checks should be undertaken by the user before and during use.**

**Any faults should be reported immediately and the equipment taken out of use.**

### 15.5 Safety Guidance – Five Rivers Child Care Ltd

Overheating and possibly fire will results if appliance demand outstrips that of the maximum load or rating denoted on the extension socket(s). Always check first.

Damaged cables must be completely replaced, do not join cables. It is safer to use an approved extension lead.

Those electrical appliances which are in constant (daily) use will obviously sustain more wear and tear that those used less frequently e.g. iron, kettles and vacuum cleaners etc. in particular such items will be more prone to worn or damaged cables, loose wires and damaged plugs.

Be aware of the condition of all electrical compliances that you use in your daily work. It is good practice to visually check the condition of cables, plugs etc. for signs of wear and tear and burn marks prior to using any appliance, it takes only seconds and would forestall an accident.

Never attempt to repair any damage. Remove appliance from use, place a “**do not use**” sticker on it and report the matter to your Unit Manager or Deputy immediately if you suspect there is a problem.

Electrical appliances owned by young people, which are normally kept in their rooms, are generally subject to quite rough usage on occasions. Members of staff should with the young person’s permission regularly check that these appliances are safe to use. This practice should be shared with the young person’s social worker prior to or during the admission process.

Members of staff need to be aware of the number and condition of any electrical appliances owned by their link child and ensure that such items are entered in the P.A.T. register of the home for monthly checking.

***See PAT Test Appliance Inspection Form***

### 15.6 Procedure - Managers/Deputy Managers

It is essential that all areas within Five Rivers Child Care Ltd that require certification are current and that Managers have a schedule which informs them of the start date and expiry date of certification requirements i.e. PAT Testing, Fire Safety Equipment, Gas Safety etc. This will ensure consecutive cover and certification.

A repair history will be an important element of any records kept.

A portable appliance testing inspection form must be kept in the home, which will reflect the current situation, room by room.

The Manager will ensure that a visual check is conducted every month on each appliance listed and that all checks are signed and dated by the person designated to do the checks.

The checks do not have to be undertaken by an electrician (i.e. the visual monthly checks). Any member of staff can undertake to do the checks if they have electrical knowledge or training.

The Manager will also ensure that an Annual Test is undertaken by an electrician on portable electrical

appliances, which are earthed (as opposed to appliances which are double insulated).

Earthed equipment will be connected to three core cables. Double insulated equipment has two core cables and is marked with a double square symbol.

The results of these tests should be entered in a register, which must be dated and signed by the competent person.

Tested Equipment can have a label attached to denote the date tested and by whom – CARE: labels are apt to get detached.

***See Safety Certification Checklist***

## 16 Provision & Use of Work Equipment

### 16.1 Introduction

The Provision and Use of Work Equipment Regulations 1998 (PUWER) apply to the provision and use of virtually all work equipment in all workplaces and work situations. PUWER sets out important health and safety requirements including the management of equipment, guarding, stability, controls, maintenance, lighting, warning, training, etc.

PUWER places duties on employers, the self-employed, and people who have control of work equipment.

The scope of “work equipment” is extremely wide and covers almost any equipment used at work including:-

- Machines such as circular saws, drilling machines, photocopiers, mowing machines, tractors, dumper trucks and power presses;
- Hand tools such as screwdrivers, knives, hand saws and meat cleavers;
- Lifting equipment such as lift trucks elevating work platforms, vehicle hoists, lifting slings and bath lifts;
- Other equipment such as ladders and water pressure cleaners.

**NONE OF THE ABOVE MENTIONED EQUIPMENT ARE TO BE USED BY ANY STAFF OF FIVE RIVERS. FACILITIES ARE TO BE CONTACTED**

**No equipment is to be hired without approval of facilities.**

### 16.2 Training and instruction

Anyone using work equipment must have received adequate training, instruction and information for the particular equipment.

The Manager is responsible for ensuring that machines and equipment are operated only by persons who have been authorised to do so and who are sufficiently trained and competent in the use of the equipment. They are also responsible for withdrawing damaged equipment from use until it has been repaired or replaced.

Refresher training may be required in certain circumstances to ensure that the users are using the equipment as they were originally trained to do so.

## 17 First Aid

### 17.1 First Aid Introduction

The purpose of first aid is to reduce the effect of injury or illness suffered at work and first aid provision must be “adequate and appropriate in the circumstances” to ensure compliance with the requirement of the Health & Safety (First Aid) Regulations 1981. This means that sufficient First Aid personnel and facilities should be available:-

- To give immediate assistance to casualties with both common injuries or illness and those likely to arise from specific hazards at work; and
- To summon an ambulance or other professional help

### 17.2 Arrangements

Each of Five Rivers Child Care Ltd locations should have at least two named First Aiders with one First Aider on duty at all times who should be suitably trained.

All First Aiders and Appointed Persons should hold a valid certificate and arrange to attend the refresher course before the expiry date which is currently 3 years. A diary system/reminder should be maintained by the Unit/Office to ensure this is implemented.

First Aiders or Appointed persons should not provide first aid treatment for which they have not been trained.

First aid is only intended to provide an element of protection of an injury or to reduce discomfort.

Signs stating the names of the First Aiders/Appointed Persons and the locations of the First Aid Boxes will be displayed on the Notice Board. The First Aiders/Appointed Persons are responsible for ensuring that the contents of the First Aid Boxes are checked regularly and are up to date. A Needs Assessment should be undertaken to ascertain what contents are most suited for the area concerned. **(See Appendices for suggested First Aid Box Checklist)**

“There is a British Standard BS 8599 for first aid kits, it is not a regulatory requirement under the Health and Safety (First-Aid) Regulations 1981 to purchase kits that comply with this standard. Instead the contents of a first aid box is dependent on an employers first aid needs assessment.

This means for employers following a needs assessment the options are:

- Within your workplace you have access to a first aid kit whose contents complies with BS 8599 and matches your needs assessment;  
or
- Within your workplace you have access to a first aid kit whose contents matches your needs assessment but does not comply with therequirements of BS 8599.” *(taken from the Health & Safety Executive (HSE)website)*

**See First Aid Needs Assessment Form in appendices.**

### 17.3 First Aid Box

Registered Unit Managers and Business Practice Managers, Department Heads and Service Managers have ultimate responsibility to ensure that provision of a First Aid box is available in their service area.

This responsibility may be delegated to a member of staff who should be suitably trained to undertake this. A First Aid Needs Assessment should be carried out to determine the contents of the First Aid Box.

A suggested First Aid Box contents for Residential Units **may** contain:

- Guidance note in First aid and a reference number on the lid
- 40 sterile adhesive dressings (plasters)
- 4 eye pads, 1 eye wash
- 4 sterile triangular bandages
- 12 safety pins
- 8 sterile medium (no 8) dressings
- 4 sterile large (no 9) dressings
- 4 sterile extra large (no 3) dressings
- 1 tube antiseptic cream
- 1 pair of disposable gloves
- 6 sterile wipes

All injuries, however minor, should be recorded in the Accident Book and by completing the Five Rivers Accident and Injuries Form, unless the premises has access to the Clear Care system in which case the injury should be recorded on the system with no requirement for an Accident Book Record.. (See *Accidents, Injuries and Near Misses Section 20*)

### 17.4 First Aid – Foster Carers

All foster homes are to be encouraged to have at least one person in the house with a recognised First Aid Certificate. A First Aid Needs assessment should be carried out by the nominated First Aider to determine the contents of the First Aid Box.

The Family Placement Service will arrange, in conjunction with Five Rivers Child Care Ltd Training for carers, to have yearly access to a First Aid course for the purpose of taking and receiving certification.

It is the responsibility of Service Managers to keep a record of foster carers' First Aid Training.

## 18 COSHH

### 18.1 COSHH Introduction

The COSHH (Control of Substances Hazardous to Health) Regulations 2002 provide a framework to help employers protect people in the workplace against health risks from hazardous substances. These may be used directly in the work, like paints, cleaning materials and chemical reagents, or they may arise from the work, like dusts, fumes and waste products. Others occur naturally, such as fungal spores in agriculture.

COSHH applies to virtually all substances hazardous to health. Some exceptions being asbestos and lead, which have their own regulations, and substances which are hazardous only because they are radioactive, asphyxiates, at high pressure, at extreme temperatures, or have explosive or flammable

properties. Micro-organisms are excluded if they are not directly connected with the work and they are outside the employer's control.

In accordance with the Control of Substances Hazardous to Health Regulations it is the policy of Five Rivers Child Care Ltd to reduce or eliminate hazards to health as far as is reasonably practicable.

The risk of health hazards arising from any particular substance will depend on:-

- the hazard presented by the substance
- how it is used
- how exposure to it is controlled
- how much of the substance people are exposed to and for how long
- whether people are particularly vulnerable to it
- the work being done.

There can be a substantial risk even from a substance that is not particularly hazardous if exposure is excessive. But with proper precautions the risk of being harmed by even the most hazardous substance can be very small.

The above regulations apply as much to caring for a young person in a home environment, as they do to industry or work place. Five Rivers Child Care Ltd has a duty of care to the children and young people, as well as a duty to its staff.

The degree to which we use harmful or risky substances in comparison to industry is at a minimum level (mainly being household products in everyday use in most homes around the country). However consideration must be given for the following substances: dusts, gases, vapours, liquids, mists, fumes, fungi moulds, bacteria & viruses.

It is no less important for us to be fully aware of the substances we are using; the risks or hazard involved during usage and the treatment required should an accident occur.

## 18.2 Assessment of Risk

Five Rivers Child Care Ltd will ensure all products which fall into the COSHH regime are subject to assessment.

Assessment will be conducted by Residential Managers/Service Managers and or Deputy Managers with advice and input from others as necessary in accordance with the following programme:-

- Determine the risks; assess the extent of the risks which arise, this includes staff, visitors, contractors and other people who may be impacted
- Prevent and control; determine what precautions are needed to control risks which have been identified as needing attention
- Manage; ensure that control measures decided upon in step 2 are implemented, used by staff and are managed on an ongoing basis
- Monitor staff exposure; where the risk assessment determines it appropriate, monitor the exposure of staff to the risk factors and implement health surveillance
- Emergencies; prepare plans for dealing with emergencies including accidental contact, spills or fires. Have the Safety Data Sheet (SDS) to hand for use if needed
- Train; where existing training is inadequate, arrange for training or instruction in hazards and use of the product. Have adequate supervision.

Personal protective equipment may be provided as an interim measure but should not be regarded as a long term solution.

### 18.3 Recording and Reviewing the Assessment

The significant findings of assessments need to be recorded using the COSHH Assessment Form, see forms at the end of this section.

The assessment should be reviewed at least annually and whenever there is reason to believe that it is no longer valid or where there has been a significant change in the work/product.

The Substance /Activity Inventory Record Sheet should be used to audit what substances/products are currently in use, whether they have been assessed and the necessary Safety Data Sheet has been obtained.

### 18.4 Five Rivers Child Care Ltd

At all times it is imperative for such substances to be kept out of reach of children/young people. When not in use the substances must be kept in a locked area. Preferably not on high shelves but rather at floor level.

All staff need to read and adhere to the COSHH Regulations (a copy of which is available in all Five Rivers Child Care Ltd locations).

Furthermore, it is the duty of all staff to report any concerns felt, improvements regarding use (or even change of substance to a less potentially harmful one) via the Health & Safety Manager or representative.

It is the duty of the Manager to ensure Risk Assessments are prepared where chemicals pose a risk to staff members in particular where individuals have previous diagnosis which may be accelerated by use of particular chemicals, for example asthma or dermatitis.

The key to safe use/handling of the various substances is to read the manufacturer's label or Safety Data Sheet regarding precautions and treatment.

When using substances containing bleach, caustic or acids, protective glasses, rubber gloves and plastic aprons must be worn.

Employees will receive sufficient information, instruction and training for them to know:-

- the substances hazardous to health and any workplace exposure limits or
- similar occupational exposure limit
- the risks created by exposure to substances
- the precautions they should take
- The information provided should include details of:
- control measures, their purpose and how to use them
- how to use personal protective equipment and clothing provided

***See Substance/Activity Inventory Record Sheet***

***See COSHH Assessment Form***

**See PPE Equipment Issued Sheet in Forms Section**

**See Sample COSHH Safety Data Sheet in Appendices**

## 19 Lone Working

### 19.1 Home and Lone Working Introduction

Five Rivers Child Care Ltd has a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own.

Five Rivers Child Care Ltd must try to ensure the safety of staff who work alone, whilst carrying out their duties for the company.

Using the Risk Assessment process, Five Rivers Child Care Ltd must raise awareness amongst all staff of all systems, procedures and equipment that must be utilised to reduce the levels of risk associated with working alone.

There are no absolute restrictions on working alone; it will depend on the findings of the risk assessment to determine the safety and protection of the employee.

The definition of a lone worker is one who:-

- Works from a fixed base for example an office
- Works separately from others in the same premises, in isolation or works a different shift from others for example, night care staff
- Works away from a fixed base for example Social Worker, Lead Managers or maintenance person
- Works at home for example a Foster Carer or Social Worker
- Mobile worker for example, Family Support Workers, or agency staff

### 19.2 Implementation

The safety of employees is of paramount importance and the Company will ensure that:-

- Risk Assessments are undertaken for lone working which determines and prioritises actions and resources to minimize identified hazards.
- Procedures will be developed and safe systems of work introduced which incorporate appropriate support systems.
- Advice will be provided for all staff covering personal safety and security aspects for lone workers.
- Equipment will be made available to enable staff to work safely alone including mobile phones and personal attack alarms.
- Training will be made available covering:
  - Emergency Response Procedures
  - Violence and Aggression
  - Personal Safety and Security
  - Support System Procedures

### 19.3 Organisational Responsibilities

Senior Managers are responsible for: -

- Ensuring consistent application of the policy ☐ Monitoring effectiveness
- Ensuring sufficient resources are available to support the application of
- lone worker systems across the Company



Residential Managers/Line Managers will ensure that: -

- Staff are familiar with the policy and any supporting procedure and/or guidelines and understand the requirements;
- Risk assessments are undertaken and appropriate measures are in place to minimize identified hazards;
- Staff are given copies of the findings of the risk assessment and adhere to the control measures identified;
- Staff are trained in any agreed procedures and safe systems of work;
- Staff follow the procedures and safe systems of work developed
- The procedures and safe systems of work are tested on a regular basis to ensure adherence and adequacy
- All records of monitoring and incidents involving lone working are reported to enable the systems to be reviewed and revised.
- Must not insist on staff lone working where they are not confident or their safety in doing so may be compromised.

All staff must: -

- Ensure they have read the policy and any supporting information and have copies;
- Ensure they have read the outcomes of the risk assessments and have copies;
- Ensure they review the risk assessment on a case by case basis and inform the manager of any shortcomings in arrangements.
- Ensure they adhere to any systems developed for their protection while working alone;
- Take personal responsibility for sharing information regarding their whereabouts;
- Inform managers, Health and Safety of any concerns regarding working on their own;
- Report any incidents concerning lone working to enable systems to be reviewed and revised.

#### 19.4 Risk Assessment

Before lone working activities are undertaken an assessment must be undertaken and the findings recorded. The assessment must include:

- Hazards within the area to be visited or workplace
- Methods of communication, i.e. mobile phones. The provision of equipment such as personal attack alarms
- "Buddy" working in pairs when problems are anticipated or the full history of a young person is not known
- Possibility of violence
- History of family/ relative/carer/young person – is it safe to visit alone?
- Risks to men/women working alone
- Risks to young people
- Medical fitness of the person working alone – possibility of illness
- Possibility of accidents – consider the activities taking place e.g. accessing ladders or steps
- How can supervision/advice be provided easily
- Methods of raising the alarm in the event of no contact within an agreed time
- Review before each visit or known change in circumstances to which it pertains

Where the risk assessment identifies that the work is not safe to undertake alone, arrangements should be made for providing help, support, back up or assistance. Where lone working takes the staff member into another employer's environment or workplace, that employer has a duty to inform Five Rivers of any identified risks, and control measures taken to protect the Five Rivers employee. This will enable Five Rivers to assess the risks to the employee. Equally Five Rivers have a duty to provide an assessment of risk to visiting employees (not employed by Five Rivers), and discuss the controls that have been put

in place to reduce levels of risk to that visiting employee.

There are occasions when the staff member will be working alone, this is often planned, although it has been known to be due to an emergency situation occurring.

### 19.5 Procedures

All areas must have a movement board / access to appointment diary detailing:-

- Time out
- Expected time of return
- Details of visit address with phone numbers and name if possible
- Contingency plans

If not returning to the office/unit at the end of the last appointment the employee must:-

- Notify their Manager or by prearrangement an identified team member or another unit to inform them they have left their last appointment and they are okay or otherwise.

Appointments/visits :-

- Never visit a high risk home/area alone
- Use the “buddy” system (colleague) to ring into if schedule changes, or to visit
- Inform the office/home/school if schedules or itinerary are altered ☐ Leave contact number in diary/movement board
- Avoid making visits after dark on your own.

Try to avoid the need to work alone if undertaking administrative jobs:-

- Work in another occupied building ☐ Work from home

If a staff member fails to contact their Manager/colleague at a pre-arranged time, the following response is to be initiated:-

- Phone mobile
- Call colleague at home (up to date personal information is vital) ☐ Contact appointments in reverse order (last known backwards) ☐ Contact line manager / on call manager
- Call police

### 19.6 Working from home

When working from home, staff should maintain the same standards of work, compliance and core standards that apply whenever they are office-based. Individual arrangements for working from home should be agreed with your Line Manager.

The alternative workplace does not have to be “home” but could be a hotel room, on a train or in a business centre.

### 19.7 Staff responsibilities

Staff are responsible for managing their own health and safety by:-

- Protecting the health, safety and welfare of themselves and others
- Identifying the hazards associated with work and applying control measures according to guidance given

- Using any equipment provided according to training and instructions given
- Ensuring that you receive proper information and training for the work that you are doing
- Reporting any accidents that occur whilst working away from the office

## 19.8 Risk Assessment

The main difference between office-based and off site risk assessments is the responsibility lies with the staff member in ensuring their own health and safety and that of others.

Managers have no control over working conditions in a hotel, private house or on a means of transport. Staff will, therefore, have a greater responsibility to identify relevant hazards and apply the necessary control measures. Often these may not be tangible and will be difficult to track. Staff will have a good understanding of the hazards and control measures associated with the work, as well as a reasonable understanding of any work equipment being used.

## 19.9 First Aid & Accident Reporting

When working away from home make use of local arrangements for example hotels provide first aid facilities for guests, motorway services have first aid facilities for travellers; if necessary use the Accident and Emergency Department of the local hospital. Staff are responsible for reporting and recording any accident or incidents as soon as practicable after the event to their Line Manager.

# 20 Safety Training

## 20.1 Safety Training Introduction

This guidance document deals with general health and safety issues in offices relating to the working environment, the office and the building worked in.

Workrooms should have enough space to allow people to get to and from workstations and to move within the room with ease. The number of people who may work in any particular room at any one time will depend not only on the size of the room, but the space taken by furniture, fittings, equipment, and on the layout of the room. The Workplace, Health, Safety and Welfare Approved Code of Practice states that the total volume of the room, when empty, divided by the number of people normally working in it should allow for at least 11m<sup>3</sup> per person. However this may be insufficient depending on the layout of furniture etc.

Workrooms, except those where people only work for short periods, should be of sufficient height over most of the room to enable safe access to workstations. Where there are obstructions such as low beams the obstruction should be clearly marked.

## 20.2 Preventing Accidents in the Office

Slips, trips, falls and the lifting of heavy objects cause the majority of injuries in offices/homes and schools. Five Rivers Child Care Ltd employees should be aware of the following which needs to be taken into consideration in avoiding these types of accidents:-

### Slips Trips and Falls

- floors, steps and passages should be well maintained, of a non-slip surface e.g. carpeting or textured

- covering and free from obstructions
- all floor coverings should be firmly secured
- all staircases should have a substantial handrail
- telephone leads and other cables should be securely laid. There should be enough power sockets located close to office equipment to avoid tripping hazards
- all rooms, stairways and corridors in use should be well lit
- if files or supplies are stacked out of reach, appropriate methods for retrieving items should be provided

## **Lifting**

- individuals should not be allowed to lift, carry or move anything that
- may cause them injury (*See Manual Handling Guidance*)
- if anything heavy, and likely to be the cause of injury, needs to be
- moved such as a printer, computer or supplies, a manual handling assessment should be carried out in order to determine the safest way to move it

## 20.3 Good Housekeeping

One of the most fundamental contributions to safety in the office is good housekeeping. The basic condition of the office needs to be regularly monitored:

- the workplace should be kept clean
- goods and materials (boxed or loose) should not be left lying around
- all office furniture should be maintained in good condition
- drawers of desks and cabinets should not be left open

## 20.4 Hazardous Substances

Offices can harbour hazardous substances. For example cleaning materials may pose a risk to health and safety and it is important these are stored, handled and used correctly.

## 20.5 Air Quality

The quality of indoor air that individuals are exposed to can affect their health. If the air is too dry, too moist, polluted, too hot or too cold individuals may be affected.

### **Air quality can be improved by:**

- considering the effectiveness of any air-conditioning system
- siting photocopiers and laser printers in separate or well ventilated areas
- using desk fans to circulate air and to increase the comfort levels in hot offices
- keeping the office clean and tidy to prevent the build-up of dust
- if contracting work is likely to expose the office occupants to significant hazards, the contracting work should be carried out outside of normal office hours
- maintain the temperature in the office to ensure the minimum temperature of 16°C is achieved and that the maximum temperature is not excessive
- blinds or curtaining may be installed on windows to help control the temperature on bright sunny days
- ensuring offices are not overcrowded
- providing plants to generate oxygen and absorb carbon dioxide and help achieve good air quality
- maintaining ventilation and air-conditioning systems

## 20.6 Noise

Common sources of noise in an office include ventilation and heating systems, fluorescent lighting, printers, people talking and telephones.

Noise in the office should be reduced to a minimum. There are many ways that the level of noise can be reduced including:

- acoustic hoods for dot matrix printers
- acoustic ceiling tiles
- thick carpeting
- heavy curtaining
- plenty of plants
- partitions
- rubber mats under printers

## 20.7 Lighting

Lighting should be sufficient to enable people to work, use facilities and move from place to place safely and without experiencing eye-strain. Stairs should be well lit in such a way that shadows are not cast over the main part of the treads.

Dazzling lights and annoying glare should be avoided. Lights should not be allowed to become obscured, for example by stacked files, in such a way that the level of light becomes insufficient.

## 20.8 Workplace Risk Assessment

As part of ensuring office safety a Workplace Risk Assessment is to be carried out in each Five Rivers Child Care Ltd Office area every six months or sooner if changes to the area/building have been made. This will identify any or all of the above issues which require attention and resolving.

# 21 New & Expectant Mothers

## 21.1 New & Expectant Mothers Introduction

The Management of Health and Safety at Work Regulations 1999 (MHSW) include regulations that protect the health and safety of new and expectant mothers who work. Under Sex Discrimination Act 1975, if an employer fails to protect the health and safety of their pregnant workers, it is automatically considered to be sex discrimination.

