

Health & Safety Policy

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1 Policy Statement of Intent

Age UK Hertfordshire is committed to providing a safe and healthy workplace for all its staff and volunteers, clients, contractors and visitors.

Members of management at all levels are responsible and accountable for Health & Safety performance within their designated area of responsibility. All staff and volunteers have a duty to comply with the requirements of our policy and associated safety systems. AUKH views any deviation from the safety systems as a serious issue.

The following are the stated objectives of AUKH and will be achieved as far as is reasonably practicable:

To provide and maintain safe systems of work and healthy working conditions based on risk assessment and taking account of legal and statutory guidance.

To provide information, instruction, training and supervision, to enable staff and volunteers to perform their work safely and efficiently.

To achieve line management ownership of health, safety and welfare issues, so that health, safety and welfare becomes part of our accepted culture.

To maintain a constant and continuing interest in health, safety and welfare matters applicable to AUKH's activities in particular by consulting and involving staff and volunteers to ensure a safe place of work.

To bring the Policy to the attention of all staff and volunteers, and other relevant persons and ensure the Policy is prominently displayed.

To make available all necessary safety devices and protective equipment and supervise their use.

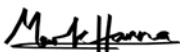
To ensure the safe use, handling, storage and transportation of any substances.

To appoint competent persons to advise with the implementation of the policy.

To carry out an annual review of the Policy to ensure its effectiveness in reducing accidents and maintaining employee health.

We require the support of all staff and volunteers and volunteers, to ensure the success of AUKH's Health & Safety Policy.

Mark Hanna



Chief Executive

2 Age UK Hertfordshire’s Health & Safety Management System

Introduction

This policy details how the Health & Safety Management System within Age UK Hertfordshire (AUKH) is structured and operates and contains detailed procedures on how H&S issues should be approached and the specific arrangements in place for their effective day-to-day management.

One of our key objectives is to develop a positive Health & Safety culture throughout the whole organisation, and to maintain compliance with statutory provisions.

A copy of our AUKH Health & Safety Policy Statement of Intent is displayed on notice boards, at Beane Bridge House, Half Moon Yard and Clitheroe Health & Wellbeing Centre.

At their induction, all staff and volunteers receive an introduction to the Health & Safety processes described in this policy. All Health and Safety training records are stored and maintained on our database systems.

Effective communication is a key element of successful Health & Safety Management. Health & Safety is included as a standing item in all Team meetings, and any issues should be raised through the Line Management chain.

In line with our strategy on continuous improvement, the role of the senior management team is to keep the management arrangements for Health & Safety under review, to ensure that they continue to meet legislative and guidance standards. H&S issues should be identified through a systematic process of risk assessment and risk management by mutual co-operation.

In addition, senior managers will monitor compliance, and act as a focal point for joint consultation and discussion for all Health & Safety issues with the Health & Safety Officers. This will be conducted on a regular basis and form part of the Agenda at SMT meetings.

Health & Safety Management System – Structure, Responsibilities and Operation

Organisational Health & Safety Responsibilities Structure

Level 1	CEO
Level 2	SMT HSO’s - Carla Johnson, Caroline Player, Sari Griffiths
Level 3	EMT
Level 4	All staff and volunteers

Levels of Responsibility

Level 1 - CEO

The Level 1 Manager is ultimately responsible for ensuring that appropriate mechanisms and systems are in place to enable AUKH to discharge its responsibility and duty for Health & Safety matters.

The Level 1 Manager will ensure:

- that AUKH complies with the requirements of legislation, corporate standards & practices
- that AUKH has in place, an effective Health & Safety Management System, which is supported by adequate resources, training, information and competent advice
- that adequate provision is made for budget and other resources required to ensure that AUKH is able to operate a safe and compliant Health & Safety system across all services and that this is reviewed at least annually
- that an adequate forum is provided to enable communication and consultation between management and staff and volunteers, and/or their representatives on matters of Health & Safety.
- Level 2 managers (SMT) are trained and competent in their H & S responsibilities.

Reviewing Level 2 managers' performance of their H&S responsibilities on an annual basis and updating their training needs

Level 2 – Senior Management Team (SMT)

In addition to the responsibilities of All Staff and volunteers and Level 3 Managers, Level 2 Managers are responsible to the Level 1 Manager for the day-to-day implementation of the H&S Management System within the areas under their control.

In particular, they are responsible for:

- Providing positive leadership and visible commitment to the Health & Safety Policy and supporting the H&S Management System
- Ensuring that all new and existing equipment, processes and functions are adequately assessed for risks and that any necessary and appropriate corrective actions are taken
- Ensuring that all non-conformances/compliances, hazards, defects or complaints are progressed, making periodic checks to ensure that rectification work has been completed satisfactorily

- Ensuring, in conjunction with the Health & Safety Officers, that all buildings and equipment in their area of responsibility are subject to regular maintenance, inspection and test, including any statutory inspection
- Ensuring that Level 3 managers (EMT) are trained and competent in their H & S responsibilities.
- Reviewing and updating Level 3 managers' training needs for their H & S responsibilities on an annual basis

Health & Safety Officers

In addition to their responsibilities as a Level 2 Senior Manager, the Health & Safety Officer will ensure management systems are set up and maintained for the following H&S issues:

- The maintenance and test of Portable Electrical Appliances and Fixed Wiring Installations
- The maintenance of fire prevention and fire precaution measures within AUKH; the testing of fire alarm systems on a regular basis and the exercising of twice-yearly fire evacuation drills. Note these responsibilities may be delegated to specific site persons but the responsibility remains with the Health & Safety Officers to ensure that they are undertaken.
- Ensure fire risk assessments are undertaken by the relevant professional bodies.
- The selection and control of contractors ensuring that all contractors have an effective safety policy and safe systems of work in place to ensure that their work is controlled, so as to prevent risk to themselves, AUKH's personnel and the general public.
- The Health & Safety Officers will be responsible for passing all necessary information on notifiable occurrences to the appropriate enforcing authority, in accordance with the requirements of The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013).
- The Health & Safety Officers will coordinate H&S communication, seeking assistance and competent advice from H&S Consultants where appropriate.