The Regulations cover female employees who are, or in the future, could be new or expectant mothers. This includes women of childbearing age who, or in the future could be pregnant, have given birth within the previous six months, or are breast feeding.

The employers' duties are to conduct risk assessments on its employees, where there are risks to the employee. Line Managers should undertake the risk assessment and this assessment should include any specific areas of risk to a female of childbearing age who could become pregnant; as well as risks identified to new and expectant mothers.

Five Rivers Child Care Ltd have a duty to inform the employee of the risks, however, the employee is expected to contribute towards the preparation of the risk assessment, as it relates to the individual

employee specifically, and is not generic to everyone.

Whilst the employee is not required to inform the employer of the pregnancy, if the employee is pregnant or breastfeeding, it is important for the mother and the child's health and safety protection, that the employee notifies the employer as soon as possible. Once the notification has been received, the employer is legally obliged to take action.

## 21.2 Risk Assessment

Once Five Rivers Child Care Ltd have been notified that an employee is pregnant, it is the responsibility of their Line Manager in conjunction with the employee to complete a specific risk assessment of the work activity being undertaken. This should be based on the findings of the general risk assessment and any medical advice received on the health of the employee or restrictions to her work. A form designed to assist with this task is included in this guidance.

If the general risk assessment identifies a risk to new and expectant mothers, all female employees of childbearing age should be inform what the potential risks are.

They should also be informed of what will be done to ensure that new and expectant mothers are not exposed to the risks that could cause them, or their babies, harm.

If changes in the work cannot be made to avoid the risk it may be necessary to make changes to the working conditions or hours, offer suitable alternative work, or if that is not possible, suspend her for as long as necessary on paid leave to protect her health and safety and that of her baby.

## 21.3 Confidentiality

The confidentiality concerning a woman's pregnancy means their Manager should not make it known that she is pregnant if she does not wish it to be known or if she does not consent to it.

Exceptionally, in certain circumstances, it may be necessary to take steps (including limited disclosure) to protect her health and safety, but this should be done with the woman's agreement following consultation.

## 21.4 Hazards associated with Pregnancy

There are various work activities and processes which may affect the health and safety of new or expectant mothers such as:-

Movements and postures, manual handling, shocks and vibrations, noise, radiation (ionising and non-ionising), compressed air and diving, underground mining work, biological agents, infectious diseases, chemical agents, working conditions, mental and physical fatigue, working hours, stress (including postnatal depression), passive smoking, temperature, working alone, work at heights, travelling, violence, work and personal protective equipment, lack of nutrition, etc.

## 21.5 Movements and Posture

The nature and extent of any risks of injury or ill health resulting from movements or posture during and after pregnancy will depend on a number of factors including: -

- the nature, duration and frequency of tasks/movements;

- the pace, intensity and variety of work;
- patterns of working time and rest breaks;
- ergonomic factors and the general working environment; and
- the suitability and adaptability of any work equipment involved.

Particular attention should be given to women who may handle loads during the three months following a return to work after childbirth.

Postural problems can arise at different stages of pregnancy, and on returning to work, depending on the individual and her working conditions. These problems may increase as the pregnancy progresses, especially if the work involves awkward movements or long periods of standing or sitting in one position.

Continuous standing during the working day may lead to dizziness, faintness, and fatigue. It can also contribute to an increased risk of premature childbirth and miscarriage. Constant sitting can increase the risk of thrombosis or embolism in the pregnant woman and aggravate backache often experienced by pregnant women. Backache, however, may also be associated with prolonged work, poor working posture, and excessive movement.

A pregnant woman may need more workspace, or may need to adapt the way she works as her size and the ways in which she can move, stand or sit still for a long time in comfort and safety change. Similar problems may arise with personal protective equipment which may not fit, prove uncomfortable to wear or restrict normal movement. There may also be additional risks if a woman is returning to work after a birth with medical complications such as a caesarean birth or deep vein thrombosis.

## 21.6 Manual Handling of Loads

Pregnant workers and new mothers are especially at risk from manual handling injury not only because their movements may be restricted but also because hormonal changes can increase susceptibility to injury and they may have sustained injury or surgery during child birth. Breastfeeding mothers may experience discomfort due to increased breast size and sensitivity.

## 21.7 Mental and Physical Fatigue and Working Hours

Long working hours, shift work, night work and travelling to and from work can have a significant affect on the health of new and expectant mothers, and on breastfeeding, but both mental and physical fatigue often increase during pregnancy and in the postnatal period due to the various physiological and other changes taking place. It may be necessary, therefore, to adjust working hours temporarily, as well as other working conditions, including the timing and frequency of rest breaks, and to change shift patterns.

Five Rivers Child Care Ltd will establish new and expectant mothers' particular needs concerning rest, meal and refreshment breaks by consulting the individuals concerned. These needs may change as the pregnancy progresses.

## 21.8 Occupational Stress

New and expectant mothers can be particularly vulnerable to occupational stressors for various reasons including hormonal, physiological and psychological changes, health and financial concerns, or emotional and job insecurity issues.

Also some women may develop postnatal depression after childbirth making them more vulnerable to stressors.

## 21.9 Work Related Violence

The health and well-being of a pregnant woman and her unborn child are particularly vulnerable if exposed to violence during pregnancy or the woman has recently given birth.

Those who work with young people will be at greatest risk and measures to be considered to reduce the risk include:

- providing adequate training and information for staff;
- improving the design or layout of the workplace;
- finding alternative work for pregnant women and new mothers.

## 21.10 Working Alone

Pregnant women are more likely to need urgent help than others and, depending on their medical condition, it may be appropriate to review lone working procedures. Consideration would need to be given to improving access to communications with others and providing better supervision to ensure that help and support is available when required.

## 21.11 Facilities

As a pregnancy develops it may be necessary to consider providing improved welfare facilities in addition to adjustments to the workplace, work activities, hours, etc.

Tiredness increases during and after pregnancy and may be exacerbated by work-related factors and there should, therefore, be access to somewhere where they can sit or lie down comfortably in privacy, and without disturbance, at appropriate intervals. Access to clean drinking water should also be available. It may be appropriate to enable expectant and nursing mothers to leave their work at short notice and more frequently than normal.

Because of pressure on the bladder, and other changes associated with pregnancy and breastfeeding, women often have to go to the toilet more frequently and more urgently than others and need easy access to toilets (and associated hygiene facilities) while at work.

It may be necessary to provide access to appropriate facilities for breastfeeding mothers to express and safely store breast milk, or to enable infants to be breastfed at or near the workplace.

**Based on HSG122 “New and Expectant Mothers – An Employer’s Guide”**

***See Checklist and Risk Assessment for Pregnant Workers. Undertake full risk assessment as per document provided for purpose.***

## Checklist and Risk Assessment for Pregnant Workers

### **Step 1**



The checklist should be completed first: this will help you to identify any hazards to the pregnant worker.

## **Step 2**

Where you have identified there is a hazard and assessed the risk to the pregnant worker, enter this onto the risk assessment pro forma.

You will then be able to put any control measures in place to eliminate the risk, or reduce it to an acceptable level for the pregnant worker.

## **Note**

**This checklist is not exhaustive: other issues with the pregnant worker's work conditions/place may need to be considered. The risk assessment should be reviewed on a regular basis throughout the pregnancy and any necessary control measures put in place.**

## 22 Stress

### 22.1 Stress Introduction

Five Rivers Child Care Ltd is committed to protecting the health, safety and welfare of all of its employees. Five Rivers recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors.

This policy will apply to everyone who is employed or contracted to work for Five Rivers Child Care Ltd. Managers are responsible for implementation and for providing the necessary resources to implement this policy.

### 22.2 Definition of stress

Work-related stress may be defined as “the adverse reaction people have to excessive pressures or other types of demand placed on them”. This definition makes an important distinction between the beneficial effects of reasonable pressure and challenge, and work-related stress which is a natural, but sometimes distressing, reaction to demands or pressures. Employees may not wish to admit that they are stressed as it may be seen as a sign of weakness.

If stress is intense or continues for prolonged periods of time it can have adverse affects on both physical and mental health.

Physical affects can include:

- heart disease
- back pain
- gastrointestinal disturbances, and
- various minor illnesses

Psychological effects include:

- anxiety and depression

Early symptoms include:

- deteriorating relationships with colleagues

- irritability
- indecisiveness
- absenteeism
- reduced performance
- headaches
- drinking/smoking more than usual
- Stress can lead to high turnover of staff, increased absenteeism, reduced work performance, and poor timekeeping. All of these will lead to increased costs to the organisation.

### 22.3 Policy

- Managers will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be recorded and regularly reviewed.
- Managers will provide systematic and routine monitoring for all staff via supervision, and ensure that where stress may have been identified, the staff member receives ongoing help and support.
- Five Rivers will offer confidential counselling for staff affected by stress caused by either work or external factors.
- Five Rivers will provide adequate resources to enable managers to implement this policy.

### 22.4 Responsibilities

#### Managers

Conduct and implement recommendations of risks assessments within their jurisdiction.

- Ensure good communication between management and staff, particularly where there are organisational and procedural changes.
- Ensure staff are fully trained to discharge their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that staff are not overworking. Monitor holidays to ensure that staff are taking their full entitlement.
- Attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

#### Staff Training and Development

- Provide specialist advice and awareness training on stress where identified.
- Train and support managers in implementing stress risk assessments.
- Monitor and review the effectiveness of measures to reduce stress.

#### Human Resources

- Give guidance to managers on the stress policy.
- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.
- Advise managers and individuals on training requirements.
- Provide continuing support to managers and individuals in a changing environment.
- Support individuals who have been off sick with stress and advise them and their managers on a planned return to work.
- Inform the Managers and the Health and Safety committee of any changes and developments in the field of stress at work.

## Employees

- Raise issues of concern with your Safety Representative, Line Manager or Human Resources
- Contribute to preparing an individual risk assessment with the manager.
- Accept opportunities for discussion and action where recommended.

### 22.5 Reducing the Risk of Stress

A following range of steps to help eliminate or reduce the risk of stress related ill-health developing :-

- demonstrating the matter is taken seriously and the concerns of those who perceive they are under too much pressure will be addressed
- encouraging line managers to have an open and understanding attitude to work-related stress and to look for signs of stress in their staff
- ensuring staff have the skills, training and resources they need, so that they know what to do, are confident that they can do it and are acknowledged for their achievements
- providing some scope for varying working conditions and flexibility, and for people to influence the way their jobs are done. This will increase their interest and sense of ownership
- ensuring that people are treated fairly and consistently and that bullying and harassment are not tolerated
- ensuring good two-way communication, especially at times of change

### 22.6 Dealing with employees' concerns

If employees raise concerns about work-related stress Managers need to address these by considering the following:-

- identify and address the source of the problem
- involve the employees in decisions
- if necessary, encourage them to seek further help through their doctor
- where the work-related source of stress cannot be controlled it may be appropriate to remove the employee from the environment and provide alternative work if it is available.
- ensure that employees who have been absent from work due to stress are not placed in a situation which contains the same factors that led to their illness.

### 22.7 Risk Assessment

Undertaking a risk assessment for work-related stress is more complicated than for physical hazards, but it involves the same basic principles and process.

**The assessment should include:-**

- identifying pressures that could cause high or long-lasting levels of stress
- establishing who might be affected
- establishing whether enough is being done to prevent harm
- talking to staff and explaining the purpose of the assessment
- involving employees and their representatives in the assessment process

There are seven broad categories of risk factors for work-related stress: culture; demands; control; relationships; change; role; and support. To assist with the risk assessment process, the table details the main causes of stress and possible control measures for each category.

***See Five Rivers Risk Assessment Form***

**Check List for a Stress Risk Assessment to follow**

Problems that can lead to stress		What can be done to alleviate stress
<b>Culture</b>	<ul style="list-style-type: none"> <li>• Lack of communication and consultation</li> <li>• Culture of blame when things go wrong</li> <li>• Expectation that people will work long hours and take work home</li> </ul>	<ul style="list-style-type: none"> <li>• Provide opportunities for staff to contribute ideas, especially in their own jobs</li> <li>• Introduce clear business objectives and good communication</li> <li>• Be approachable, and set an example by listening and respecting workers</li> </ul>
<b>Demands of the job</b>	<ul style="list-style-type: none"> <li>• Too much to do in too little time</li> <li>• Too much/too little training for the job</li> <li>• Boring repetitive work or too little to do</li> <li>• The working environment</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritise tasks, cut out unnecessary work, try and give warning of urgent work</li> <li>• Make sure individuals are matched to the job, provide training for those who need it and broaden the scope of those who are over-trained</li> <li>• Introduce job rotation, increase variety in the job, give individuals and groups more responsibility</li> <li>• Ensure other workplace hazards are properly controlled</li> </ul>
<b>Control</b>	<ul style="list-style-type: none"> <li>• Lack of control over work activities</li> </ul>	<ul style="list-style-type: none"> <li>• Give more control to staff, allowing them to plan their work and decide how tasks should be completed</li> </ul>
<b>Role</b>	<ul style="list-style-type: none"> <li>• Staff feeling that the role requires them to work in conflicting ways</li> <li>• Confusion about how everyone fits in</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure everyone is clear about what their job requires them to do</li> <li>• Make sure everyone has clearly defined objectives and responsibilities linked to business objectives</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Poor relationships with others</li> <li>• Bullying, racial or sexual harassment</li> </ul>	<ul style="list-style-type: none"> <li>• Provide training in interpersonal skills</li> <li>• Set up effective schemes to prevent bullying and harassment.</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>• Lack of support from managers and co-workers</li> <li>• Not being able to balance the demands of work and life outside of work</li> </ul>	<ul style="list-style-type: none"> <li>• Support and encourage staff, even when things go wrong</li> <li>• Encourage a healthy work/life balance</li> <li>• See if there is scope for flexible work schedules</li> <li>• Take into account that everyone is different, and allocate work</li> <li>• So everyone is working in a way that helps them work best</li> </ul>
<b>Change</b>	<ul style="list-style-type: none"> <li>• Uncertainty about what is happening</li> <li>• Fears of job security</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure good communication with staff</li> <li>• Provide effective support throughout the process</li> </ul>

Information taken from HSE Guidance "Tackling Work-related Stress: A managers' guide to improving and maintaining employee health and well-being" (HSG218)

## Control of Asbestos

### 23 Control of Asbestos Regulations 2002 (amended 2006 and 2012)

The Control of Asbestos at Work Regulations came into force in 2002 and were subsequently updated 13 November 2006 and then again in April 2012. Work with asbestos in these Regulations includes work which consists of the removal, repair or disturbance of asbestos or materials containing asbestos; work which is ancillary to such work; and supervision of such work and such ancillary work.

Two (Approved Code of Practice) ACOPs, L127 (The management of asbestos in non-domestic premises) and L143 (Work with materials containing asbestos) have been consolidated into a single revised ACOP. The ACOP has been revised to make legal compliance clearer to duty holders and to reflect the changes introduced in The Control of Asbestos Regulations 2012.

Asbestos means the following fibrous silicates: asbestos actinolite, asbestos grunerite (amosite), asbestos anthophyllite, chrysotile, crocidolite, and asbestos tremolite.

The duty to manage is directed at those who manage non-domestic premises; the people with responsibility for protecting others who work in such premises, or use them in other ways, from the risks to ill health that exposure to asbestos causes.

Certain responsibilities are placed on employers who are those who have an obligation of any extent in relation to the maintenance or repair of non-domestic premises or any means of access or egress to or from such premises.

#### 23.1 Managing Asbestos

In order to manage the risk from asbestos in non-domestic premises, the employer or person responsible for the premises shall ensure that a suitable and sufficient assessment is carried out as to whether asbestos is or is liable to be present in the premises. In making the assessment such steps as are reasonable in the circumstances shall be taken and the condition of any asbestos which is, or has been assumed to be, present in the premises shall be considered.

Under the regulations the broad requirements are:-

- Take reasonable steps to find out if there are materials containing asbestos in non-domestic premises, and if so, its amount, where it is and what condition it is in;
- Presume materials contain asbestos unless there is a good reason that they do not;
- Make and maintain a written record of the location and condition of the asbestos containing materials – or materials which are presumed to contain asbestos;
- Monitor the condition of the asbestos and presumed asbestos materials;
- Assess the risk of exposure from the asbestos and presumed asbestos materials and document the actions necessary to manage the risk; and
- Take the necessary ensure the above actions are carried out;

The steps you may need to take to meet the above broad requirements are:-

- Keep and maintain an up-to date record of the location, condition, maintenance and removal of all asbestos containing materials on the premises;

- Repair, seal or remove, if there is a risk of exposure due to its condition or location;
- Maintain it in a good state of repair;
- Inform anyone who is likely to disturb it about the location and condition of the material;
- Have arrangements and procedures in place, so that work which may disturb the materials complies with Health and Safety;
- Review the plan at regular intervals at least every 6 to 12 months and make changes to the plan and arrangements if circumstances change.

### 23.2 Asbestos Survey

In order to adhere to the Regulations Five Rivers Child Care Ltd will ensure an Asbestos Survey is carried out in each of its premises by a qualified person. The person/company employed should provide:-

- a) Evidence of their training and experience in such work (United Kingdom Accreditation Service Accredited)
- b) Whether they are going to carry out the survey in accordance with the Health and Safety Executive (HSE) guidance
- c) Evidence that they have suitable liability insurance.

An asbestos survey has three main elements;

- Firstly it must, as far as reasonably practicable, locate and record the location, extent and product type of any presumed or known asbestos containing materials (ACMs);
- Secondly it must inspect and record information on the accessibility, condition and surface treatment of any presumed or known asbestos containing materials (ACMs);
- Thirdly it should determine and record the asbestos type, either by collecting representative samples or suspect materials for laboratory identification or by make a presumption based on the product type and its appearance etc.

### 23.3 Background Information

Asbestos was widely used in building materials in the past and is still present in a large number of properties. However, there is no risk to people in building from the presence of such materials if left alone and undamaged. Dangers from asbestos in buildings are likely to arise only when asbestos fibers are released into the air when products containing asbestos are damaged. This typically occurs during maintenance or refurbishment work. It is the contractor carrying out that work who is predominantly at risk. The risk from asbestos is controlled either by removal or by sealing and managing it.

Common Areas where you may find Asbestos particularly in older buildings are:-

- a) Pipework
- b) Guttering
- c) Water tanks
- d) Fire protection
- e) Heat insulation on boilers and pipework
- f) Ceiling tiles
- g) Interior walls and panels
- h) Sprayed coatings on building structures

## 23.4 Manager's Responsibilities

It is the Residential Manager/Office Manager's responsibility to review the Asbestos Site Pack, comprising the summary survey report and contractor signature sheet as necessary and ensure this is kept up to date. Their responsibility to include:-

- Bringing the Asbestos Site Pack to the attention of all contractors who attend the premises to undertake any building work (including building maintenance and initial survey/scoping visits) and ensuring they sign the cover sheet
- Ensuring staff are aware of the Asbestos Site Pack and the location of any asbestos containing materials (ACMs)
- Ensuring the Asbestos Site Pack is available to the Enforcing Authorities on request
- Ensure that any damage identified to the ACMs is reported to the Health & Safety Manager and a suitable contractor contacted to deal with the area:-
  - o Do not allow the area to be disturbed
  - o Do not attempt to clean the area
  - o Switch off ventilation or air conditioning
  - o Close doors to affected room and isolate the area
  - o Do not allow entry to the room and provide signage accordingly

## 24 Controlling Legionella Bacteria

### 24.1 Introduction

Legionella bacteria are commonly found in water. The bacteria multiply where temperatures are between 20-45°C and nutrients are available. The bacteria are dormant below 20°C and do not survive above 60°C.

Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Such droplets can be created, for example, by: hot and cold water outlets; atomisers; air conditioning units; and whirlpool or hydrotherapy baths.

### 24.2 Control Measures

The primary method used to control the risk from Legionella is water temperature control. Water services should be operated at temperatures that prevent Legionella growth:

- Hot water storage cylinders (calorifiers) should store water at 60°C or higher
- Hot water should be distributed at 50°C or higher (thermostatic mixer valves need to be fitted as close as possible to outlets, where a scald risk is identified).
- Cold water should be stored and distributed below 20°C.

### 24.3 Residential Homes/Offices

A competent person should routinely check, inspect and clean the system in accordance with the risk

assessment. We would recommend the initial assessment is carried out by a qualified contractor. (The Residential Manager/should determine who is competent depending on the location of the water tanks etc. If this potentially could present a risk to any employee then the checks should be carried out by a contractor)

The competent person must identify the 'sentinel ' outlets (furthest and closest to each tank or cylinder) for monthly checking of the distribution temperatures. You should also check the hot water tank temperatures every month and the cold water temperatures every six months.

- To reduce the risk of stagnant water any dead legs/dead ends in pipe-work should be removed.
- Infrequently used outlets should be flushed out including shower heads and taps at least weekly.
- Shower heads and hoses should be descaled at least quarterly.

Cold-water storage tanks should be cleaned periodically and water should be drained from hot water cylinders to check for debris or signs of corrosion, this will be carried out by a contractor authorised to carry out such checks.

It is recommended in order to minimize Legionella growth:-

- keep pipe work as short and direct as possible
- adequately insulate pipes and tanks
- use materials that do not encourage the growth of legionella
- prevent contamination, e.g by fitting tanks with lids and insect screens

## 25 Accidents, Incidents & near Misses

### 25.1 Definition – Accidents, Incidents and Near Misses

An accident can be defined as an unplanned and uncontrolled event which leads to or could have led to injury to persons, damage to property/equipment, and impairment to the environment or some other loss to the Company.

The term 'accident' covers equally occasions when there is personal injury involved (including injury from an act of non-consensual physical violence done to a person at work) and accidents which do not involve injury (sometimes called 'incidents' or near- miss accidents'). All of these must be reported using the appropriate Five Rivers Forms.

The Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations put accidents into three categories:-

- a) Major injury accident (e.g. fractures, hospitalization for more than 24 hours, loss of consciousness. This would also include fatality;
- b) With effect from 6 April 2012, accidents which result in the injured person being off work for seven days or more, as a result of the accident;
- c) Minor accidents (e.g. involving slips, trips, falls, cuts and bruises)

### 25.2 Prevention, Investigation & Reporting

Accidents and incidents, whether they cause damage to property, or more seriously cause injury and



/ or ill health to people, should be properly and thoroughly investigated. This will allow for Five Rivers Child Care Ltd to take appropriate action and prevent recurrence. Good investigation will be a key element in making improvements in health and safety performance.

Investigation gives an opportunity to:

- Check performance
- Identify deficiencies in the management systems and procedures
- Learn from mistakes and add to the corporate memory
- Reinforce key health and safety messages
- Identify trends and priorities for action
- Provide valuable information if there is claim for compensation
- Helps to meet legal requirements for reporting certain incidences to the authorities

Not all minor accidents will need to be investigated, the determinant being the potential of the accident to cause harm, the severity of the potential harm, and the frequency of harm.

Investigations should be led by Supervisors or Managers, or any staff member with sufficient status and knowledge to make recommendations. Investigations must be carried out as soon as is reasonably practicable and any witness statements taken together with their personal details (names and addresses), as this information could be needed for a later date, long after that staff member may have left.

All investigations should be reported to the Director and taken to the Health and Safety Committee as part of the performance review for Five Rivers Child Care Ltd.

Accident records should be kept for a minimum of 3 years. Claims can be made up to 3 years from the date of the accident/injury.

### 25.3 Reporting of Accidents/Injuries

- All accidents/injuries (this includes staff and young people) must be recorded. For Residential and Education the Clear Care system is used to log any accidents/injuries for young people and employees. This can be completed on line with notification being sent through to relevant parties. Reports can be obtained from the system. For Fostering Offices and Head Office, who do not have access to the Clear Care System, the accident record book and the Five Rivers Child Care Accidents/Injuries Form require completing.
- It is the responsibility of the individual to report accidents and incidents in which they are involved. Where this is not possible, their Line Manager should report the accident or incident.
- Any serious accidents, injuries or dangerous occurrences to any child or young person must be reported immediately to the Senior On-Call. The child or young person's parents and/or Social Worker must also be immediately informed wherever practicable.
- Serious accidents involving young persons in care/foster children should also be reported to the named Director, the Head of Residential & Clinical Practice or the Head of Fostering, and OFSTED as a reportable incident under the appropriate regulation - (Regulation 30 Care Standards Act 2000 or Regulation 36 Fostering Service (England) Regulations 2011)
- Social Workers will then have the responsibility to ensure the Five Rivers Child Care Ltd Accident/Injury Form is completed with/by the Foster Carer and notify all appropriate people/enforcement authorities.

- Once the forms have been completed and signed by the member of staff or Manager, copies should be forwarded to their Line Manager and the Health & Safety Advisor for reporting to our Insurers and statistical purposes. Originals are to be filed on the Young Persons file or uploaded on CHARMS or in the case of staff on their Personnel Files.
- Any Accidents which are reportable under RIDDOR including any injured person who is away from work for seven days or more, must also be notified to the nominated Health and Safety Advisor. *(Please see Section 21 reporting procedures).*
- If the report requires more investigation or may be delayed by obtaining key witnesses, the Health and Safety Advisor must be contacted verbally in the first instance, and followed up in writing as soon as is reasonably practicable.

## 25.4 Near Misses

A Near Miss is an undesired event that, under slightly different circumstances, could have resulted in harm to people or damage to property, materials or the environment. Proper reporting of Near Misses is essential and the investigation that follows is for the purpose of training, educating and preventing future incidents or injury.

These are incidents that have not resulted in any injury or damage to either persons or property. The fact that there was no material consequence however does not remove the need to record and report the incident. Often the lack of injury or damage is more due to good fortune than design, it is essential therefore, that these events are identified and controlled before a similar incident results in a more serious consequence.

### Reporting

A Near Miss Form will need to be completed a copy sent to the Line Manager and Health and Safety Advisor for recording. If appropriate an investigation may be required. For Clear Care users Near Miss Form completed on the system, notification to Health and Safety Advisor.

Recording Near Misses is an important part of avoiding serious accidents and identifying trends which may be as a result of bad practice or procedural errors. It is better to be proactive rather than reactive.

***See Near Miss Form located at the end of this chapter***

## 25.5 Incident Reports

An Incident Report should be completed for all incidence of physical assault or violence any injuries resulting from an assault to be recorded separately on the Five Rivers Accident Injuries Reporting Form on the Clear Care system if this is supported.

## 25.6 Investigations

Any accidents, incidents or near misses which require investigation should be recorded on the Accident/Incident Investigation Report Form.

It is the responsibility of the Manager who is carrying out an investigation in to the causes and preventative measures required to ensure that where actions have been identified to prevent a

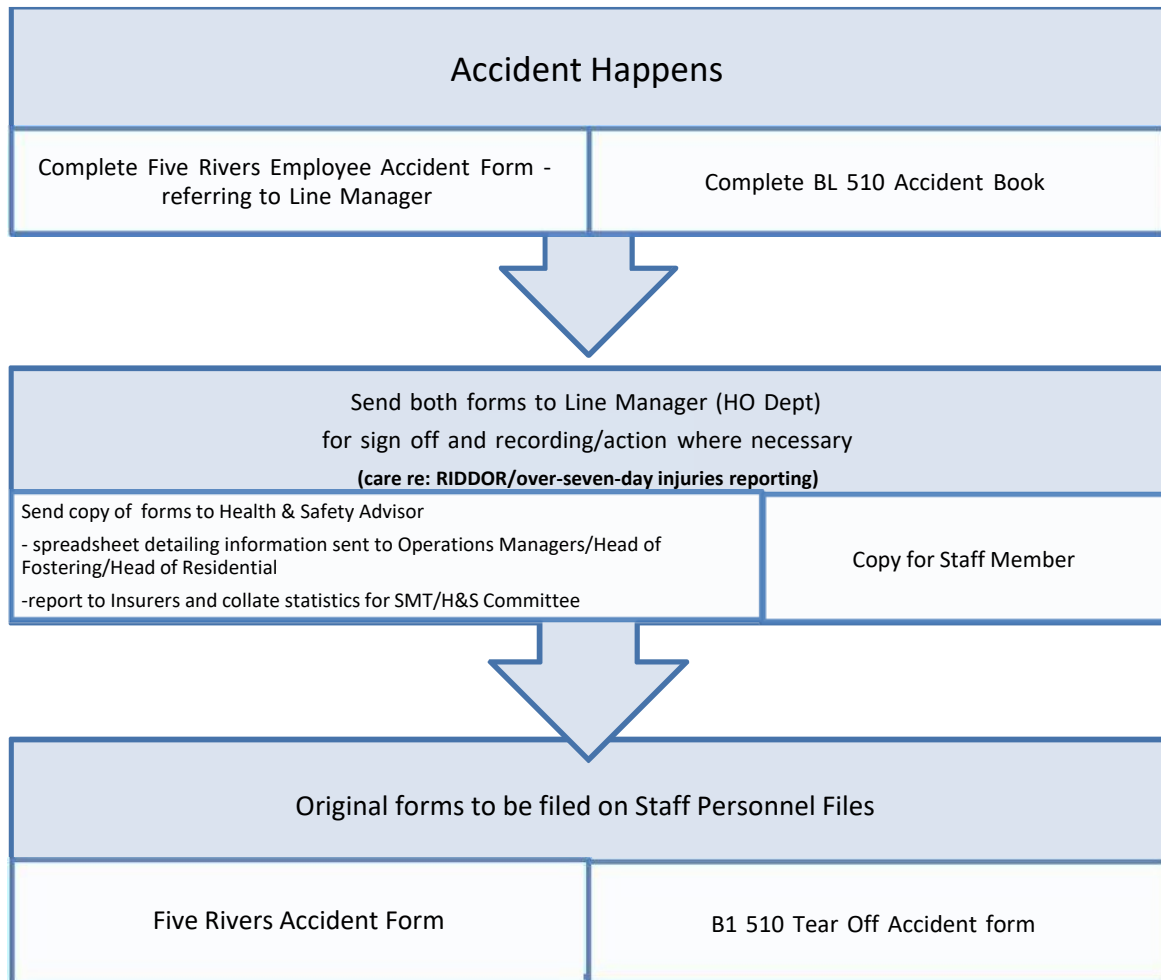
reoccurrence, they have been taken.

The level of investigation will be determined by the severity or seriousness of the accident or incident. For further guidance contact the nominated Health & Safety Manager.

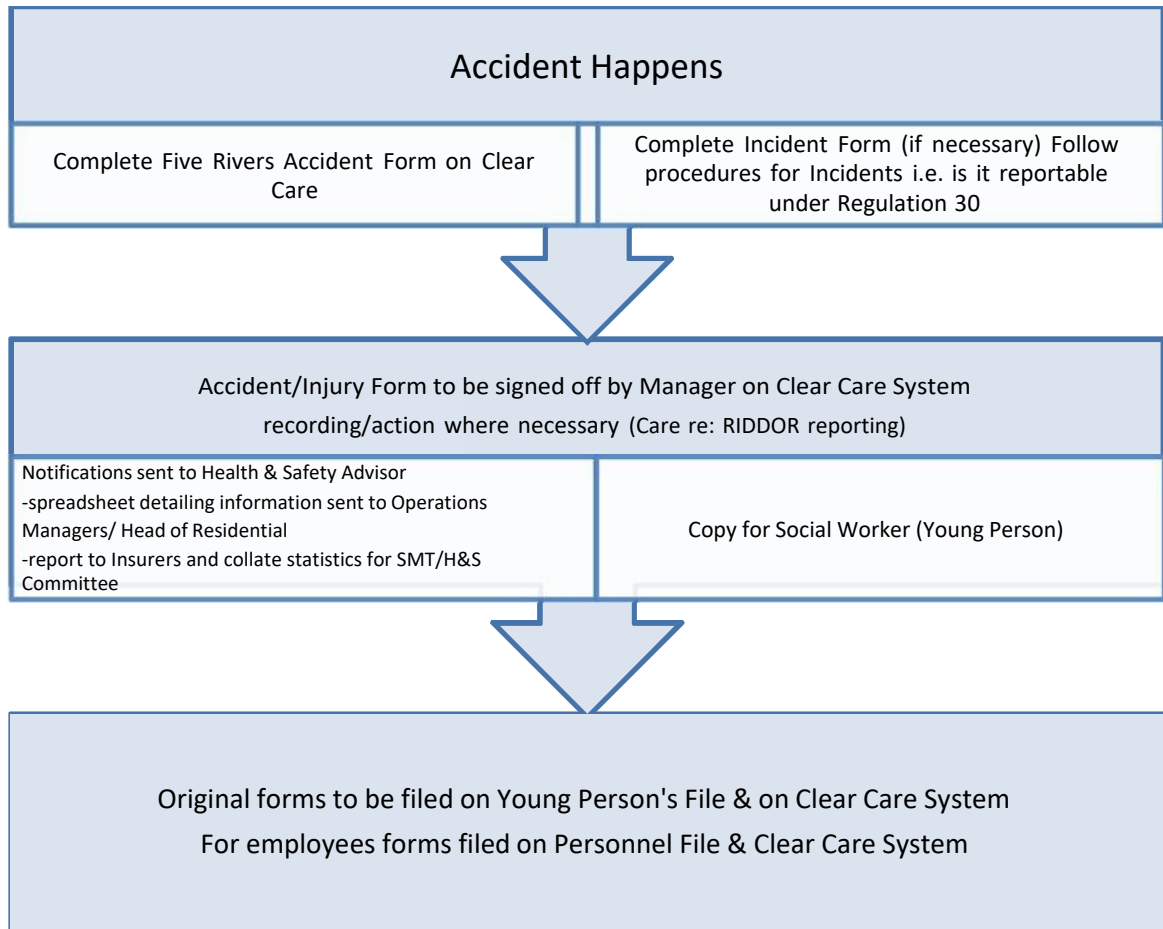
***See Flow Charts re Accident Reporting***

***See Five Rivers Accident/Injury Report & Accident/Injury Investigation Form in Appendices***

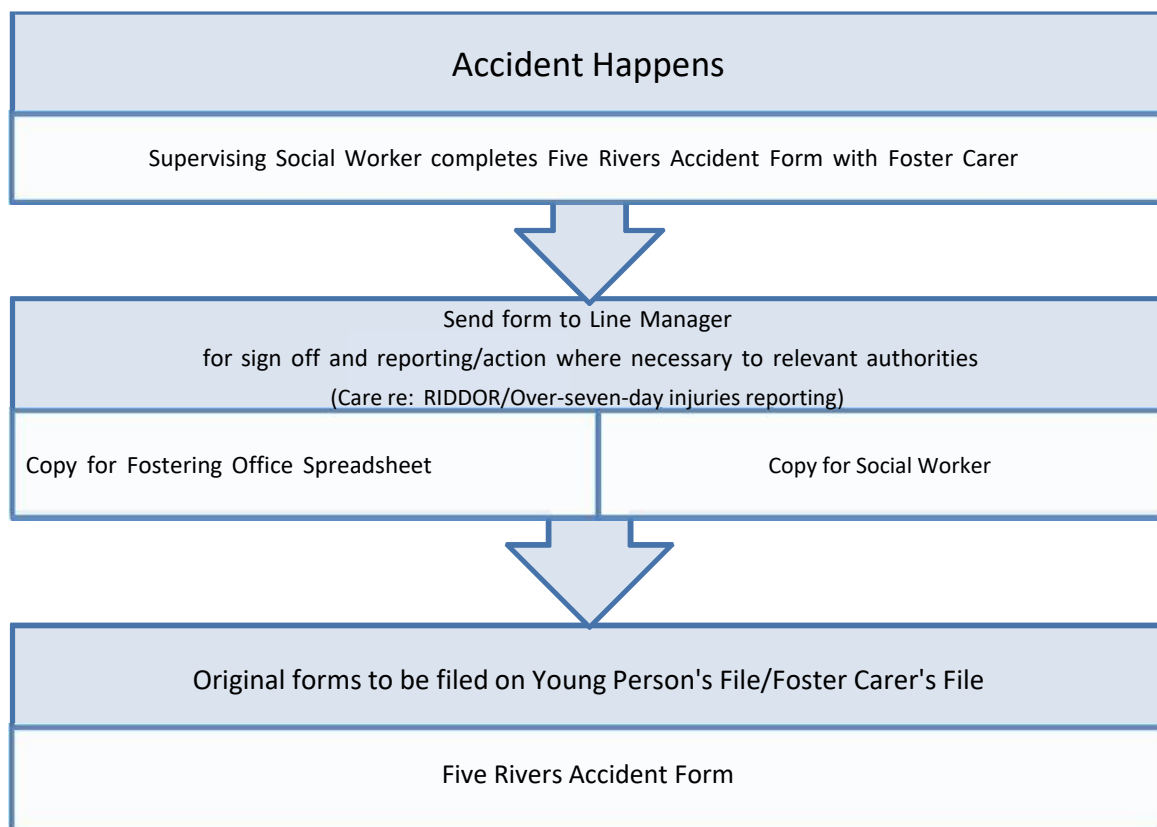
## Accident /Injury Reporting Procedures for Employee – Head Office/Fostering



**Accident/Injury Reporting Procedures for Young People and Employees in  
Residential/Education using Clear Care System**



### **Accident /Injury Reporting Procedures for Foster Carers and Young People in their care**



### 25.7 Central recording arrangements

The Health and Safety Advisor will record and analyse all accident and incident data and will produce a quarterly report for the Health and Safety National Meeting Committee.

The Health and Safety Advisor will monitor accident and incident data on a continuous basis to identify any possible deficiencies in the safety management system. Any deficiencies will be communicated to the relevant parties for action.

The Health and Safety Advisor will also communicate details of any accidents and incidents where either there could be a risk of serious and/or imminent danger to others or where a significant learning opportunity exists for others. Communication of this nature will normally be by e-mail to Senior Managers.

***See Five Rivers Accident/Injury Report in Appendices– See also Body Map in Appendices***

***See Five Rivers Accident/Injury Investigation Form in Appendices***

***See Five Rivers Near Miss Forms in Appendices***

## 25.8 Immediate Action to be taken in the event of an Accident or Sudden Illness

- a) The first person on the scene should make the situation safe and remove any immediate danger, but only if safe to do so
- b) The nearest First Aider should be called to assist
- c) If an ambulance is required dial (9) 999 and ask for the ambulance service, giving the precise location of the incident and entrance to be used
- d) If the casualty resulted in a fatality, major injury or a specified dangerous occurrence, it may be necessary to restrict access to the area until a full investigation has been undertaken.
- e) As soon as possible after the accident, inform the injured person's Line Manager/Social Worker who should start the reporting process. This means completing the Five Rivers Child Care Ltd Accident Reporting Form and the statutory Accident Record Book, if required.

## RIDDOR

## 26 Reporting of Injuries, Diseases and Dangerous Occurrences

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 (amended 2013) require certain incidents be reported to the enforcement authorities. The four categories of incidents that need to be reported are:-

- Death or Major Injury
- Over-seven-day injuries
- Diseases (certain diseases)
- Dangerous Occurrences

### 26.1 Reportable Death or Specified Injuries

If there is an accident connected with the workplace and:-

- an employee, a young person in our care, or a self employed person working on the premises is killed or suffers a major injury (including as a result of physical violence)
- a member of the public is killed or taken to hospital

then the Enforcing Authority HSE (Health & Safety Executive) must be notified without delay by either telephoning the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm) or by completing the accident report form "Report of an Injury" (F2508) online at the HSE Website.

All incidents can be reported online but a telephone service remains for reporting fatal and major injuries **only**.

It will be the responsibility of the Manager involved at the time of the incident/accident to report this to the HSE. The easiest way to complete the form is by telephoning the HSE who will then send a copy of the report by email.

The list of 'specified injuries' in RIDDOR (2013 - Regulation 4) includes:

- a fracture, other than to fingers, thumbs and toes;
- amputation of an arm, hand, finger, thumb, leg, foot or toe; ☐ permanent loss of sight or

- reduction of sight;
- crush injuries leading to internal organ damage;
- serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs);
- scalping (separation of skin from the head) which require hospital treatment;
- unconsciousness caused by head injury or asphyxia;
- any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours.

## 26.2 Reportable over-seven-day injuries

If there is an accident connected with the workplace (including an action of physical violence) and an employee or a self-employed person working on your premises, suffers an over-seven-day injury you must report it to the enforcing authority (HSE) within **fifteen days** of the incident occurring.

An over-seven-day injury is one which is not major but results in the injured person being away from work OR unable to do their full range of normal duties for more than seven days (this includes non-work days).

You can notify the Enforcing Authority (HSE) by **completing the appropriate** form online “Report of an Injury (F2508) on the **HSE Website**.

It will be the responsibility of the Manager involved at the time of the incident/accident to report this to the HSE.

## 26.3 Reportable Disease

If a Doctor notifies Five Rivers Child Care Ltd that an employee, child or young person is suffering from a reportable disease then their Line Manager must report it to the Enforcing Authority (HSE) as soon as possible.

You can notify the Enforcing Authority (HSE) **by completing the appropriate form online** “Report of a case of disease” (F2508A) on the HSE Website - “Ways to report an incident at work”

### Reportable diseases include:-

- certain poisonings;
- some skin diseases such as occupational dermatitis, skin cancer, chrome ulcer, oil folliculitis/acne;
- lung diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis, mesothelioma;
- infections such as: leptospirosis; hepatitis; tuberculosis; anthrax;
- legionellosis and tetanus;
- other conditions such as: occupational cancer; certain musculoskeletal disorders; decompression illness and hand-arm vibrations syndrome.

A full list of reportable diseases can be obtained from the HSE website.



## 26.4 Reportable Dangerous Occurrences (near misses)

If something happens which does not result in a reportable injury, which clearly could have done, then it may be a dangerous occurrence which must be reported **immediately** to the Enforcing Authority (HSE) by **completing the appropriate “Report of a Dangerous Occurrence”** form online.

It will be the responsibility of the Manager in charge at the time of the occurrence to report this to the Enforcement Authority.

Reportable Dangerous Occurrences are:-

- collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
- explosion, collapse or bursting of any closed vessel or associated pipework;
- failure of any freight container in any of its load-bearing parts;
- plant or equipment coming into contact with overhead power lines;
- electrical short circuit or overload causing fire or explosion;
- any unintentional explosion, misfire, failure of demolition to cause the intended collapse, projection of material beyond a site boundary, injury caused by an explosion;
- accidental release of a biological agent likely to cause severe human illness;
- failure of industrial radiography or irradiation equipment to de-energise or return to its safe position after the intended exposure period;
- malfunction of breathing apparatus while in use or during testing immediately before use;
- failure or endangering of diving equipment, the trapping of a diver, an explosion near a diver, or an uncontrolled ascent;
- collapse or partial collapse of a scaffold over five metres high, or erected near water where there could be a risk of drowning after a fall;
- unintended collision of a train with any vehicle;
- dangerous occurrence at a well (other than a water well), dangerous occurrence at a pipeline;
- failure of any load-bearing fairground equipment, or derailment or unintended collision of cars or trains;
- a road tanker carrying a dangerous substance overturns, suffers serious damage, catches fire or the substance is released;
- a dangerous substance being conveyed by road is involved in a fire or released;

## 26.5 Notification

Copies of RIDDOR reports/notification should be sent to:-

- Named Lead Manager, Operations Manager
- Head of Service
- Nominated Health and Safety Advisor

Registered Managers and Health and Safety representatives must acquaint themselves with the above regulations and procedures; however, all employees need a working knowledge.

***See Section 21 Accidents & Injuries & Near Miss Form***

## Employees

### 27 Dealing with Health & Safety & Welfare Problems – Reporting Hazards

This procedure sets out the framework for employees to raise issues of concern and is designed to lead to the prompt and positive action by Line Managers.

#### 27.1 Reporting Procedure

Where an individual has concerns regarding his or her own health, safety or welfare they should, in the first instance, raise the matter with their immediate Manager. This should be reported their Line Manager immediately or at the earliest practical time.

Where a concern relates to a group of employees within a single work area, a nominated representative for that group shall raise the matter with their Manager directly responsible for the day to day operations within that area.

The Line Manager will in turn make recommendations as to how the potential risk can be minimised or eliminated as far as is reasonably practical to protect people from harm and any actions shall be completed within 48 hours of identifying the risk

It is understood that whilst Line Managers will deal with any issues raised as soon as is reasonably practicable, it may be necessary for further investigation and/or consultation to be carried out.

If this needs to be dealt with by a contractor, contact the Project Manager or in the case of offices where a Landlord has responsibility for maintenance of the building, contact the Landlord/Management Company.

If the hazard cannot be eliminated at the time of identifying the hazard, the Line Manager will complete a Risk Assessment. The Risk Assessment to be circulated to the group of people who will be affected by the hazard.

Where appropriate the Hazard Report Form may be used to confirm the concerns or action to be taken. The Hazard Report Form to be completed by the individual identifying the hazard can be found in the appendices to assist with the process.

***See Hazard Report Form in Appendices***

### 28 Work Related Illnesses & Diseases

Work place environments can pose a threat to occupational ill health to employees who may be exposed to particular health risks. These health risks can include:-

- Chemical (solvents/paints/fumes)
- Biological (bacteria/pathogens/infectious diseases)
- Physical (upper limb disorders/ repetitive strain injuries/manual handling injuries/ display screen equipment health related problems)
- Psychological (stress)

When considering the risks it is important to identify if there are likely routes of entry into the body, which may affect whether protective person equipment is needed, and if this is the case, this will be recorded as a control measure into the risk assessment.

Likely routes of entry into the body are:-

- Ingestion – orally
- Injection – piercing the skin
- Absorption – through the skin

Where staff or carer's are exposed to any of the work related illness risks, an assessment will need to be prepared and implemented to eliminate, reduce, or control the risks. There will also be additional forms of occupational monitoring agreed with the Manager, and written records kept of this monitoring, on each individual's personnel file, kept centrally in HR.

Where an infectious disease or illness has been identified it is important to seek help and advice as quickly as possible, and steps taken to safeguard others who may have come in contact with the person suffering from the infectious disease.

There are two types of disease / illness to be considered and are as follows:

#### Common Diseases

- Enteric fever (typhoid or paratyphoid)
- Food poisoning
- Infectious jaundice
- Measles
- Scarlet Fever
- Tuberculosis
- Whooping cough

#### Uncommon Diseases

- Anthrax
- Cholera
- Diphtheria
- Dysentery (anaerobic or bacillary)
- Encephalitis (acute)
- Leptospirosis
- Malaria
- Meningitis (acute)
- Ophthalmid – neo-natarum

If any person (including young people) is diagnosed as having any of these diseases the Health and Safety Manager should be advised and steps taken to safeguard all those who have been in contact with the infected person.

In the case of a young person contracting a disease, the placement authority must be notified. Consideration must be given to OFSTED notifications and RIDDOR implications.

There is a requirement under RIDDOR to report a number of infectious diseases to the Incident Contact Centre – follow the reporting systems identified in the RIDDOR section of this policy. (*See Section 14*)

## 29 Allergies & Medical Conditions

All employees have a duty to inform their Manager of any allergies, intolerances and/or medical conditions that may have an impact on themselves, their work colleagues or young people in the course of their work.

Such conditions to consider are:-

- Epilepsy
- Asthma
- Heart conditions
- Diabetes
- Nut Allergies

This is not an exhaustive list, and if staff are in any doubt as to what might be reportable, please discuss this with your Manager.

Such conditions will not preclude employees from work but will allow Managers to undertake a risk assessment to protect the safety of the employee, the staff team and the young people.

The Risk Assessment may include details of:

- Severity of symptoms
- Likelihood of attack
- What to avoid to reduce the risk of attack
- What symptoms may present that staff should be vigilant for
- What to do in an emergency
- Storage of medication
- Frequency and History of attacks
- How you will raise awareness to members of staff to know the expected responses or first aid needed
- Who to contact in cases of emergency

## 30 Violence in the Workplace

The nature of the care work we undertake with our young people and families may expose employees and carer's to the risk of aggression or violence from:

- Young People themselves
- Young Peoples families
- Young Peoples peers
- Local community members, for example neighbours
- Young Peoples undesirable networks

The types of behaviour that may be presented include; to be sworn at, to be threatened or even to be attacked. To be attacked may include being attacked with a weapon.

**Violence is ...**

The Health and Safety Executive's definition of work-related violence is:

*'Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.*

Verbal abuse and threats are the most common types of incident. Physical attacks, unfortunately, do occur and the young person's care plan, safeguarding plans and risk assessments, will all give advice and guidance, together with trigger signs for an early warning that a young person is feeling distressed and may lash out at the carer.

Five Rivers Child Care Ltd as a caring organisation have an interest in reducing violence at work. Violence can lead to poor morale and a poor image for the organisation, making it difficult to recruit and keep staff.

It can also mean extra cost, with absenteeism, higher insurance premiums and compensation payments.

For employees, violence can cause pain, distress and even disability or death.

Physical attacks are obviously dangerous but serious or persistent verbal abuse or threats can also damage employees' health through anxiety or stress.

### 30.1 What the law requires

There are five main pieces of Health and Safety law which are relevant to violence at work. These are:-

#### **The Health and Safety at Work Act 1974 (HSW Act)**

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees.

#### **The Management of Health and Safety at Work Regulations 1999**

Employers must assess the risks to employees and make arrangements for their health and safety by effective:

- Planning;
- Organisation;
- Control;
- Monitoring and review.

The risks covered should, where appropriate, include the need to protect employees from exposure to reasonably foreseeable violence.

#### **The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) (amended 2013)**

Employers must notify their enforcing authority in the event of an accident at work to any employee resulting in death, major injury or incapacity for normal work for seven or more consecutive days. This includes any act of non-consensual physical violence done to a person at work.

#### **Safety Representatives and Safety Committees Regulations 1977 (a) and The Health and Safety**

## **(Consultation with Employees) Regulations 1996 (b)**

Employers must inform, and consult with, employees in good time on matters relating to their health and safety. Employee representatives, either appointed by recognised trade unions under (a) or elected under (b) may make representations to their employer on matters affecting the health and safety of those they represent.

Effective management of violence relies on the completion of comprehensive, suitable and sufficient risk assessments

All staff and carer's are trained in how to positively respond to increases of aggression and violent behavior from our young people. The training includes comprehensive information on why our young people show such destructive behaviours at times of distress, and how to respond with "emotional" holding. This type of holding relies on verbal skills around distraction, deflection and where necessary disengagement. Where "emotional" holding is not effective, staff have been trained in appropriate physical intervention techniques, where there is no option other than to physically intervene in the interests of safety for the young person and the safety of others around them.

All young people will have risk assessments written on how to help them to manage their behaviour, and how to safeguard them from harm. Staff must make themselves aware of these documents to understand what role they have in keeping the young person and themselves safe.

Where violence is prevalent, staff should be consulted about this through:

- Supervision
- Team meetings
- Staff team supervisions where these are in place

This can also be raised informally and verbally through managers, supervisors and safety representatives.

Detailed records will be kept, whichever way the problem has been raised.

This may take the form of:

- Supervision notes
- Team meeting minutes
- Team supervision notes.

Where appropriate, and **following** an incident of violence, the incident forms will be used to record the specific details, and the debriefs used to analyse the potential shortfalls in the safeguarding procedures or care plans, or identify patterns of behaviour, which may lead to amendments being made in the young person's risk assessments for behaviours.

Where the violence has been committed by a person external to Five Rivers Child Care Ltd, this should also be reported through the incident reporting forms, and forwarded to the CEO expediently. Measure must be put in place to protect staff, with immediate effect; this may involve reporting the incident to the police.

It may be necessary to report this to external agencies such as social services, for multi agency advice, and where necessary counselling and mediation.

## 30.2 The victims

If there is a violent incident involving a team member, the manager will need to respond quickly to avoid any long-term distress to employees.

The following safeguards are in place for all employees and carers.

### **Debriefing**

Victims will need to talk through their experience as soon as possible after the event. Remembering that verbal abuse can be just as upsetting as a physical attack

### **Time off work**

Individuals will react differently and may need differing amounts of time to recover. In some circumstances they might need specialist counselling.

Where staff are employed and are in need of time off work to recover from an injury as a result from an assault at work, Human Resources should be contacted in the first instance, and payment will be considered on its merit for sick pay in consultation with the Manager.

### **Legal help**

In serious cases legal help may be appropriate

### **Staff teams or Carers**

May need guidance and/or training to help them to respond appropriately. *See Incident Report Form*

## 31 Infection Control

### 31.1 Introduction

Infectious diseases are caused by biological agents, that is, viruses, bacteria, fungal spores and other organisms such as *Toxoplasma gondii* which can be found in ewes and cats. These biological agents can be:

- airborne
- carried by animals
- carried by other humans
- present in manufacturing processes
- present in water systems.

Many infectious diseases have the capacity to spread to, and between, humans, within a wide range of commercial establishments where large numbers of people work close to sources of biological agents or share eating and living accommodation.

Infection control is the discipline concerned with preventing the spread of infection within the workplace and protecting those working in close proximity to potential sources of infectious substances.

### 31.2 Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of

our employees and to outline arrangements we have in place for them, and any others affected by our work activities, that will reduce the risk of ill health arising from exposure to micro-organisms. We will take into account recognised principles of good practice and comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended).
- Note: environmental legislation is also applicable to clinical waste.

### 31.3 Employer Responsibilities

To ensure that infection control procedures are in place and managed in compliance with relevant health and safety regulations, we will:

- assess, reduce and control the risks associated with possible infections in the workplace;
- provide appropriate information, instruction and training for employees who may be exposed to possible infections;
- assign to a senior member of staff the responsibility for investigating and recording accidents, incidents and near misses relating to infection control and to ensure that reports under Regulation 37 of the Care Regulations are made as required and by the County or Council Health Protection Unit (HPU)
- provide the senior member of staff with 24 hour access to advice on infection prevention and infection control from the local Council Health Protection Unit (HPU) or Communicable Disease Control Nurse (CDCN);
- keep appropriate records; and
- review this policy at least annually or more frequently if significant changes occur.

### 31.4 Procedure

To fulfil our responsibilities as outlined above, we will:

- identify any biological hazards present or potentially present in the workplace;
- carry out specific risk assessments for all hazardous substances and relevant processes;
- provide employees and others with information, training, instruction and supervision and ensure that relevant records are maintained;
- inform employees of the arrangements for obtaining vaccines or other necessary treatments to protect against, or treat the effects of, exposure to biological agents, if the risk assessment shows there to be a risk of exposure. If such treatments are necessary, the costs will be met by the company;
- provide suitable and sufficient Personal Protective Equipment (PPE) for employees exposed to biological hazards;
- provide suitable spillage kits;
- prepare and implement safe systems of work for all potential contact with biological hazards;

### 31.5 Infection at Work – Controlling the Risks

#### **Good Occupational Hygiene: Basic Controls**

- Wash hands (and arms if necessary) before eating, drinking, smoking, using the telephone, taking medication, applying make-up, inserting contact lenses.
- Cover all new and existing cuts and grazes with waterproof dressings and/or gloves before starting work. If cuts and grazes occur, wash immediately with soap and running water and apply a waterproof dressing.
- Take rest breaks and meal breaks away from the main work area.
- Wear appropriate protective clothing to stop personal contamination, e.g. waterproof/water-resistant protective clothing, plastic aprons, gloves, rubber boots/disposable overshoes. Ensure its safe disposal or cleaning.



- Avoid hand-mouth or hand-eye contact – don't put pens/pencils in mouths.
- Dispose of all contaminated waste safely

## 32 Sharps Injuries and Blood Borne Viruses (BBV)

The Health and Safety Executive (HSE) have introduced a new regulation to implement a European Directive. The Health and Safety (Sharp Instruments in Healthcare) Regulations came into force on 11 May 2013. Northern Ireland will introduce equivalent regulations on the same date.

They will supplement the existing health and safety legislation that already requires employers across all sectors to take effective action to control the risk from sharps injuries. This includes injuries received from bites or scratches.

### 32.1 Introduction

A sharps injury is an incident which causes a needle or sharp instrument, such as a scalpel (collectively referred to as 'sharps') to penetrate the skin. This is sometimes called a percutaneous injury. If the sharp is contaminated with blood or other body fluid there is a potential for transmission of infection.

Although rare, injuries from sharps contaminated with an infected person's blood can transmit more than 20 diseases, including Hepatitis B, C and human immunodeficiency virus (HIV).

Good hygiene and skin care are the first line of defence. Fresh wounds must be covered with a waterproof dressing. Gloves reduce the risk of transmission even if a sharp goes through them.

Infected blood or body fluid have to enter the body through a fresh wound, injury (i.e. sharps) or through contact with mucus membranes (i.e. nose, eyes or mouth).

The following procedures provide Five Rivers Child Care Ltd staff with clear instructions on the actions to take when a sharps injury or contamination incident has occurred.

Adherence to these procedures will ensure that appropriate action is taken in a timely manner in order to reduce risks to staff from such incidents.

Infections resulting from sharps injuries and contaminated incidents, involving a source known to be infected, include the following blood borne viruses:-

- Hepatitis B virus (HBV), hepatitis C virus and hepatitis D virus, which all cause hepatitis, a disease of the liver;
- Human immunodeficiency virus (HIV) which causes acquired immune deficiency syndrome (AIDS), affecting the immune system of the body.

### 32.2 Definitions

These are classified as incidents where staff are exposed to a source/person's blood, serum or other body fluids. Incidents include:-

- Percutaneous injuries (where skin is pierced or broken) such as sharps injuries
- Bites (blood drawn)
- Scratches (blood drawn)
- Contamination of the mucous membrane (through the mouth and nose) or conjunctivae (through the eye)
- Minor cuts, abrasions and other open skin lesion which become contaminated

### 32.3 Action to be followed if you receive a sharps injury

- Encourage the wound to gently bleed, ideally holding it under running water
- Wash the wound using running water and plenty of soap
- Do not scrub the wound whilst you are washing it
- Do not suck the wound
- Dry the wound and cover it with a waterproof plaster or dressing
- Seek urgent medical advice (for example from your Occupational Health Service) as effective prophylaxis (medicines to help fight infection) are available
- Report the injury to your Line Manager
- Complete an Accident/Injury Form

All Residential Managers & Education Managers of Five Rivers Child Care Ltd must undertake a risk assessment, this process will help identify the hazards, consider the nature of the work, evaluate the risks and implement monitor and review control measures to reduce the risk.

They must:-

- ensure standard precautions for infection control are in place
- ensure all employees and workers under their control have information on safe use of sharps
- ensure that suitable clinical waste disposal procedures, including use of sharps containers are followed if appropriate, according to the risk assessment
- provide access to occupational health advice, and immunization where appropriate
- have clear procedures for response to sharps injury, including speedy access to appropriate treatments
- record work-related sharps injuries in your accident book, complete a Five Rivers Child Care Ltd Accidents/Injuries form
- Report to HSE under RIDDOR (See RIDDOR procedures Section 21)

### 32.4 Hepatitis B Immunisation – Residential/Education Staff

Staff who are involved with the care of our young people are often at risk of becoming bitten or scratched. It is important, therefore, that we ensure our staff are not at risk of contracting the Hepatitis B virus.

A risk assessment will need to be completed in the home to clarify the likelihood of contracting the Hepatitis B virus.

We have found that some GPs will provide the vaccination free of charge if you explain your situation and you are at risk. Although GPs are not obliged to provide this service free of charge when it is required as a result of your occupation. Under Health and Safety legislation employers have a duty to provide a safe working environment. Five Rivers Child Care, therefore, have a duty of care to cover the cost of immunisation.

All staff in this situation to see if their GPs will provide the service in the first instance and if they are not prepared to do so, then Five Rivers Child Care will cover the costs. A Risk assessment to be completed signed by the Manager and attached to the claim. The cost is to be funded from the residential/education budget.

## 33 Smoke Free Policy

In compliance with the Health Act 2006, Five Rivers Child Care Ltd adhere to the legislation and policy making process of a smoke free workplace for all staff and young people in their care.

This policy has been developed to protect all employees, service users, customers and visitors from exposure to second hand smoke and to assist compliance with the Health Act 2006. Exposure to second hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

It is the policy of Five Rivers Child Care Ltd that all our workplaces are smoke free, and all employees have a right to work in a smoke free environment. The policy shall come into effect on Sunday, 1 July 2007. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles and staff or foster carers using their own or hired vehicle to transport young people in their care. This policy applies to all employees, consultants, contractors, customers or members and visitors.

### 33.1 Implementation

Overall responsibility for policy implementation and review rests with the Director of Five Rivers. However, all staff are obliged to adhere to, and support the implementation of the policy. The person named above shall inform all existing employees, consultants and contractors of the policy and their role in the implementation and monitoring of the policy. They will also give all new personnel a copy of the policy on recruitment/induction. Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles.

### 33.2 Non-Compliance

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Customers, visitors, patrons or any person not being a member of staff, who fails to comply with this policy will be refused service and asked to leave, they may also be excluded from the premises on a permanent basis.

For Companies who do not comply with the smoke free law may be liable to a fixed penalty fine and possible criminal prosecution.

### 33.3 Help to stop Smoking

The NHS offers a range of free services to help smokers give up. Visit [gosmokefree.co.uk](http://gosmokefree.co.uk) or call the NHS Smoking Helpline on 0800 169 0 169 for details. Alternatively you can text 'GIVE UP' and your full postcode to 88088 to find your local NHS Stop Smoking Service.

## 34 Mobile Phone Use

The use of mobile phones at work offers a convenient and efficient means of communication. In some circumstances they can also have safety benefits in terms of personal safety and use in emergencies.

However, in response to growing concern with regard to their effects on health the Government set up an Independent Expert Group on Mobile Phones (IEGMP) which issued their report in May 2000. They have recommended that a precautionary approach to the use of mobile phones be adopted.

As an employer, Five Rivers Child Care Ltd has statutory duties to assess potential risks to the Health

and Safety of employees, and others, arising from work activities.

This code of practice assesses potential health and safety risks from the use of mobile phones at work.

It also sets out clear guidance to employees on the actions they should take to help eliminate or minimise such risks.

### 34.1 Potential Health Risks

Mobile phones emit low levels of Radio Frequency (RF) radiation during use.

Whilst the levels of radiation experienced by users are below the dose limits recommended by the UK's National Radiological Protection Board (NRPB), and the balance of evidence to date suggests that exposures to RF radiation below NRPB guidelines do not cause adverse health effects to the general population, there is scientific evidence which suggests that there may be biological effects occurring at exposures below these guidelines. This does not necessarily mean that these effects lead to disease or injury, but it is potentially important information requiring further research.

Consequently, a precautionary approach of reducing exposure to mobile phones is seen as a prudent course of action until more hard information is available.

### 34.2 Other Potential Risks

The potential for mobile phones to interfere with sensitive electronic equipment means that their use is forbidden in aircraft and in hospitals. This also can have implications for persons fitted with cardiac pacemakers or other medically implanted electronic equipment. Mobile phones, unless specially designed for the purpose can cause a risk of fire/explosion if used in potentially flammable atmospheres.

Mobile phones should not be used during a security alert when a suspect device has been found, as this could potentially cause detonation of an explosive device.

### 34.3 Procedure – Use of Mobile Phones

The following rules must be followed when using mobile phones on company business. You should also refer to any specific manufacturers' safety information supplied with your phone.

- Is the use of a mobile phone really necessary? Wherever possible use an ordinary land line phone instead. Encourage callers to use message taking services or answering machines and to contact you on the mobile only when the call is urgent.
- Use of Mobile phones whilst driving is not permitted unless a hands free kit system has been provided and only if it is safe to do so.
- Do not press the phone tight against your ear. Leave a slight gap, to reduce the energy concentration.
- If you have to make an unavoidably lengthy call, change the phone periodically from ear to ear to reduce the exposure to radio frequency radiation.
- Switch off your phone completely when at a petrol filling station or when near any other potentially flammable atmosphere, e.g., paint spraying or bottled gas store.
- Switch off your phone completely aboard aircraft or on hospital premises or anywhere where sensitive electronic medical equipment is likely to be encountered.
- If you have a cardiac pacemaker or other medically implanted electronic device, seek medical advice before using a mobile phone.

Remember, this precautionary approach is being adopted in line with the recommendations of the Independent Expert Group on Mobile Phones (IEGMP). There is no scientific evidence that mobile phones give rise to adverse health effects, but until further research had been carried out it is prudent to adopt this precautionary approach.

#### 34.4 Mobile Phone & Hands Free Use Guidance

This Policy applies to use of mobile phones provided by the organisation and also the use of private mobile phones whilst driving on Company business.

Driving includes any time while the vehicle is on the road and its engine is running (including stop/start capability), even if the vehicle is stationary. This includes time spent stopped at traffic lights or in congestion / traffic jams.

##### **Hands-free**

Even if your vehicle has a hands-free solution, you must stay in full control of your vehicle (see below extract from the Highway Code) at all times.

The police can stop you if they think you're not in control because you're distracted and you can be prosecuted.

Using hands free (e.g. for navigation) is not illegal. However, if this distracts you and affects your ability to drive safely, you can still be prosecuted by the police.

Practical steps for you to take when travelling between offices and other locations: -

- Should you receive a call, find an appropriate place to stop and pull over to take or return the call.
- Keep any calls to a minimum to avoid any distraction or danger.
- Let your colleagues know that you will not be contactable for a period of time when travelling (utilising out of office on email, voicemail or other methods of communication).
- Use the call diversion or messaging service
- Make regular stops if necessary to check messages and return calls (always pulling over in a safe place e.g. car park, lay-by, service station)
- Use a common sense approach

##### **Rule 149 of the Highway Code states the following: -**

*You MUST exercise proper control of your vehicle at all times. You MUST NOT use a hand-held mobile phone, or similar device, when driving or when supervising a learner driver, except to call 999 or 112 in a genuine emergency when it is unsafe or impractical to stop. Never use a hand-held microphone when driving. Using hands-free equipment is also likely to distract your attention from the road. It is far safer not to use any telephone while you are driving or riding - find a safe place to stop first or use the voicemail facility and listen to messages later.*

##### **Hand-held phones**

It is illegal to use a handheld mobile when driving. This includes using your phone to follow a map, read a text or check social media. This applies even if you're stopped at traffic lights or queuing in traffic.

You can only use a handheld phone if you are safely parked or need to call 999 or 112 in an emergency

and it's unsafe or impractical to stop.

If you are caught using a handheld phone while driving, you will receive points on your licence and a fine. Points on your licence will result in higher insurance costs and could result in you losing your licence.

It is illegal to use your phone while driving unless you have hands-free access, such as:

- a blue tooth headset
- voice command
- a dashboard holder

The law still applies to you if you are:-

- stopped at traffic lights
- queuing in traffic

Drivers should keep themselves up to date and aware of the current legislation on the use of mobile phones and hands-free facilities in the car.

All Managers must ensure that this policy is understood and complied with within their area of responsibility.

This Policy note should be read in conjunction with the Company's Health & Safety & Vehicle policies. Any breach of this policy may result in disciplinary proceedings under the Disciplinary Policy & Procedure.

## 35 Alcohol, Drugs and Substance Misuse

### 35.1 Introduction

Alcohol, drugs and substance misuse affects not only the health, safety and welfare of the individual concerned but can increase risks to safety for those affected by their actions. Five Rivers Child Care Ltd has a responsibility to ensure the health, safety and welfare for all employees. When carrying out work for the Five Rivers Child Care Ltd, all employees must be in a fit and appropriate state with no impairment from alcohol or drugs.

The Alcohol, Drug and Substance Misuse Strategy applies to all employees, including temporary staff and external contract personnel and every case will be treated with the strictest of confidence. Misuse of alcohol, drugs or substances is recognised as a health problem and will be treated under normal sick leave arrangements. The importance of early action is vital to allow individuals to attempt to overcome their difficulties before the problem escalates and results in disciplinary action or loss of employment.

Unacceptable performance or behaviour, arising from isolated or repeated incidents of alcohol, drugs and substance misuse, will be dealt with under the Five Rivers Group disciplinary procedures.

### 35.2 Strategy

- Five Rivers Child Care Ltd requires all employees, including those on call, temporary staff and external contract personnel to arrive at work free from the effects of alcohol or drugs.

- Employees should not consume alcohol or be under the influence of alcohol while at work.
- Generally, the consumption of alcohol on company premises is prohibited with the exception of certain locations with social facilities and company functions, where approval has been granted in advance by senior management who will have first considered whether serving alcohol is appropriate. In such circumstances, there should be an availability of non-alcoholic drinks. Employees invited to such functions must act responsibly in relation to alcohol consumption.
- No employee should be in possession of illegal drugs or misuse drugs when at work or accompanying young people.
- Five Rivers Child Care Ltd recognises the controlled use and possession of medicines for personal use as an exception. Employees using prescription drugs, which may affect their behaviour and/or work, have a responsibility to inform management. Distributing, selling or offering to buy or sell prescription drugs in the workplace is prohibited
- Although illegal use of drugs will not be condoned, in most cases an employee with a drug misuse problem will be encouraged to seek help, advice and treatment.
- Distributing, possessing, using, selling or offering to buy or sell illegal drugs in the workplace is prohibited. Any employee found doing so may be dismissed under the Five Rivers Child Care Ltd Disciplinary policy for gross misconduct and the details of the case may be passed onto the police.
- Five Rivers Child Care Ltd will offer confidential and voluntary counselling and support services for employees with an alcohol or drug related problem. However, employees involved in drug related matters may not warrant automatic consideration under this strategy and each case will be considered individually.
- Employees may attend counselling during working hours where agreed by line management.
- Failure to complete the course of treatment or work performance remaining below an acceptable standard, may lead to disciplinary action.
- Five Rivers Child Care Ltd recognises the possibility of relapse. If this occurs, the same procedures of support will be offered to the employee at management discretion depending on the circumstances.
- Breaches of this strategy may be dealt with under the Five Rivers Child Care Disciplinary policy

### 35.3 Guidance for Managers

Five Rivers Child Care Ltd is committed to providing support required for a full recovery through the Alcohol, Drugs and Substance Misuse Strategy. This involves setting a list of objectives to be achieved within stated time limits, and offering to refer the individual to a counsellor. Reasonable progress must be seen and should be monitored regularly. Although this may be a lengthy process, there is every likelihood that with sufficient commitment and willpower a recovery will be made.

- Once treatment has been prescribed, appropriate and reasonable workplace adjustments should be offered whilst undergoing the treatment to assist a successful outcome; sick leave and time off should be granted as necessary. If the treatment is unsuccessful and work performance deteriorates, Five Rivers Child Care will re-assess the situation to determine whether disciplinary action is appropriate.
- The employee should also be made aware that failure to undergo treatment or counselling recommended by Five Rivers Child Care Ltd, independent medical advisors or counsellor, or where work performance remains below an acceptable standard may lead to disciplinary action and result in dismissal.
- When an employee returns to work a rehabilitation plan must be agreed to ensure that the employee is regularly monitored and any relapses are addressed.
- If at any time it is believed the employee is placing himself or herself or others at risk, Mentor Health and Safety Advice Line should be contacted immediately for advice on further action.
- It is the responsibility of managers to enforce this strategy. To assist, there are guidelines in this strategy to help recognise employees with an alcohol or drug misuse problem, how to refer an employee to a specialist counsellor and how to seek advice regarding possible disciplinary action.



- One-off situations of alcohol misuse, i.e. where there is no ongoing dependency, should be treated as misconduct and the Five Rivers Child Care Ltd, Disciplinary policy should be followed.

### 35.4 Recognising a Problem

The definition of alcohol, drugs and substance misuse is 'Any drinking, drug taking or substance misuse either intermittent or continual which interferes with a person's health, social functioning or performance at work'.

- Alcohol, drugs and substance misuse generally develops over a period of time and can result in a steady deterioration in personality, acceptability, appearance, financial circumstances, punctuality, attendance and performance at work.
- Drugs which are prescribed legally by doctors can result in dependency and impaired efficiency, with tranquillisers and sleeping pills the most common. Over the counter medications or solvents can also result in dependency.
- Employees who believe that prescribed drugs are interfering with their normal functioning at work or that they have become dependent on them should contact their own doctor and approach their Manager for assistance. This will be treated in the strictest confidence.

### 35.5 Signs to Look for

There are various stages related to alcohol and drug dependency which can be observed by Managers or members of staff. The strategy is not concerned with isolated instances of absenteeism or inefficiency which employees may be subject to at any time. Managers should be aware of a pattern of deteriorating work performance and/or spasmodic absence. Employees with alcohol and/or drug related problems will usually show early signs that there is a problem of some kind. These usually take the form of:

- Gradual deterioration in performance
- A change in personality
- A general air of poor well being.
- Poor time keeping
- Poor absence record

Managers should begin to record any developing pattern of problem behaviour as soon as it begins to emerge. They should not wait until behaviour deteriorates to such an extent that disciplinary action is necessary. Early informal action should always be taken where possible before the disciplinary process is invoked.

As a guide, the following issues may be indicative that an employee is regularly misusing alcohol or drugs:

### 35.6 Absenteeism

- Multiple instances of unauthorised leave.
- Frequent Monday or Friday absences.
- Excessive lateness e.g. on Monday mornings, on returning from lunch.
- Leaving work early.
- Peculiar and increasingly improbable excuses for absences.
- Unusual high absenteeism e.g. for colds, flu, gastritis and general malaise.



### **Absenteeism at Work**

- Repeated absence from post, more than the job requires.
- Frequent trips to the cloakroom.
- Over-long coffee breaks.
- Physical incapacity.

### **Difficulty Concentrating**

- Work requires greater effort.
- Jobs take more time.

### **Confusion**

- Difficulty in recalling instructions and details.
- Increasing difficulty in handling complex assignments.
- Difficulty in calling own mistakes.

### **Sporadic Work Patterns**

- Alternate periods of high and low productivity.
- Increasing general unreliability and unpredictability.

### **Reporting to Work**

- Coming to work in an obviously abnormal condition.
- Aroma of alcohol.
- Hand tremors.
- Increasingly unkempt appearance/lack of personal hygiene.

### **Generally Deteriorating Job Efficiency**

- Missed deadlines.
- Mistakes due to inattention or poor judgement.
- Making bad decisions.
- Complaints from customers.
- Probable excuses for poor job performance.

### **Poor Employee Relations**

- Over-reaction to real or imaginary criticism.
- Unreasonable resentment.
- Irritability.
- Complaints from colleagues.
- Attempting to borrow money from colleagues.
- Avoidance of Manager or colleagues.

## **35.7 Taking Action**

A record of performance and attendance must be available prior to conducting an initial interview with an employee. Instances of poor work or attendance must be recorded as they happen and should

include the date, the time and the nature of the problem. This should be treated as confidential and be discussed only between the employee and Manager who may refer to the Mentor Employment Law Service.

During the interview the Manager must:

- Inform the individual that their work performance has fallen below the acceptable level. The record of assessment should be used to highlight poor performance.
- Advise the individual of the consequences of failing to improve work performance to an acceptable level and indicate a timetable for improvement.
- Emphasise to the individual the Five Rivers Child Care Ltd, view on personal problems and counselling available.
- Inform the individual that their performance will continue to be monitored.

If there is no significant improvement in the agreed period further disciplinary action will be taken in accordance Five Rivers Child Care Ltd, Disciplinary Policy.

It is important that the problem is dealt with effectively, e.g.

- Can the deteriorating performance be attributed to lack of training or ability?
- Are there adequate resources to do the job?
- Is the individual motivated to do the job?

Physical illness such as alcohol/drug dependency or some other personal problem may cause employees to perform well below standard.

### 35.8 Testing

Five Rivers Child Care Ltd have the right to operate a test system in respect of drugs and alcohol where it has cause to suspect that an employee is under the influence or in possession of alcohol or illegal drugs while on Company premises. It is a condition of employment that employees submit, if requested, to alcohol, drug or substance misuse testing when required by senior management, this consent will be sought in writing from the employee before testing commences. Any employee who refuses to undergo a test or any employee who tests positive for alcohol or drugs in the bloodstream may be subject to summary dismissal.

With regard to drugs testing, Five Rivers Child Care Ltd will provide a qualified person to carry out the required drugs test on behalf of the Company. This person will review the results in the context of any declared medication and may consult with the testing laboratory and the individual concerned, if there is an indication to do so. Any employee who has been found to have taken, or is in possession, of illegal drugs will be liable to summary dismissal.

### Searches

Five Rivers Child Care Ltd reserves the right to conduct searches, if there is reason to believe that illegal drugs, alcohol or other substances may be present on Company premises. These may include inspections of baggage, personal effects and lockers.

### Voluntary Referrals

Employees may approach their Manager to seek help with alcohol or drug related problems. Managers should deal with this positively and effectively ensuring that sufficient time is set aside to listen to the

problem without unnecessary interruptions. The problem should be discussed fully and help required assessed. Employees may wish only to inform Managers that they are attending counselling sessions or looking for guidance.

**Please also refer to the Residential Policy Smoking & Alcohol 6.1 and the Staff Handbook Section on Substance Abuse.**

## 36 Driving at Work

### 36.1 Introduction

Driving and road use are a significant element in many business activities and form part of many employees' job roles. Road traffic legislation imposes specific requirements on employers in respect of vehicle maintenance and use. Under health and safety legislation, employers also have a responsibility to ensure the health and safety of their employees whilst driving.

It has been estimated that up to a third of all road traffic accidents involve somebody who is at work at the time of the accident. This may account for more than 20 fatalities and 250 serious injuries every week of the year. Managing work-related road safety and reducing the number of road incidents should result in:

- fewer working days lost to injury;
- a reduction in vehicle repairs;
- reduced running costs.

In order to achieve these benefits, and reduce risks to their lowest possible level, employers must ensure that employees are able to recognise the hazards associated with driving.

### 36.2 Policy Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees in relation to driving at work and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Road Traffic Act 1991

This policy applies to Five Rivers Childcare Ltd employees who drive or who manage those who drive on work-related business. This policy recognises that there are two categories of staff who drive as part of their work and this policy applies to both categories as detailed below:

- Staff who are required to drive vehicles owned, hired or leased by Five Rivers Childcare Ltd as an integral part of their role;
- Staff who use their own vehicles or hired vehicles for convenience on a casual basis, in order to undertake some part of their role at Five Rivers Child Care Ltd (e.g. attendance at conferences, or meetings). The policy does not apply to the activity of driving to or from work.

### 36.3 Employer Responsibilities

**To ensure that driving at work is undertaken safely and that safe systems of work are clearly understood throughout the company, we will:**

- identify all driving at work situations where there is a risk of injury;
- seek alternatives to driving at work, wherever practicable;
- assess and, where possible, reduce unavoidable risks;
- ensure that employees are competent to drive and operate assigned vehicles;
- ensure any vehicles are adequately maintained;
- ensure that adequate resources are made available to fulfil the requirements of this policy; and
- review this policy at least annually or more frequently if significant changes

**To fulfil our responsibilities as outlined above, we will:**

- identify all driving at work situations undertaken by our employees;
- minimise, if possible, the requirement to drive at work by using alternative working methods;
- complete a detailed assessment of each driving at work requirement, if the risk cannot be avoided;
- develop safe systems of work;
- provide employees with sufficient information, instruction and training on safe driving techniques to ensure their health and safety;
- ensure that company vehicles are regularly maintained in accordance with manufacturers' instructions;
- ensure appropriate health checks are made on the individuals performing the tasks and ensure that employees bring to our attention any changes in their own medical conditions;
- check driving licences at appropriate intervals and keep relevant records;
- staff have been advised that they must declare motoring convictions if they wish to drive for, or on behalf of, work purposes;
- the Company will not be responsible for any fines relating to the use of the vehicle including speeding, other driving offences.
- periodically review accident records to identify any trends in road-related accidents and ensure that serious injuries are appropriately reported.
- Any Company vehicle driver (including employees and family members) who receives any Notice of Intended Prosecution must immediately inform HR.
- Smoking in company vehicles is prohibited at all times. All vehicles must display a no smoking sign in their vehicle.

### 36.4 Employee Responsibilities

- On the basis that all accidents are preventable, all Company drivers are required to operate their vehicles, at all times, in a responsible and considerate manner, with due regard to the safety of themselves and others, the objective being to minimise the risk of accident.
- It is the responsibility of all employees when driving for work to ensure they follow the standard operating procedures.
- Employees with company vehicles are required to ensure their vehicle is appropriately maintained, kept in good condition and any faults requiring attention reported so these can be rectified.
- Where personal vehicles are used for business, employees must ensure their vehicle is in a roadworthy condition and is suitably insured for driving on business.
- The Driving at Work Risk Assessment Check List to be completed annually and discussed with their Line Manager.
- Any accidents/injuries or near misses involving driving should be reported to their Line Manager using the Five Rivers Accidents/Injuries or Near Miss standard form. Copies of the forms to be forwarded to the Health and Safety Advisor.
- Employees must inform their manager of any medical condition which would prevent them driving legally.
- Drivers must manage the risk of driving by planning their journey effectively and following the

## guidelines

If your vehicle breaks down, think first of all other road users and use the following guidelines:-

- get your vehicle off the road if possible
- warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction
- help other road users see you by wearing light-coloured or fluorescent clothing in daylight and reflective clothing at night or in poor visibility
- put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle on the same side of the road, or use other permitted warning devices if you have them. Always take great care when placing or retrieving them, but never use them on motorways
- if possible, keep your sidelights on if it is dark or visibility is poor
- do not stand (or let anybody else stand) between your vehicle and oncoming traffic at night or in poor visibility do not stand where you will prevent other road users seeing your lights

### 36.5 Risk Assessment Procedure – All Drivers at Five Rivers Child Care

- Standard Operating Procedures in place – all employees/staff to ensure they have read and understood the procedures.
- All employees/staff to complete the Driving at Work Risk Assessment Check List annually to be signed off by their Line Manager and if necessary discussed at their annual review.
- If concerns are raised which are not covered under the Driving at Work Risk Assessment Check List due to individual circumstances, then an individual risk assessment should be completed.

**See Appendices for Driving at Work Risk Assessment & Standard Operating Procedures Form**

**Please also refer to:-**

- **Transporting children in the Residential Policy and Procedures.**
- **Human Resources Company Car Policy HR011**
- **See also Mobile Phone use Section 34**

## 37 Safe Care & Control

All staff should be made aware of Five Rivers Child Care Ltd policies relating to children and young peoples' control and safety. Staff may only use approved measures set out by the Children Act 1989 guidance for residential Care (Volume 4), Children's Homes regulations 1991 and Department of Health Guidance and Regulations, which is kept in each home.

Only approved training and instruction should be used when carrying out any form of physical intervention which should only be of minimal and necessary force.

*For further guidance refer to Child Care Policy and Procedures.*

### 37.1 Children's & Young People's Outdoor Activities

Within the work setting of Five Rivers Childcare Ltd, prime consideration is given to the work we do with children/young people, the way we work with children/young people and the need to always maintain their safety and welfare.

When considering outside activities with children/young people the following must be adhered to:-

- Sufficient staff to cover for emergency situations.
- Activities, which have an element of danger or risk, e.g. canoeing.
- Risk assessments prior for activities to be carried out.

Such activities must include a qualified member of staff or a person who is qualified and has police clearance to work with children/young people in the group, i.e. qualified in that particular activity, and adequate insurance cover. Also the permission of all of those with parental responsibility.

When camping arrangements are made, it will be necessary to ensure that an experienced adult is in charge of the activity.

Adults who plan outside activities with children/young people must give thought and consideration to any risk factors involved (or potential risk). Where possible, a person who has undertaken First Aid training should be part of the group.

## 38 Care of Medicines

Medicines are a powerful compound that control disease, ease discomfort, and prolong life. Unfortunately no medicine is without side effects and some are worse than others. Side effects are not the only potential problem, some people take them when they do not need them, or use them in the wrong way, or take medicines meant for someone else. Consequences from this are often mild, however sometimes the consequences can be severe, or even life threatening.

Five Rivers staff are responsible for looking after the young people, which includes the safe care, control and administering of medication. It is important to follow safe principles, as prescribed in Five Rivers policy and procedures manual.

Further information including legislative requirements, good practice and guidance can be found in the following documents:-

1. National Minimum Care Standards – Standard 13
2. Children’s Homes Regulations 2001
3. Control of Substances Hazardous to Health Regulations 2002
4. Management of Health and Safety At Work Regulations 1999
5. The Administering and Control of Medicines in Care Homes and Children’s Services 2003 and Royal Pharmaceutical Society of Great Britain Guidance
6. Health and Safety in Care Homes; HSE, 2001

All residential staff will be trained in the safe storage, handling, administering, recording and disposing of medication according to the standards set out by the Children’s Work force Development Council, Professional knowledge and skills set for medication, and recommended guidance for the training of care workers to safely administer medicines in the care home, published by CSCI Quality Performance and Methods Directorate.

Staff will receive ongoing competency audits annually, to ensure they maintain professional competence.

Units should establish strong links with their local pharmacist at the Primary Health Care Trust for further advice and support regarding medication and staff training. Foster Carer’s will receive training as part of their CWDC Induction Standards and Qualifications Credit Framework (QCF) working with Children and Young People.

## 39 Food Hygiene

The Food Hygiene (England) Regulations 2006, came into force in January 2006, and replace all other existing regulations.

The power to take enforcement action for failing to comply with the above regulations has been moved from the Food Safety Act 1990 and is now replaced by the Food Hygiene Regulations 2006, which came into force on 11<sup>th</sup> January 2006.

These regulations make a requirement for:-

- Food Safety Management systems to be applied based on the Hazard Analysis Critical Control Points principles
- Requires all food businesses to be registered with the Local Authority (with the exception of foster carer homes)
- Details the hygiene requirements for staff, premises, storage, transport and handling of food stuffs.

This Regulation requires food proprietors or managers to design and implement safe foods systems based on the principles of HACCP. The Hazard Analysis Critical Control Points are a form of risk assessment, resulting in a plan being prepared for all food handlers to follow.

## 39.1 Residential Units/Schools

Clear instruction and guidance for staff should include controls in place to eliminate or reduce risks associated with:

- Contamination either direct or indirect
- Contamination including physical, bacterial or chemical
- The growth and multiplication of pathogenic bacteria
- The acceleration of food spoilage bacteria (responsible for the deterioration of food)

Managers are responsible for the provision of safe food to eat. The Regulation requires Managers to be able to demonstrate effective controls, and have written documentation to support the management and systems of keeping food safe.

This plan should include an analysis of the following processes:

- Purchase
- Transport
- Delivery
- Storage
- Defrosting
- Preparation
- Cooking
- Cooling
- Storage
- Reheating
- Disposing
- Waste and waste disposal

Where risks have been identified, measures need to be taken to eliminate or control these risks.

Other generic areas that should be included in the assessment are as follows:

- Staff training, supervision and monitoring including evidence of any audits or quality assurance systems
- Cleaning schedules including cleaning frequency, chemicals used, chemical storage and the cleaning routines and products used for the cleaning equipment
- Pest Control guidance, for staff to report potential sightings
- Waste contractor details and schedules
- Staff reporting sickness, including the reporting of sickness and diarrhoea, respiratory problems, and skin complaints. Staff must not be asked to undertake food preparation duties if they are suffering from certain infections or diseases. These should be listed comprehensively in the HACCP plan and staff made aware of their responsibilities.
- Staff must be clear of sickness or diarrhoea symptoms for at least 48 hours before being asked to perform food preparation duties
- First Aid facilities must be made available
- Maintenance Schedules detailed
- Temperature Control Records



## 39.2 Hand Washing Facilities

It is a legal requirement for all kitchen preparation areas to have a small wash hand basin fitted for staff to routinely wash their hands. This should include the provision of anti-bacterial hand dispenser soap, hot and cold running water, (plus plug to mix the water!), drying facilities (if a towel, the manager will need to manage the system of laundering and replacement), or paper towels (a bin will need to be provided), plus a “Now wash your hands” blue mandatory sign. Where a wash hand basin is not available, the manager will need to demonstrate how the risk of cross contamination from the activities of food and hand washing is eliminated or managed.

## 39.3 Hazard Analysis Critical Control Points

The temperature requirements should be understood, in the process of HACCP. This article requires food businesses to identify food hazards and to ensure that controls are in place to eliminate or minimise risks to clients.

## 39.4 Temperature requirements are as follows:

The following are examples of food that require refrigerated storage in the absence of any preservation methods:

- Dairy products
- Dairy based desserts
- Cooked products
- Smoked or cured fish and meats
- Prepared ready to eat foods
- Cooked and cooled foodstuffs

Temperature requirements in legal terms:

- Good practice for chilled foods in a fridge temperature of 0°C to 5°C
- Frozen food to be kept in temperatures of -18°C to -22°C
- Cooked foods should reach a core temperature of 72°C for at least two minutes
- Hot foods should be kept hot above temperatures of 63°C

All temperatures should be monitored and recorded, as part of the units HACCP. Any shortfalls in temperatures will require action to reduce the growth of pathogenic bacteria. This action must be evidenced on the temperature recording forms. It is essential that staff understand their responsibilities with regard to Food Safety, and know what to do in the event of these temperatures not being achieved.

Whilst it is recognised that Foster Carer's homes are not classed as work place environments and would not be subject to inspections by Environmental Health or Health and Safety Inspectors, it should be noted that if a health and safety issue (including food poisoning) originated from poor practice in the home environment, foster carer's premises would be visited as part of the investigation.

To that end, foster carers have a duty to provide safe care to the young people they care for, which includes good food hygiene practices as well as safe care practices.

**See Daily Temperature Fridge & Freezer Checks Form in Appendices**

## 40 Transportation of Children and Young People

Five Rivers Child Care Ltd is committed to ensuring that Children and Young People are protected and feel safe throughout every day experiences in our care.

All Managers have a responsibility to ensure that any arrangements made for the safe transportation of children and young people are designed to ensure their safety when embarking on a journey.

Managers must accompany children and young people on journeys where an element of unacceptable risk has been identified for the young person, for example a young person who is poorly, a young person who is considered not be competent, or who is considered to be vulnerable. Location and length of journey will also need to be taken into consideration, together with the nature of the journey which may cause anxiety to the young person (Dr's appointment / Court appearance / Contact visit)

Managers must assess whether the risk to travel is too high and the journey may need to be postponed, or more staff members needed to support the young person.

Managers must adhere to current legislation with regard to the use of seat belts, and booster seats for children and young people travelling.

From May 2008, all child restraint seats must comply with UN ECE 44.03 (or subsequent versions e.g. 44.04)

Smoking is prohibited in all company vehicles as is using a mobile phone or eating and drinking whilst driving. This also applies to staff or Foster Carers using their own vehicles to transport young people/children in their care.

### 40.1 Vehicle and Driver Documentation

Managers should check to ensure that staff who will be driving young people:-

- Hold a valid and appropriate driving licence
- Have at least 1 year's previous driving experience.
- Are in good health and physically capable of driving safely. If necessary, medical advice should be obtained.
- Are aware children or young people should never be left in the vehicle unattended.
- They are responsible for ensuring all passengers are wearing suitable restraints.
- Should have adequate breaks which complies with legislation covering maximum periods of driving and minimum rest periods

Managers should ensure all vehicles are maintained in a safe and fit condition and are fit for the purpose for which they are used. See Weekly Vehicle Maintenance Checks Form in Appendices

### 40.2 Child Restraint Requirements (Please see appendices for summary of seat belt laws)

The law requires all children travelling in cars to use the **correct child restraint** until they are either 135 cm in height or the age of 12 (which ever they reach first) . After this they must use an adult seat belt. There are very few exceptions, and the main ones are set out below.

It is the driver's responsibility to ensure that children under the age of 14 years are restrained correctly in accordance with the law

## **Children younger than 12 or under 135 centimetres tall**

Until a child is old or tall enough to use an adult seat belt alone, they must use a child's car seat.

Children's car seats are designed for different weights - check the label on the seat, which shows the weight range the seat is suitable for. The weight ranges are divided into the following groups:

- 'Group 0' and 'Group 0+' - these are rear-facing baby seats suitable for babies up to 13 kilogrammes
- 'Group I' - these are forward or rearward-facing baby seats for children between 9 and 18 kilogrammes
- 'Group II' - these are forward-facing child car seats (booster seats) for children from 15 to 25 kilogrammes
- 'Group III' - these are booster cushions for children above 22 kilogrammes

Some seats cover more than one group and can be used as the child grows. Check on the seat label.

### **Group 0 and Group 0+ rear-facing baby seats**

A child needs a rear-facing baby seat until they weigh up to 13 kilogrammes. Baby seats have their own (integral) straps. The adult seat belt or ISOFix system is used to hold the baby seat in place.

You must not use a rear-facing car seat in a seat with a front airbag, unless the airbag has been deactivated. In a crash, a rear-facing seat would be hit by a frontal airbag and could be knocked up towards the rear of the vehicle. Check your car's handbook for advice about deactivating any airbags. When the airbag is deactivated, move the car's seat as far back from the dashboard as possible.

### **Group I forward or rearward-facing baby seats**

When a child weighs between 9 and 18 kilogrammes and has outgrown their rear-facing baby seat, they can use a forward or rearward-facing baby seat. These seats also have their own straps or impact shield and are held in place by the adult seat belt or ISOFix system.

In a seat with a front airbag, make sure a forward-facing child seat is as far back from the airbag as possible.

### **Group II forward-facing child car seats**

Children weighing from 15 to 25 kilogrammes can use a child car seat (booster seat). These are forward-facing and may have backs or side wings. Child car seats don't have their own straps – the child is held in using the adult seatbelt and the seat is held in place by the adult seatbelt and/or the ISOFix system. Make sure you position a forward-facing booster seat as far back as possible from a frontal airbag.

### **Group III booster cushions**

When a child reaches 22 kilogrammes, they can use a booster cushion. These may not have backs but raise your child in the car's seat so they can use the adult seat belt. Many child seats are approved as both Group II and Group III restraints

and can be used for children from 15 kilogrammes until they're ready to use an adult seat belt. Check the label and instructions that come with the seat or booster.

If a child weighs more than 36 kilogrammes but isn't 135 centimetres tall, they must continue using a booster seat. This is safer than using only an adult belt.

### **Car seats for children with disabilities**

Children with disabilities must use a child seat or seat belt, unless a doctor decides they are exempt on medical grounds. However, they may use disabled person's seat belts or child restraints designed for their needs. For more information about medical exemptions, contact the young person's doctor.

There are three exceptions where there is not a child seat available. In each case the child **MUST** use

the adult belt instead. They are -

- 1)** in a licensed taxi or private hire vehicle;
- 2)** if the child is travelling on a short distance for reason of unexpected necessity;
- 3)** if there are two occupied child restraints in the rear which prevent the fitment of a third.

In addition, in exceptional circumstances a child aged 3 and over may travel unrestrained in the rear seat of a vehicle if seat belts are not available.

## 41 Training & Information

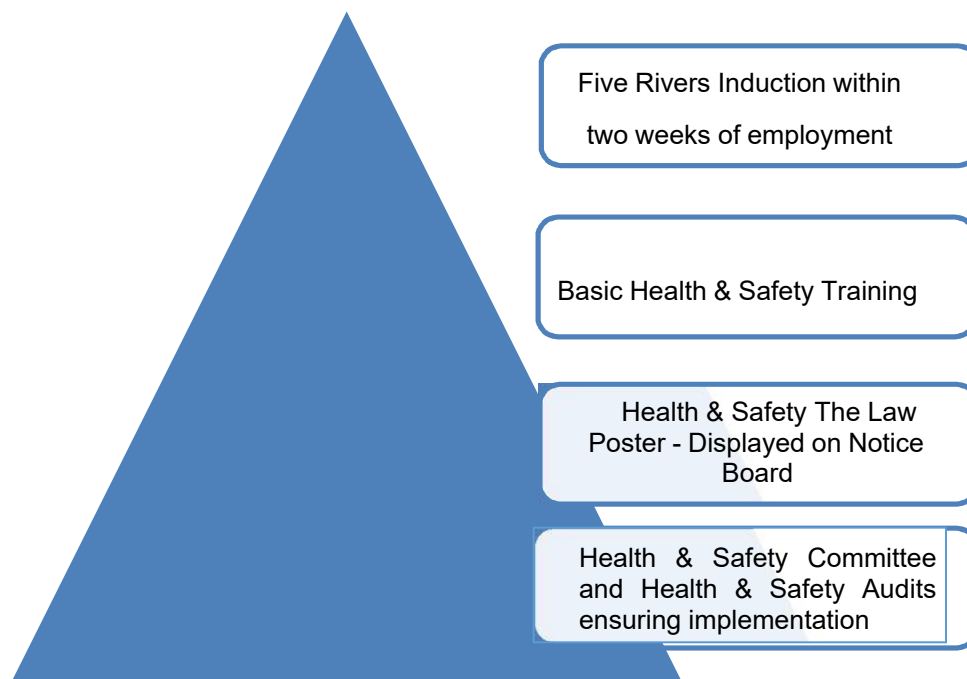
All new staff to Five Rivers Child Care Ltd will receive a full induction including notification of the employee's statutory duties under health and safety legislation, within the first two days of employment.

Thereafter staff are required to undertake the levels of training appropriate to their status and as recommended by the Management Team.

All office areas including Unit offices will have the following manuals available for staff at all times:-

1. Health and Safety Policy and Procedures
2. Personnel Policy and Procedures
3. Childcare Policy and Procedures – where applicable – for units
4. Employee Handbook

All staff must know of the existence of these policies and procedures and the requirements of these policies and procedures and how these affect the daily working practice. Staff must have a comprehensive understanding of how these policies and procedures affect their daily working practice, in order to work in a way that is safe and with the absence of unreasonable risk.



## 42 Equality & Diversity Act 2010

### The Act Procedures for Fire Safety

It is essential that when people with a disability visit the home or office environment, the necessary procedures are put in place for the protection and safety of that visitor.

Where practicable, the necessary equipment for any person with a disability should be installed. For example where a deaf or hard of hearing visitor attends the home or office environment, suitable and sufficient fire alarm systems will need to be in place in case of fire, visual alarm systems will need to be activated, as auditory alarms will not be heard by the deaf person.

If this is not practicable for this equipment to be put into place, it is essential that risk assessments be conducted, and all staff be informed and aware of the content, instruction and action required.

Consideration should be given to wheelchair users with particular attention to access and egress routes. Discussion with the visitor should form part of the risk assessment process, and the visitor be fully aware of the expectations and procedures in the event of an emergency.

If necessary complete a **Personal Emergency Evacuation Plan (PEEP)** Form located in appendices. Copies of the completed form to be kept on the Fire Risk Assessment File.

It is a requirement of the National Framework for Inspections to include ease of access to the premises for wheelchair users and sensory emergency alarm systems for those with a sensory disability, where reasonably practicable. Where this provision cannot be provided alternative arrangements for venues should be sourced.

## 43 The Legal Framework & Further References

Most legislation is driven by a framework of Acts, Regulations and support material including codes of practice and standards as illustrated below:



### 43.1 Acts

Acts are pieces of Legislation or rules made by the Government and enacted by Parliament. These rules or Acts are imposed on people for the protection of the people.

- *Health and Safety at Work Act 1974*
- *Employers Liability (compulsory Insurance) Act 1969 and Regulations 1998*
- *The Regulatory Reform (Fire Safety) Order 2005*
- *Equality and diversity Act 2010 (except in Northern Ireland) DDA applies.*
- *Environmental Protection Act 1990*

### 43.2 Regulations

Certain Acts are **Enabling Act**; such as the Health & Safety at Work Act which allows the Secretary of State to make further laws (known as Regulations) without the need to pass another Act of Parliament. Regulations are law and approved by Parliament

- *Control of Substances Hazardous to Health Regulations 2002*
- *Electricity at Work Regulations 1989*
- *Health and Safety (Consultation with employees) Regulations 1996*
- *Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002)*
- *Health and Safety (First Aid) Regulations 1981*
- *Management of Health and Safety at Work Regulations 1999 (amended Regulations 2006)*
- *Management of health and safety at work and fire precautions (workplace) (amendments) 2003*
- *Manual Handling Operations Regulations 1992*

- *Personal Protective Equipment Regulations 1992*
- *Provision and Use of Work Equipment Regulations 1998*
- *Reporting of Injuries, Disease and Dangerous Occurrences Regulations 1996 (amended 2012 and 2013)*
- *Safety Representatives and Safety Committees Regulations 1997*
- *Workplace (Health, Safety and Welfare) Regulations 1992 (As amended 1995)*
- *Health & Safety (safety Signs and Signals) Regulations 1996*
- *Information for Employees Regulations 1989*
- *Electrical Equipment (Safety) Regulations 1994*
- *Gas Appliances (Safety) Regulations 1995*
- *Gas Safety (Installation & Use) Regulations 1998*
- *Working Time Regulations 1998, 2001 and 2003*

### 43.3 APPROVED CODES OF PRACTICE (ACOP)

An ACOP is produced for most sets of regulations by the HSC and attempts to give more details on the requirements of the Regulations. It also attempts to give the level of compliance needed to satisfy the regulations. ACOP have special legal status. It is the responsibility of HSE to produce codes of practice and guidance.

*Management of Health and Safety at work Regulations 1999 –Approved Code of Practice and Guidance*

### 43.4 GUIDANCE, PUBLICATIONS & WEB SITES

#### **Free Leaflets from HSE website:**

- Five Steps to Risk Assessment
- COSHH A brief guide to the regulations
- Getting to grips with manual handling
- Health and Safety the Law
- Display Screen Equipment
- Lone Working
- Slips Trips and Falls
- Violence to Staff

## 44 Environmental Policy

The Environment Policy sets out Five Rivers aims to improve its environment performance, as far as resources allow. The objectives will be reviewed annually.

Five Rivers recognises its responsibilities to comply with relevant Environmental Legislation and approved codes of practice as a minimum level of performance.

The company attaches great importance to the environment and will allocate the necessary resources to train and educate employees in environmental issues and the effects of their activities on the environment.

Environmental legislation has a minimum level of performance and Five Rivers will enlist the active support of all employees to achieve this standard and endeavour to improve upon these standards when reasonably practicable.

The policy and organisational arrangements will be reviewed annually and modified and updated as

necessary.

#### 44.1 Objectives

Five Rivers aims to continually improve its environmental performance, as far as resources allow and will do this by: -

- Ensuring compliance with all relevant legislation
- Conserving energy, water, paper and other resources.
- Seek to maximise the use of renewable energy.
- Reducing waste through minimising consumption, re-using and recycling and by using refurbished, recyclable materials.
- Organic and Fair Trade food and drink will be purchased whenever possible and where applicable products will be bought that are animal cruelty free.
- Develop and maintain effective management systems and report on activities and progress annually

#### 44.2 Responsibilities

Overall and final responsibility for environment in the company is that of the Director.

For day-to-day responsibility and ensuring this policy is implemented and carried out at the premises of Five Rivers, is that of the Company Health & Safety Manager

#### 44.3 Environmental Information:-

##### **Water**

##### **Raise Awareness**

- Staff may be unaware that supplies are metered.
- Encourage all staff to suggest ways to reduce consumption.
- Use Staff Meetings as a means of raising awareness.
- Encourage staff to report any leaks.
- Make someone responsible for switching off water heaters before the start of holiday periods.

##### **Charges**

- Contact Water Company to discuss tariffs.
- Charges for sewage are closely related to charges for water supply
- If processes use a lot of water, lower rates may be appropriate.

##### **Housekeeping**

- Stop leaks and drips.
- Check meters are working properly (are you being charged too much)?
- Compare bills and meter readings.
- Reduce immersion thermostat settings to 60C (every 10C reduction saves 15% energy).
- Walk round at night and see what boilers are on.
- Set immersion heaters to switch off an hour before the end of the working day.

##### **Washing**

- Investigate reuse of solvents.
- Always use cold water for washing unless hot water is necessary.
- Control and reduce washing.
- Wipe rather than spray.



- Examine potential for reuse of water.

### **Low Cost Practical Measures to be Considered**

- Install immersion heater timing switches.
- Install electronic urinal flush controllers incorporating passive infrared presence detectors to trigger flush cycles.
- Consider converting to push button switches.
- Consider fitting flow restrictors to taps.
- Fit spring-loaded pistol grips to hose pipes to reduce wasted water.
- Investigate use of spray head taps.
- Consider use of low volume flushes.
- Contact Thames Water for 'hippo bags' (water saving device for toilets).

### **Energy**

#### **Raise Awareness**

- Encourage all staff to suggest ways to reduce electricity used.
- Educate staff to purchase energy efficient equipment.
- Discuss heating levels with staff including security and cleaning staff.
- Use Staff Meetings as a means of raising awareness.
- Encourage staff to report areas where energy is wasted.
- Make someone responsible for switching off electrical equipment before the weekends and holiday periods.

#### **Housekeeping**

- Consider changing to alternative energy providers.
- Check meter readings against invoices.
- Where possible reduce heating level.
- Ensure doors are not left open and consider fitting automatic closers.
- Make use of natural light.
- Reduce use of portable electrical appliances.
- Defrost fridges and freezers on a regular basis.
- Check timers are set for the most appropriate times.
- Conduct an out-of-hours audit to see what's been left on.
- Identify equipment, which can be switched off when not in use.
- Use off peak electricity to charge batteries.
- Carry out regular checks on thermostat settings.
- Monitor and review the efficiency of electrical equipment.
- Staff should provide an appropriate role model for young people by ensuring that they do not waste energy for example switch off all equipment and not use stand by.
- Staff and young people should ensure that lights are switched off when not needed.
- When possible, long life bulbs should be purchased as these use lower amounts of energy.
- When boiling kettles, staff and young people should ensure that only the required amount of water is boiled, rather than filling the kettle to maximum levels.
- Staff and young people should when possible, take showers rather than baths on daily basis, so as not to waste hot water.
- Washing machines/dishwashers should only be used when there is a full load.
- Tumble dryers should only be used when necessary, i.e., when weather precludes outside drying or speed is of the essence.
- Heating should be controlled by thermostat so those premises are kept at the required

temperature.

- Windows should not be opened when heating is on.

### **Low Cost practical Measure**

- Consider installing a 7-day electric time switch to permit different daily settings.
- Consider use of slim line fluorescent tubes and low energy light bulbs.
- Consider reducing the numbers of fluorescent tubes in banks of lights.
- Make sure lights and windows are kept clean.
- Consider fitting motion sensors to lights.
- Investigate fitting local light switches.
- Reduce draughts from large open doors through plastic strip curtains, automatic closing doors or partitions.
- Replace old kettles and energy intensive equipment.
- Ensure sound insulation of all boilers and pipework.

### **Solid Waste and Packaging**

#### **Raise Awareness**

- Encourage all staff to suggest ways to improve efficiencies and reduce waste.
- Educate staff on all aspects of waste management.
- Use of Staff Meetings as a means of raising awareness.
- Encourage staff to take environmental issues into account when making purchases.

#### **Housekeeping**

- Designate and clearly label a waste compound.
- Produce clear instructions on disposal practices.
- Provide documented procedures for handling waste.
- Seek to establish a regime of continuous improvement.

#### **Reduce**

- Investigate potential for process efficiencies.
- Appropriate capital investment may reduce waste and return cost saving over an acceptable time span.
- Seek to maximise use of electronic systems and reduce consumption of paper.

#### **Reuse**

- Where available make use of waste exchange schemes – your company's waste may be another's raw material.
- Seek opportunities to reuse material.
- Make note pads from scrap paper.
- Provide suitable materials to a local school or scrap store.

#### **Recycle**

- Look for information on local recycling companies.
- Consider segregation of waste (certain materials are more easily recycled than others).
- Consider a joint disposal contract with a neighbouring company with provisions for recycling.
- Consider recycling cartridges, drinks cans and office paper.

## Costs and Charges

- Understanding the basis of calculations for waste disposable charges, i.e. per bin emptied or per unit weight.
- Arrange frequent invoicing to allow better monitoring.
- Would segregation save money? (Some materials cost more to dispose of than others).
- Investigate the costs and benefits of purchasing a compactor to reduce the volume of waste to be disposed.

## Office Waste

- Used envelopes should be recycled where possible.
- Used paper should be utilised as scrap rather than thrown away
- Printing should be double-sided wherever possible

# Monitoring

## 45 Monitoring Health & Safety

The Health and Safety Executive (HSE) places significant emphasis on the requirement for formal systems that cover inspection, monitoring and auditing as essential features of the action required by organisations to satisfy their statutory duties. Such systems are designed to prevent many of the failures that lead to accidents, incidents and prosecutions.

Monitoring Health & Safety is the responsibility of all Employers to ensure the effectiveness of their policy. In doing so it will be possible to identify any potential problems and taking action to ensure they do not become a reality. There is also a need to be reactive to any breaches or near breaches of health and safety by investigating, for example, why an incident has occurred.

### 45.1 Monitoring Methods

There are two ways of measuring how well the Health and Safety Policy is being implemented:-

- Proactive monitoring
- Regular safety inspections to check standards are being implemented and management controls are working
- More detailed safety audits
- Reactive monitoring – is about examining events after they have happened, it involves learning from our mistakes whether they have resulted in injury, illness, damage to property or near misses.

### 45.2 Responsibility

It will be the responsibility of each Manager to ensure the working conditions of each area/residential unit/school are safe and that safe working practices are being followed. A Risk Assessment Check List should be completed on a six monthly basis.

There will be regular annual audits by either the Health and Safety Consultant or the nominated Health and Safety Manager on an annual basis of all Residential, Family Placements Services, Schools and Area

Offices.

The Health and Safety Manager will manage the process of investigating accidents and work related sickness records and any significant findings would be acted upon to prevent recurrence. Details to be provided to the National Health and Safety Committee. Auditing and safety certification is required for the relevant areas.

## 46 Auditing

Five Rivers Child Care Ltd recognises that health and safety auditing is an effective tool to measure performance and is an essential element in achieving and maintaining high standards of health and safety management.

The aims of health and safety auditing are to establish that:

- appropriate management arrangements are in place,
- adequate risk control systems exist, are implemented and consistent with the hazard profile of the organisation,
- appropriate workplace precautions are in place

The audit process involves:

- collecting information about the health and safety management system and
- making judgements about its adequacy and performance.

### 46.1 Audit Report

An Audit Report on each office/unit will be carried out on an annual basis. The Report compiled by the Health and Safety Manager or Consultant on the findings of the audit will be submitted to the Unit/Office on completion of each audit. The report will highlight areas of where compliance is being achieved and also any areas which require improvement.

A copy of the report will be forwarded to the nominated Health and Safety Manager and Senior Management.

The objectives of the audit is to:-

- Review the Health and Safety system, identify areas of low/non compliance.
- Identify employee training needs to create a safer working environment.
- Assess key hazards within the workplace, which will require a Risk Assessment.
- The effectiveness of existing audits and management controls.
- Recommendations for improvement actions to senior management team.

The Health and Safety Annual Audit is divided into the following sections: -

1. Management of Health & Safety
2. Health and Safety Policy
3. Plants and Substances
4. Other Hazards
5. Emergencies
6. Communication
7. Training

8. Supervision
9. Keeping Checks
10. Consideration of General Risks Identified during Risk Assessment
11. General Observations
12. Fire Precautions and Observations

This Health and Safety Annual Audit should be supplemented as appropriate by the Assessment Checklists available for specific issues.

Upon receipt of the audit report the Unit Manager/Office Manager will produce within an agreed time scale an action plan to address any recommendations made. This will be placed on the staff notice board and discussed at monthly team meetings.

All actions that are required as a result of the Audit should be recorded and monitored on the Health and Safety Annual Audit Action Plan.

**See Audit Form** (to follow)

**See Annual Audit Action Plan** (to follow)

#### 46.2 Categories for Improvement

As part of the Audit Report areas for improvement will be categorised into one of the following:-

1. **Legislative non- compliance**, which means that a significant breach of Health and Safety legislation has occurred and which must be corrected within a time period of sixty days..
2. **Policy non-compliance**, which means that work practices are not being carried out as per the Five Rivers Child Care Ltd Health and Safety Policy. A plan to correct such practice should be developed and implemented within three months.
3. **Best practice non-compliance**, which means that work practices are not in-line with sector “best practice”. A plan to correct such practices should be developed and implemented within six months.

Should it be deemed necessary to audit more frequently a change in policy will be notified.

#### 46.3 External Audits

External Audits will be undertaken by an external auditor every two to three years or as deemed necessary depending on the outcome of the internal auditing process.

# Appendices

## 47 Appendices

### Monthly Health & Safety Audit – Recording Sheet

Unit:				Month:		
Items to be Checked	Performance Satisfactory (Yes/No)	Comment	Manager informed of fault (Date)	Action Required	Completed on: (Date)	
Carpets & Flooring						
Sockets						
Lighting						
Glass/Mirrors						
Fires/Radiators						
Soft Furnishings						
Windows						
Doors & Frames						
Equipment						
Furniture						
Ventilation/Extraction						
Signature: Name:					Date:	

## Accident/Injury Report *(See separate form for reporting a Near Miss)*

Body Map Attached

Y/N

*Accident Book Number*

Type of Event	Injury <input type="checkbox"/>	Ill Health <input type="checkbox"/>	
Harm or Potential Harm	Fatal or Major <input type="checkbox"/>	Serious <input type="checkbox"/>	Minor <input type="checkbox"/>
Details of Injured Person	First Name: Surname:	DOB:	Male/Female:
	Young Person <input type="checkbox"/>	Staff/Employee <input type="checkbox"/>	Contractor/Visitor <input type="checkbox"/>
Address of School/Office/Home:			
Location of accident :			Date: Time:
Name and Position of person completing report:			
<b>Details of Accident/Injury</b>  Brief description of event: <i>(details of what happened &amp; any emergency action taken)</i>			

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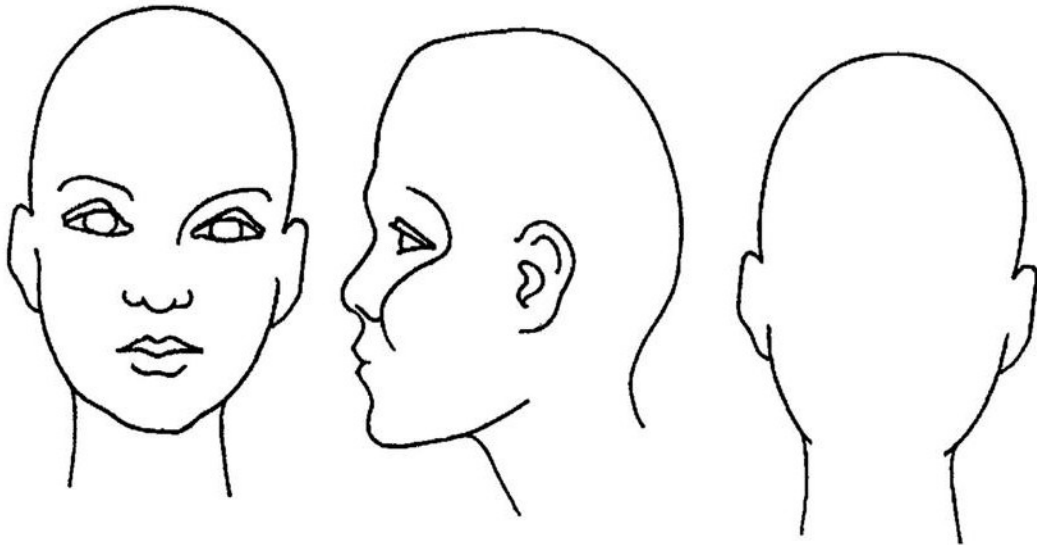


Include (where appropriate) Person Responsible at the time of the event & relationship  Was the young person alone? Yes / No					
Nature & Location of Injuries: (body map?)					
First Reported to <i>(name &amp; position)</i>				First Reported Date:	
Details of witness(es) if any: <i>(name, position, contact number)</i> <i>For witness statement see separate sheet.</i>					
If during violent outburst or during any hold or restraint – complete Incident Report Form    Attached:    Yes <input type="checkbox"/> No <input type="checkbox"/>					
<b>Medical Consultation and Treatment</b>					
First Aid given/Seen by GP <i>(circle/delete)</i>		Name of First Aider/GP:  Signature of First Aider:-		Date & Time seen:  Treatment:	

Seen at Hospital/Admitted to Hospital (circle/delete)	Name of Consultant/Doctor:  Hospital:	Date & Time seen:  Treatment:  Outcome:	
<b>What Action has been taken to prevent a recurrence of this incident? (Lessons Learned)</b>  <i>(Include Outcome &amp; whether a Risk Assessment has been amended/completed)</i>			
<b>Investigation by Senior Staff</b>			
	The information as reported appears consistent with events? Yes <input type="checkbox"/> No <input type="checkbox"/> If no state reasons:  Investigation required: Yes <input type="checkbox"/> No <input type="checkbox"/>	There appears to be discrepancies between information as reported and events: Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes state reasons:   
	Immediate cause(s):	RIDDOR reportable:	Yes <input type="checkbox"/> <input type="checkbox"/>

<b>Causes of the Accident/Injury:</b>	Underlying cause(s):	<i>(Major injury or over 7 day)</i> Registration Authority/OFTED reportable:  Date/Time Reported: Report Number:	Yes <input type="checkbox"/>
	Root Cause(s):		
<b>Leader of Investigation:</b>	Name:		
<b>Reported by:</b>		Date:	
<b>Signature:</b>			
(Service/Home/Line) Manager's Signature:		Date:	
Name:			
Employee Signature:		Date:	
<b>Received by H&amp;S Advisor – information to SMT</b>		Date:	

## **Body Map: Child/Young Person**

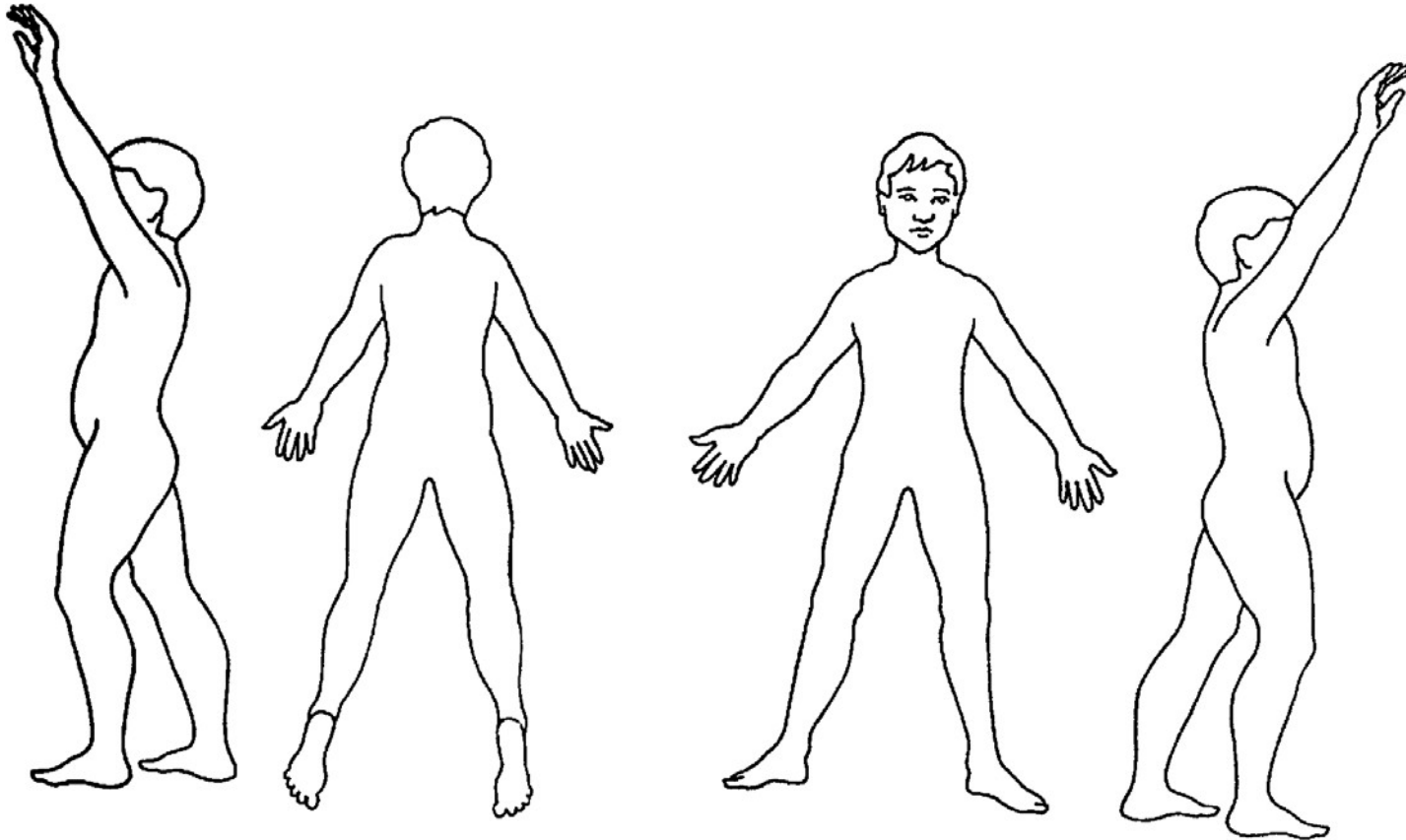


**Name of child/young person:**

**Date and Time:**

**Record the following information in respect of each mark:**

- Exact site of injury on the body, e.g. upper outer arm/left cheek
- Size of injury - in appropriate centimetres or
- Approximate shape of injury, e.g. round/square straight line
- Colour of injury - if more than one colour, say so
- Is the skin broken?
- Is there any swelling at the site of the injury, or elsewhere?
- Is there a scab? / any blistering? / any bleeding?
- Is the injury clean? or is there grit/fluff etc?
- Is mobility restricted as a result of the injury?
- Does the site of the injury feel hot?
- Does the child/young person feel hot?
- Does the child/young person feel pain?



**Record the following information in respect of each mark:**

- Exact site of injury on the body, e.g. upper outer arm/left cheek
- Size of injury - in appropriate centimetres or inches
- Approximate shape of injury, e.g. round/square or straight line
- Colour of injury - if more than one colour, say so
- Is the skin broken?
- Is there any swelling at the site of the injury, or elsewhere?
- Is there a scab? / any blistering? / any bleeding?
- Is the injury clean? or is there grit/fluff etc?
- Is mobility restricted as a result of the injury?
- Does the site of the injury feel hot?
- Does the child/young person feel hot?

### **Body Map: Child/Young Person**

**Name of child/young person:**

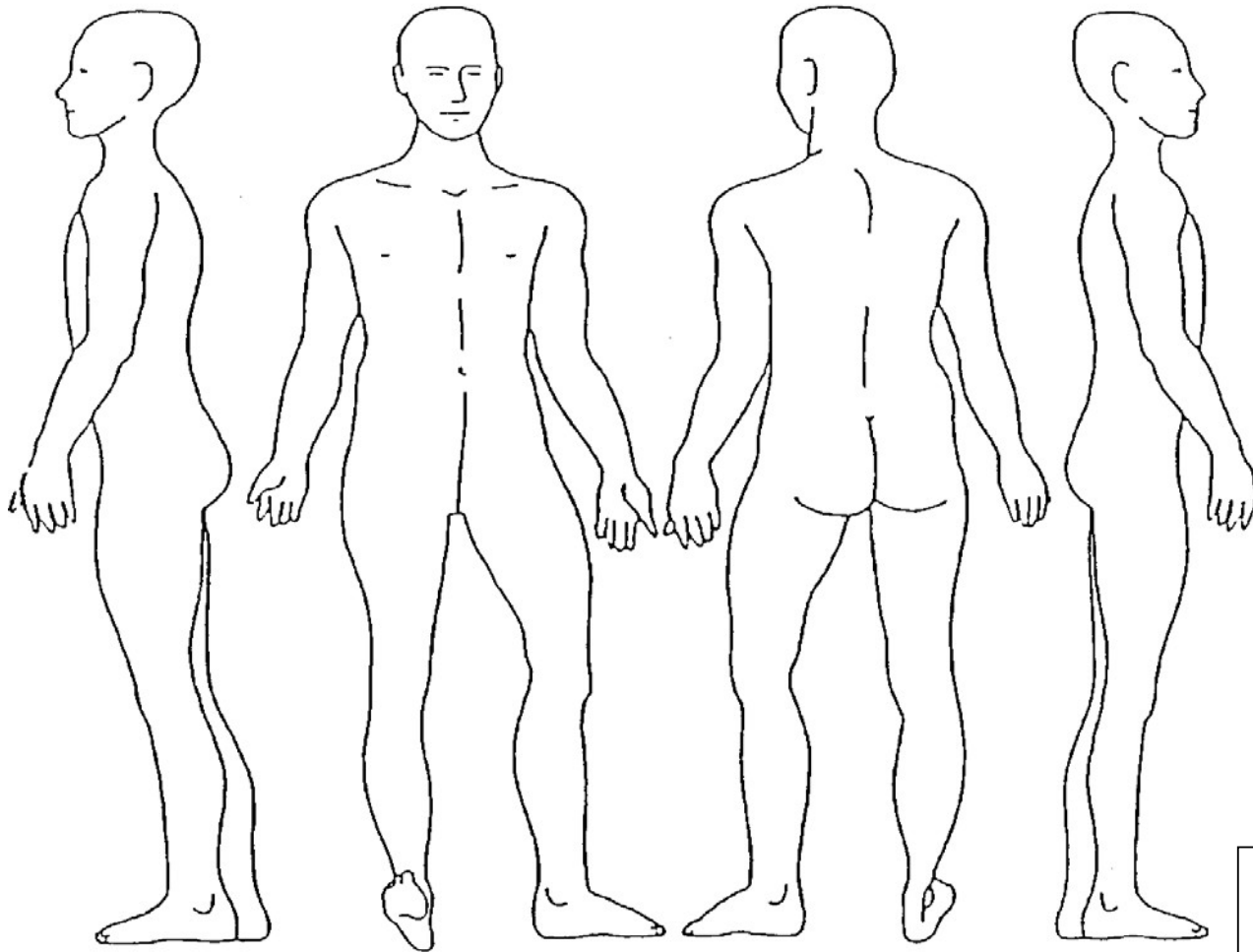
**Date and Time:**

**Name:**

**Signature:**

**Counter Signature:**

Adult Body Map



**Name of adult:**

**Date and Time:**

**Signature:**

**Counter Signature:**

## Witness Statement

Please describe exactly where the accident/ incident happened:

Injured Person:	
-----------------	--

Describe the events leading up to and including the accident/incident:

Please give details of injuries sustained by the injured person:

Witness Name:		Address:	
Email:		Telephone Number:	
Signature		Date:	

## Near Miss Form

**What Happened?**

**Where did it Happen?**

**When did it Happen?**

**Who did it Happen to?**

**How did it Happen?**

**Why did it Happen?**

**How do we stop it happening again?**

**Action Plan:**



## Hazard Report Form

Person Making Report – Name:		
Department/Home/School:		
Details of Hazard identified  (reported to Line Manager within 20 minutes of identifying)		
Location:		
Recommended Action : (minimise or eliminate risk within 48 hours whichever is reasonably practical)		
Line Manager's Comments/Recommendations:		
Action Taken by Line Manager: <i>(Please detail any further consultation/investigation required as appropriate)</i>		
Action Plan:		
Signature: <i>(person completing form)</i>		Date:
Manager Unit/Department/School Signature:		Date:
Copies to: Manager H&S Administrator	<input type="checkbox"/>  <input type="checkbox"/>	

## First Aid Box Checklist (Monthly)

**Suggested contents** (amend according to the outcome of a First Aid Needs Assessment)

Contents	Suggested minimum requirement	January (Tick Box)		February (Tick Box)		March (Tick Box)		April (Tick Box)		May (Tick Box)		June (Tick Box)		Action taken (if any)	Initial to confirm
		Y	N	Y	N	Y	N	Y	N	Y	N	Y	N		
First Aid Guide Leaflet	1														
Sterile Adhesive Plasters	20														
Eye Pads	4														
Eye Wash	1														
Triangular Bandage	4														
Safety Pins	6														
Medium Dressing	8														
Large Dressing	4														
Extra Large Dressing	4														
Sterile Wipes	6														
Disposable Gloves	1														
Tube Antiseptic Cream	1														

### Checklist and Risk Assessment Guidance Notes for Pregnant Workers

Task	Risk	How to avoid the risk
<b>1. Display Screen Equipment (DSE)</b>	Inappropriate size, layout or space in relation to the workstation or work area due to reduced mobility, dexterity and balance during pregnancy.	DSE assessments should be revised for new and expectant mothers to avoid problems caused by stress and anxiety, and workstation size and set up
<b>2. Driving</b>	Travelling in the course of your work, and also to and from the workplace can be problematic for pregnant women, involving risks including fatigue, stress, static posture, discomfort and accidents. These risks can have a significant effect on the health of new and expectant mothers.	A driving risk assessment should be completed for all staff/journeys where a significant risk is identified; this includes the risk associated with pregnancy. New and expectant mothers should avoid sitting in static postures for prolonged periods. Additionally as pregnancy progresses space in the car may become increasingly restrictive and uncomfortable for the pregnant woman.
<b>3. Lone Working</b>	Pregnant women are more likely to need urgent medical attention	Location, frequency and working pattern of lone working should be reassessed as part of the new and expectant mother's risk assessment.
<b>4. Manual Handling</b>	Pregnant workers are especially at risk from moving and handling injuries. Hormonal changes can affect the ligaments, increasing susceptibility to injury, and postural problems may increase as the pregnancy progresses. There can also be risks for those who have recently given birth. For example, after a caesarean section there is likely to be a temporary limitation on moving and handling capability.	Alter the nature of the task to reduce risks from moving and handling. This could be for all workers including new and expectant mothers, or you may just have to address the needs of the new and expectant mothers, specifically reducing the amount of physical work she undertakes, or providing mechanical aids to reduce the risks.
<b>5. Physical Agents</b>	Confined Spaces – Working in confined spaces, or at workstations which do not adjust sufficiently to	Confined spaces – Introduce or adapt work equipment. Redesign the workstation and/or work area. Redesign the

	<p>take account of the increased abdominal size, particularly during the later stages of pregnancy. This may lead to sprain or strain injuries. Dexterity, agility, co-ordination, speed of movement, reach and balance may also be impaired and an increased risk of accidents may need to be considered.</p> <p>Sitting – Constant sitting during pregnancy poses a relatively high risk of thrombosis or embolism. In the later stages of pregnancy, women are likely to experience backache, which can be intensified for remaining in a specific position for a long period of time.</p> <p>Standing – Standing for a prolonged period of time may cause dizziness, faintness and fatigue.</p> <p>Extremes of heat and cold – Pregnant workers that are exposed to prolonged periods in hot environments are at a far greater risk of suffering from heat stress. Working in extreme cold may pose a hazard for pregnant women and their unborn child. These risks are particularly increased if there are sudden changes in temperature. Also breastfeeding may be impaired by heat dehydration.</p>	<p>job content.</p> <p>Sitting – Avoid sitting for long periods. Women should have the opportunity to alternate between standing and sitting and to exercise/move to maintain healthy circulation. Regular rest breaks should be provided.</p> <p>Standing – Avoid standing for long periods of time.</p> <p>Extremes of heat and cold – Adequate rest breaks and unrestricted access to drinking water should be provided. Also the provision of a desk fan may be necessary.</p> <p>Relocation if possible or adjustment to working hours should be investigated. New and expectant mothers should drink water before they get thirsty, preferably in small and frequent volumes.</p>
<b>6. Slips Trips &amp; Falls</b>	<p>Trips over objects, trailing wires or slips on spillages etc. Falling on stairs. Potentially harmful to the unborn child.</p>	<p>General good housekeeping. Keep all areas well lit, including stairs. Ensure there are no trailing leads or cables, boxes etc. All spillages to be cleared up immediately. Ensure all Staff keep work areas clear</p>

<b>7. Violence and Aggression</b>	<p>If a woman is exposed to the risk of violence at work during pregnancy, when she has recently given birth or while she is breastfeeding this may be harmful. It can lead to miscarriage, premature delivery and underweight birth, and it may affect the ability to breastfeed.</p>	<p>All face to face contact with service users where there is believed to be a significant risk above that identified by the generic risk assessment must be risk assessed.</p> <p>Change the design of the job – avoid lone working, reduce/remove the face to face client contact, reassign difficult cases.</p> <p>If you cannot significantly reduce the risk of violence you should offer the pregnant woman and new mothers suitable alternative work.</p>
<b>8. Welfare</b>	<p>Rest facilities – Tiredness increases during and after pregnancy and may be exacerbated by work related factors.</p> <p>Hygiene facilities – Because of pressure on the bladder and other changes associated with pregnancy, pregnant women often have to go to the toilet more frequently and urgently than others.</p>	<p>Rest facilities – There must be facilities to sit or lie down in comfort and in privacy. Access to drinking water should also be available.</p> <p>Hygiene facilities – If necessary measure should be put in place to ensure that new and expectant mothers can leave their workstations at short notice.</p>
<b>9. Working at Height</b>	<p>It is hazardous for pregnant women to work at heights, for example for short duration work off of ladders.</p>	<p>Working at height should be avoided by new and expectant mothers.</p>
<b>10. Stress at Work</b>	<p>New and expectant mothers can be particularly vulnerable to occupational stressors for a variety of reasons.</p> <ul style="list-style-type: none"> <li>- Hormonal, physiological and psychological changes occur and sometimes change rapidly during and after pregnancy, sometimes affecting susceptibility to stress, or to anxiety or depression in individuals.</li> </ul>	<p>If individuals are experiencing stress than an individual stress risk assessment should be completed.</p> <p>Protective measure may include adjustments to working conditions or working hours, and ensuring that the necessary understanding, support and recognition is available when the women returns to work, while her privacy is also respected.</p>

	<ul style="list-style-type: none"> <li>- Financial, emotional and job insecurity may be issues, due to changes in economic circumstances brought about by pregnancy.</li> <li>- It may be difficult to organise work and private life, especially with long, unpredictable or unsocial working hours or where other family responsibilities are involved.</li> <li>-</li> </ul> <p>Stress is associated in some studies with increased incidence of miscarriage and pregnancy loss, and also with impaired ability to breastfeed.</p> <p>Where women have recently suffered loss through stillbirth, miscarriage, adoption at birth, or neonatal death, they will be especially vulnerable to stress, as will women who have experienced serious illness or trauma associated with pregnancy or childbirth.</p>	
<b>11. Biological</b>	<p>The level of risk will depend on the type of work carried out, the infectious disease the worker is exposed to and the control measures in place. There will be an increased risk of exposure to staff who have contact with;</p> <ul style="list-style-type: none"> <li>- Human blood and body fluids</li> <li>- Infected animals including parrots, turkeys, pigeons, ducks, cats, rodents and sheep as well as household pets.</li> <li>- Laboratory cultures</li> <li>- Water or food contaminated by human or</li> </ul>	<p>When assessing the infection risks to all staff the following should be considered:-</p> <ul style="list-style-type: none"> <li>- The types of infection likely to be transmitted at work</li> <li>- The possible sources of infection</li> <li>- The likelihood that a possible source of infection i.e. pet, service user, is actually infected</li> <li>- The number of different sources of infection that staff may come into contact with and how often it may occur</li> <li>- The control measures already in place to protect</li> </ul>

	<p>animal faeces</p> <ul style="list-style-type: none"> <li>- First aid duties</li> </ul> <p>Usually during pregnancy, women are no more likely to catch an infection than at other times, however in some cases, the infection may be more severe in pregnancy. It is important to remember that if the mother does become infected, some infections may be dangerous for the baby.</p>	<p>employees</p> <ul style="list-style-type: none"> <li>- The medical history of the employee</li> <li>- The history of previous infection or immunisation</li> <li>- The need for suitable information, instruction and training for employees which may help them to prevent or reduce the risk from infection.</li> </ul> <p>Guidance on infections that are known to present a risk to the foetus and new-born baby are detailed in appendix 2 of the HSE publication 'Infection Risks to new and expectant mothers in the workplace'.</p>
<b>12. Chemical Agents</b>	<p>Hazardous Substances – Some substances are classified with the following warnings: - R61 may cause harm to the unborn child, R63 possible risk of harm to the unborn child &amp; R64 may cause harm to breastfed babies. However, the actual risk to health of these substances is determined by how they are used in the workplace.</p> <p>Ionising Radiation – Significant exposure to ionising radiation can be harmful to the foetus. There may also be a risk to the foetus from significant amounts of radioactive contamination breathed in or ingested by the mother and transferred across the placenta. If nursing mothers work with radioactive liquids or dusts, these can cause exposure if the child, particularly through contamination of the mother's skin.</p>	<p>Hazardous Substances – All hazardous substances should have a COSHH assessment carried out upon it. COSHH data sheets should be supplied by the chemical company and COSHH assessment then carried out and the appropriate control measure put in to place.</p> <p>Ionising Radiation – Safe working practices should be designed to keep exposure of the pregnant woman as low as is reasonably practicable, and certainly below the statutory dose limit for pregnant women. Special attention should be paid to the possibility of nursing mothers receiving radioactive contamination. They should not work in areas where the risk of contamination is high and therefore alternative work should be arranged.</p>

## Daily Temperature Fridge & Freezer Checks

<b>Unit:</b>	<b>Week Ending:</b>
--------------	---------------------

*Temperatures need recording on a daily basis and should be checked against specifications necessary. Fridges & Freezers should be defrosted & cleared out on a regular basis. Frozen food should be wrapped & dated*

<b>Fridge</b>	<i>Between the range 0° C - 5° C (Coldest part of fridge)</i>
<b>Freezer</b>	<i>Below - 18° C</i>

## Kitchen Fridge

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Temperature Recording							
Date & Storage Check							

## Kitchen Freezer

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Temperature Recording							
Date & Storage Check							

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Temperature Recording							
Date & Storage Check							



## Workplace (H&S) Inspection Check List

Unit/Office:			Date:		
Description	Yes	No	Findings/Defects/Actions	Action Required by: (date/initial)	Completed on: (Date)
Health & Safety Officer nominated					
<b><i>Health &amp; Safety Notice Board <u>displays</u>:-</i></b>					
Health & Safety Law Poster					
Health & Safety Policy Statement signed/up to date					
Employees Liability Insurance					
Named First Aiders/Fire Marshalls					
Location of First Aid Box(s)					
Location of Accident & Emergency Department					
Fire Evacuation Procedures – to inc. Assembly Point/Visitors/Disabled persons					
<b><i>Visitors Notice</i></b>					
Notice displayed with details of our Health & Safety Policy ( <i>See H&amp;S Policy Manual</i> )					
All Visitors sign in and out of the Signing On Book					
<b><i>Fire</i></b>					
Fire Marshall(s) appointed					
Fire Action Notices & Evacuation Procedures clearly displayed					
Sufficient Exit & Warning signs in place					
Fire Extinguishers in correct place, labelled and mounted correctly – certified yearly					
Fire Alarm tested regularly					
Emergency lighting tested regularly					

Description	Yes	No	Findings/Defects/Actions	Action Required by (date/initial)	Completed on: (Date)
Fire Drills conducted regularly – Fire Log Book completed & up to date. <i>(Residential: night-time fire drill must be completed)</i>					
Fire Doors checked regularly					
<b>First Aid</b>					
Sufficient First Aid provisions in place <ul style="list-style-type: none"> <li>Offices: 1 person First Aid qualified &amp; if poss. 1 Emergency First Aid at work to cover holidays/sickness</li> <li>Residential/Education: 1 First Aid qualified person on shift at all times.</li> </ul>					
First Aid Boxes – contents updated as necessary (see check list in H&S Policy Manual as a guide – complete assessment if necessary)					
<b>Accidents/Injuries</b>					
Ensure an Accident Record Book (B1 510) is in place <i>(this can be ordered on line at the HSE website)</i>					
Ensure the Five Rivers Accident/Injury form is easily accessible and everyone is aware of the procedures for recording accidents/injuries. <i>(see Five Rivers Health &amp; Safety Manual)</i>					
<b>Electrical</b>					
PAT Testing has been carried out within the last year					
Visual checks: cables, plugs & sockets <i>(look for damage)</i>					

No overloaded sockets or stretched cables are observed					
<b>Description</b>	<b>Yes</b>	<b>No</b>	<b>Findings/Defects/Actions</b>	<b>Action Required by (date/initial)</b>	<b>Completed on: (Date)</b>
<i><b>Environmental</b></i>					
Lighting is adequate					
Ventilation is adequate					
Temperature is adequate					
Noise levels appear comfortable					
Working space is adequate					
If Asbestos present and you are responsible for building maintenance – ensure Asbestos Register in place and checked on an annual basis ( <i>see H&amp;S Policy Manual</i> )					
<i><b>Housekeeping</b></i>					
Filing cabinets properly used ( <i>not overloaded</i> )					
Walk ways clear of obstructions					
No excessive storage of combustible materials					
Floor coverings not causing tripping hazard					
Furniture & work equipment free from defects					
Where appropriate steps provided for accessing files/filing cabinets or cupboards					
Kitchen area kept neat & tidy ( <i>no spillages</i> )					
<i><b>Welfare Arrangements</b></i>					
Sufficient number of toilet facilities available					
Toilet areas clear & free from defects					
Washing facilities are adequate					
Drinking water is available					

Description	Yes	No	Findings/Defects/Actions	Action Required by (date/initial)	Completed on: (Date)
<i>Computers Laptops &amp; Similar Equipment</i>					
DSE/Workstations assessments completed • every six months or sooner if changes to equipment/area made					
DSE Training provided					
<i>Manual Handling</i>					
Raise awareness of the importance of following manual handling guidelines (info/leaflet provided)					
Manual handling training provided					
<i>Induction/Awareness</i>					
New Staff receive Health & Safety Training/Information including specific training for their place of work					
All staff have access to Health & Safety Policy Manual					
<b>Name:</b>			<b>Signature:</b>		<b>Date:</b>
<b>Date of Next Review:</b>					

## Health & Safety Induction Checklist

Name:

Unit/Office/Education facility:

Line Manager:

Date:

### General Information *(tick to confirm)*

Please ensure the employee has:-

☐ Read and understood the Company's Health & Safety Policy

### HEALTH & SAFETY POLICY & INFORMATION

☐ Is Aware of & how to access the:

- Five Rivers Health & Safety Policy Manual (access to electronic copy & paper copy available)

### EMERGENCIES & FIRE PROCEDURES

☐ Made aware of the following:

- Health & Safety Notice Board /Emergency Evacuation Procedures
- Names of Fire Marshalls & First Aiders
- Fire Action Notices
- Importance of signing in and out

### INTRODUCTIONS & TOURS OF BUILDING

☐ Tour to include the following:

- Location of Fire Exits
- Location of First Aid Kit/Accident Book
- Location of Fire Extinguishers
- Assembly Point

### WELFARE FACILITIES

☐ Location of facilities

- Kitchen
- Toilets

### ADMINISTRATION

☐ Complete Risk Assessment

☐ Ensure aware of reporting procedures for:-

DSE Assessment  
Manual Handling  
COSHH (if required)  
Accidents & Injuries  
Near Miss Reporting Form  
Hazard Reporting Form

Signature of New Employee:

Date:

Signature of Line Manager:

Date:

## Weekly Vehicle Maintenance Check

Vehicle Make/Model			Date	
Registration			Completed by	
Current Mileage			Unit/Office	
Next Service due				

Item	Satisfactory (Y/N)	Comments/Action
Tax paid		
Vehicle log up to date		
Insurance certificate present		
Oil level		
Screen wash reservoir		
Radiator water level		
External lights & indicators		
Fire Extinguisher (if fitted)		
First Aid Kit		
Seat belts		
Tyre pressure/tread/spare		

Detail if any damage to vehicle from last week:			
Interior cleaned		Date:	
Exterior cleaned		Date:	
<b>Signed</b> <i>(Line Manager)</i>	Name:	Position:	Signature:  Date:

## Summary of the Seat Belt Laws for Cars, Taxis and Private Hire Cars

	Front seat	Rear seat	Who is responsible?
<b>Driver</b>	Seat belt <b>MUST</b> be worn if available.		Driver
<b>Children under 3 years old</b>	Correct child restraint <b>MUST</b> be used.	Correct child restraint <b>MUST</b> be used  If one is not available in a taxi, then the child may travel unrestrained in the rear	Driver
<b>Children aged 3 and above, until they reach EITHER their 12th birthday OR 135cm in height</b>	Correct child restraint <b>MUST</b> be used	Where seat belts fitted, correct child restraint <b>MUST</b> be used  <b>MUST</b> use adult belt if the correct child restraint is not available in three scenarios:  - in a in a licensed taxi or private hire vehicle ; - for a short distance for reason of unexpected necessity; - two occupied child restraints prevent fitment of a third.  In addition, a child 3 and over may travel unrestrained in the rear seat of a vehicle if seat belts are not available	Driver
<b>Child over 1.35 metres, or 12 to 13 years</b>	Seat belt <b>MUST</b> be worn if available	Seat belt <b>MUST</b> be worn if available	Driver
<b>Adult passengers (i.e. 14 years and over)</b>	Seat belt <b>MUST</b> be worn if available	Seat belt <b>MUST</b> be worn if available	Passenger

### Personal Emergency Evacuation Plan (PEEP)

The following should be completed for anyone with a disability or physical impairment that may prevent them from evacuating a building in the normal manner. Copies of the completed PEEP to be kept in the fire file.

It is the duty of the responsible person to ensure that this document is kept up-to-date.

Individual's name:	
Office/Unit/School:	
Work Location:	
Nature of disability/physical impairment:	
Potential issues for rescuer to be aware of, e.g. expected behaviour:	
Individual's personal evacuation plan:	
Evacuation equipment required (list):	
Potential hazards that might hinder a rescue:	
Approximate time to evacuate:	
Comments/further information:	
Name of individual whose evacuation plan is covered by the PEEP	
Signature(s):	
Name of individual(s) completing PEEP:	
Signature(s):	
Date completed:	
Date for review:	



## Assessment of First Aid Needs Form

Department/Unit/School:			
Date:			
Summary of work activities:			
Issues for consideration		Comments	
Main Hazards and Risks			
Number of employees			
Distance to ambulance station			
Peripatetic workers employed			
Workers at increased risk			
Multi-occupied site?			
Arrangements in place for absence of first aiders/appointed persons?			
First aid provision needed for the public?			
<b>Summary</b>			
	Number	Locations	
First aid boxes needed			
First aid rooms needed?			
First aiders needed?			
Appointed persons needed?			
<b>Assessor</b>		<b>Signature</b>	

**RISK ASSESSMENT – DRIVING AT WORK**

A:

<b>ASSESSMENT CARRIED OUT BY:</b>		<b>REF.No:</b>	
<b>LOCATION/DEPARTMENT:</b>		<b>DATE:</b>	
<b>TASK BEING ASSESSED:</b>			
<b>ANY DRIVING AT WORK ACTIVITY FOR FIVE RIVERS CHILD CARE LTD</b>			

B:

**People/Persons at Risk: Employees**

Evaluating The Risk:		Yes	No	H/M/L	Observations
The Driver					
1.	Is appropriate category of licence held for the vehicle(s) to be driven?				
2.	Is the employee aware of requirement to report any driving licence changes such as penalty points on licence or loss of licence?				
3.	Is the employee aware of the need to carry out compulsory daily vehicle checks?				
4.	Are arrangements for breakdown of vehicle communicated?				

5.	Is excessive working hours likely to cause driver fatigue ?				
6.	Is the employee medically fit to drive?				
7.	Does the employee satisfy the eyesight requirements of the highway code?				
8.	Is the employee likely to be under the influence of prescription or any other drugs?				
<b>Evaluating The Risk:</b>					
<b>The Vehicle</b>		<b>Yes</b>	<b>No</b>	<b>H/M/L</b>	<b>Observations</b>
9.	Is an appropriate vehicle provided for the job?				
10.	Is maintenance carried out in accordance with requirements of manufacturer's recommendations?				
11.	Is the vehicle handbook maintained in the vehicle?				
12.	Is the employee aware of basic safety checks? See vehicle check form				
13.	Are seatbelts fitted to all seating positions, & adjust appropriately?				
14.	Are head restraints fitted and adjustable?				
15.	Is the employee aware of vehicle defect reporting procedure?				
16.	Is a hands free kit fitted for mobile phone use?				

<b>Evaluating The Risk:</b>		<b>Yes</b>	<b>No</b>	<b>H/M/L</b>	<b>Observations</b>
<b>The Vehicle</b>					
17.	Has the employee read & understood the Company's policy on mobile phone use and not to use a mobile phone when driving? (See HR Vehicle Policy).				
18.	Does vehicle have adjustable driver position/provides for good posture?				

<b>Evaluating The Risk:</b>		<b>Yes</b>	<b>No</b>	<b>H/M/L</b>	<b>Observations</b>
<b>The Journey</b>					
19.	Are journey's planned with route information available?				
20.	Are hazards on route likely to impact on journey been identified?				
21.	Are breaks planned into longer journeys (in line with Drivers Hours Regulations) ?				
22.	Are journey times and distances reviewed on a regular basis?				
23.	Do you try to avoid periods of peak traffic flow?				
24.	Are adequate arrangements in place to take account of adverse weather conditions?				
Additional observations in evaluation:					

Action Plan				
Ref	Remedial Action	Person Responsible	Completion Date	Residual Risk HML

#### Risk Rating

**Low Risk = Controlled - No impact on driver safety or the safe operation of the vehicle**

**Medium Risk = Uncontrolled risk identified additional control measures required**

**High Risk = Unacceptable risk identified, changes in driver, vehicle or journey management required**

### Satisfying Eyesight Requirements of the Highway Code

The Driving Standards Agency (DSA) and Vehicle and Operator Services Agency (VOSA) have merged to form the Driver and Vehicle Standards Agency (DVSA).

You must wear glasses or contact lenses every time you drive if you need them to meet the 'standards of vision for driving'.

You must tell DVLA if you've got any problem with your eyesight that affects both of your eyes, or the remaining eye if you only have one eye.

This doesn't include being short or long sighted or colour blind. You also don't need to say if you've had surgery to correct short sightedness and can meet the eyesight standards.

Check if you need to tell DVLA about your eyesight problem by searching the [A to Z of medical conditions](#) that could affect your driving.

### **Standards of vision for driving**

You must be able to read (with glasses or contact lenses, if necessary) a car number plate made after 1 September 2001 from 20 metres.

You must also meet the minimum eyesight standard for driving by having a visual acuity of at least decimal 0.5 (6/12) measured on the [Snellen scale](#) (with glasses or contact lenses, if necessary) using both eyes together or, if you have sight in one eye only, in that eye.

You must also have an adequate field of vision – your optician can tell you about this and do a test.

*Information taken from the Driver & Vehicle Standards Agency (DVSA) website.*

STANDARD OPERATING PROCEDURE	REFERENCE: VERSION 1
Workplace: Public Highway – Driving at Work	Date: October 2016
TASK/OPERATION: Any Driving for Work Activity	
Operating Procedure Developed by: Karen Whewell	Approved By: Gerald Bradley
Review Completed by:	Date: 5 October 2016
	Approved By: Date:

Sequence of Job Steps (What to do in the right order)	Potential Hazards/Risks Of each Step	Standard Operating Procedure (How to do it)	Personal Protective Equipment needed
Pre-Journey Considerations	<p>Fatigue caused by traffic jams</p> <p>Extreme cold or heat caused by being stuck in traffic jams</p> <p>Stopping in an unsafe area</p>	<p><u>Plan your route</u></p> <ul style="list-style-type: none"> <li>• Journey times and distances</li> <li>• the time of day when the journey is undertaken</li> <li>• congestion charging</li> <li>• make sure you are aware of what routes to take or avoid, such as motorways or specific areas</li> <li>• look/listen to traffic reports</li> <li>• look at predicted weather/ road conditions especially in winter months when ice, snow fog are hazardous</li> </ul>	

<b>Sequence of Job Steps</b> (What to do in the right order)	<b>Potential Hazards/Risks Of each Step</b>	<b>Standard Operating Procedure</b> (How to do it)	<b>Personal Protective Equipment needed</b>
	Accidental collision with vehicles, pedestrians, or stationary objects	<u>Stay Safe</u> <ul style="list-style-type: none"> <li>• Be well-rested before driving</li> <li>• Set a realistic goal for the number of miles you can achieve</li> <li>• If you are impaired by alcohol or drugs <b>do not drive</b></li> <li>• Avoid taking medications that make you drowsy (be mindful of anti-histamines)</li> <li>• Use a seat belt at all times, driver and passenger(s)</li> <li>• If an accidental collision occurs and it is possible, take photographic evidence of any accidental damage of both vehicles or object using a mobile phone if facilities allow.</li> </ul>	
	Accidental collision with vehicles, pedestrians, or stationary objects	<ul style="list-style-type: none"> <li>• Record details/particulars of car, person and insurance details (if possible take photographic evidence)</li> <li>• Complete a Five Rivers Accident/Injuries Form or if no injuries were incurred a Near Miss Form.</li> </ul>	



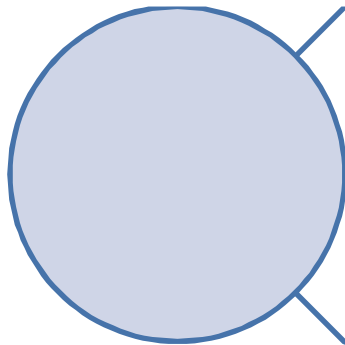
<b>Sequence of Job Steps</b> (What to do in the right order)	<b>Potential Hazards/Risks Of each Step</b>	<b>Standard Operating Procedure</b> (How to do it)	<b>Personal Protective Equipment needed</b>
Vehicle Checks	Breakdown/Illegal faults (empty wash bottle, defective lights)  Defective vehicle operation affecting the performance (for example flat tyres/low brake fluid/broken windscreen wipers)	Complete all pre-checks as detailed on the Vehicle Check Form (this includes employees using their own vehicles for business)	

<b>Sequence of Job Steps</b> (What to do in the right order)	<b>Potential Hazards/Risks Of each Step</b>	<b>Standard Operating Procedure</b> (How to do it)	<b>Personal Protective Equipment needed</b>
Driving to and from offices/meetings/panel/training/inspections conferences/homes/carers homes and any work related business task.	Accidental collision with vehicles, pedestrians, or stationary objects.	<p><u>Stay Focused</u></p> <ul style="list-style-type: none"> <li>• Avoid distractions, such as adjusting the radio, sat nav or other controls, eating or drinking</li> <li>• Do not use a mobile phone or any electronic device to speak, text or email whilst driving. If you receive notification of a call pull over to a safe location e.g. motorway services, layby etc; and return the call.</li> <li>• Continually search the roadway to be alert to all situations requiring a quick reaction.</li> <li>• You are advised to stop approximately every two hours for a break. Get out of the vehicle to stretch, take a walk and get refreshed.</li> </ul> <p><u>Avoid Agressive Driving</u></p> <ul style="list-style-type: none"> <li>• Keep your cool in traffic</li> <li>• Be patient and courteous to other drivers</li> <li>• Do not take other drivers' actions personally</li> <li>• Reduce your stress by planning your route ahead of time, allowing plenty of travel time and avoiding crowded and busy driving times.</li> </ul>	

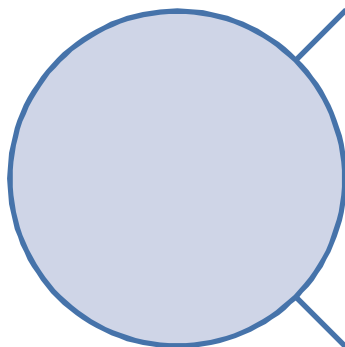
<b>Sequence of Job Steps</b> (What to do in the right order)	<b>Potential Hazards/Risks Of each Step</b>	<b>Standard Operating Procedure</b> (How to do it)	<b>Personal Protective Equipment needed</b>
Driving licence	If required in case of accident/police check	Ensure you have this, as may be required	
Insurance document	If required in case of accident/police check	Ensure you have this, as may be required	

## Carbon Monoxide Emergency Procedures

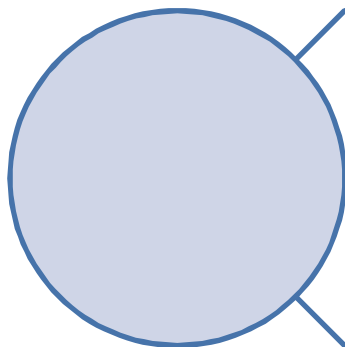
**If the CO2 (Carbon Monoxide) Alarm goes off or you spot other signs of carbon monoxide:-**



Turn off all appliances immediately and get them checked by a registered engineer - do not use them until you are told to do so.



Open doors and windows for ventilation & leave room to get some fresh air

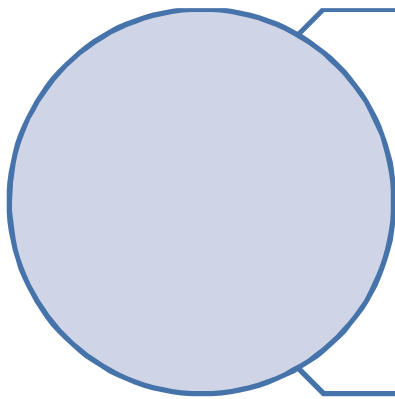


Call the relevant emergency services advice line:-

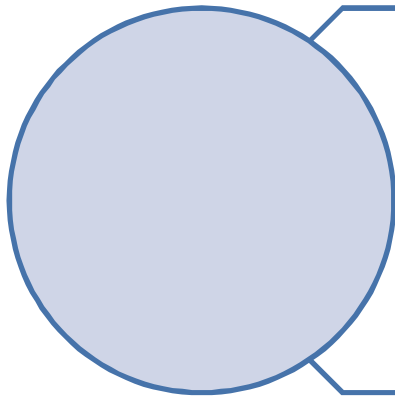
Gas Emergency Service - 0800 111 999

Solid Fuel Advice Line - 0845 601 4406

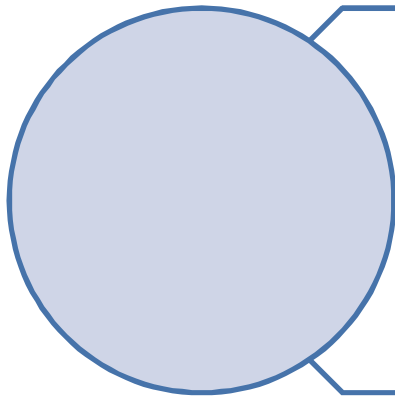
Oil (OFTEC) - 0845 658 5080



If gas appliances are in the property, do NOT smoke, do NOT turn light switches on or off and do NOT do anything to create a spark



If anyone feels unwell, or are suffering from headaches, nausea, vomiting, dizziness and unconscious seek medical attention immediately



Record details of the incident using the near miss form

Carbon Monoxide (CO) is a highly poisonous gas produced when any fossil fuel burns incompletely. It has no smell, taste or colour. It can be omitted from any heat source or fossil fuel burning appliance i.e. cooking and heating appliances generally.

There are signs that you can look out for which indicate incomplete combustion is occurring and may result in the production of CO;

- Yellow or orange rather than blue flames (except fuel effect fires or flueless appliances which display this colour flame)
- Soot or yellow/brown staining around or on appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows

#### **Symptoms of carbon monoxide poisoning:**

- Sudden flu-like illness
- Dizziness, headaches, sleepiness
- Nausea or vomiting
- Fluttering or throbbing heart beat
- Cherry-red lips, unusually pale complexion
- Unconsciousness

#### **It is Important to ensure:**

All fuel-burning appliances, flues, vents, and chimneys are checked/serviced on a regular basis.

#### **Carbon Monoxide Detectors:**

Carbon Monoxide Detectors should be tested on a monthly basis and the batteries replaced annually