Level 3 Extended Management Team (EMT)

In addition to the responsibilities for All Staff and volunteers, Level 3 Managers are also responsible for assisting Level 2 Managers with the day-to-day implementation of the H&S Management System, within the areas under their supervision. Each Manager must review the procedures and the risk assessments relevant to their department with their team members and volunteers.

Level 3 Managers' responsibilities include the need to:

- Ensure the health, safety and welfare of all staff and volunteers under their line of management are maintained at work.

- Inform, instruct and train all staff and volunteers within their area in safe working practices, suitability and use of PPE, fire procedures, first aid procedures and specialist training in the use of equipment where necessary
- Respond appropriately to employee Health & Safety enquiries and observations, involving the Health & Safety Officers as necessary.
- Any 'near-misses' or potential accident/incidents should be reported to the Health & Safety Officer (HSO) and a 'Near-Miss Report Form' completed
- Any accidents or incidents should be reported the Health & Safety Officers and an Accident/incident Report completed, as soon as is practicable.
- Take part in and comply with any accident/incident investigation protocols where necessary
- Carry out regular workplace inspections and review local safety practices as defined within the Health & Safety Management System (HSMS)
- Initiate and supervise correct spillage clean-up procedures related to substances and bodily fluids and safe disposal as hazardous waste
- Ensure that they review this Policy, which details the procedures that must be followed for effective day-to-day management of H&S issues.
- Ensure that all staff and volunteers are informed and consulted on relevant H&S issues to enable them to actively participate in continuous improvement
- Monitor the work of any contractors in their areas, in conjunction with the Health & Safety Officers
- Ensure that appropriate H&S Notices and representatives information is disseminated to, and understood by all staff and volunteers under their line of management.
- Ensure that all notifiable accidents, dangerous occurrences and cases of occupational ill health are reported to the Health & Safety Officers.

Level 4 - All Staff and volunteers

Staff and volunteers at all levels throughout AUKH have a legal duty and responsibility to take reasonable care for the Health & Safety of themselves, and others who may be affected by their work activities.

Staff and volunteers are expected to provide their full support and cooperation to Age UK Hertfordshire in all matters relating to Health & Safety at work and to support all measures taken by AUKH in this regard.

In particular, staff and volunteers must:

- Comply with all policies, procedures and instructions relating to Health & Safety issues
- Report all accidents and incidents promptly to their Manager
- Report any defects or hazards promptly to their Manager
- Ensure that all H&S related matters that cannot be managed within their remit are brought to the attention of their line manager
- If the matter cannot be resolved with the Manager, it should be raised with the next level Manager and the Health & Safety Officers informed.
- Adhere to safe working practices at all times
- Wear any Personal Protective Equipment supplied, as and where necessary
- Use any tools and equipment provided in an appropriate and correct manner
- Practice good housekeeping and maintain a clean and tidy working environment
- Not interfere, misuse or remove any protection device or other item provided in the interest of safety
- Set a personal example by portraying a positive Health & Safety attitude.

3 Procedures for effective daily management of H&S issues

This Health & Safety Policy contains detailed procedures on how H&S issues should be approached and the specific arrangements in place for the effective day-to-day management of H&S.

The relevant forms for completion in accordance with the procedures are available in the appendices of this policy.

In any situation where the building is to be evacuated, all staff and volunteers must meet at the site appointed assembly point.

Fire Systems Management and Evacuation

Age UK Hertfordshire will comply with the following legislation:

- Principal Legislation/Standards
- Management of Health & Safety at Work (amendment) Regulations 2006
- Regulatory Reform (Fire Safety) Order 2005

It is the responsibility of The Health & Safety Officers, in association with the Site Appointed Person, to ensure that:

- Fire evacuation procedures are kept up-to-date and are displayed on each notice board.
- Fire exits, emergency lighting, fire detection systems and fire-fighting equipment are maintained in accordance with the identified requirements and the fire risk assessment.
- Fire Risk Assessments at our office locations are completed on an annual basis
- Detailed records of the maintenance, inspection & testing of the fire systems and any equipment are kept.

Actions to be taken in the event of:

Gas Leak

In the event of a gas leak the building should be evacuated, if possible the emergency gas control valves must be shut off immediately. The site appointee, or another Level 2 Manager, should contact British Gas Emergency Service (**0800-111-999**) and the landlord should be made aware.

Total Power Failure

If power to the site is lost the site appointee, or another Level 2 Manager, should contact The Electricity Supply Company to ascertain the reasons for power loss and the expected duration.

Bomb Threat

In the event of a bomb threat being received by Age UK Hertfordshire, the building should be evacuated if appropriate depending on location of bomb if known, and the site appointee, or another Level 2 Manager, should contact the emergency services.

In any event of an evacuation, all Level 2 Managers should also refer to the Business Continuity Plan.

Accidents and Incidents - Reporting & Investigation

Age UK Hertfordshire will comply with the following legislation:

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR 2013)
- The Social Security (Claims and Payments) Regulations 1987 revised 31/05/2015

All accidents, incidents, dangerous occurrences and near misses must be reported to the Health & Safety Officers, who will carry out, or initiate an investigation and follow up with the necessary reporting process.

General Arrangements – Accidents & Dangerous Occurrences

In the first instance, an accident resulting in an injury should be reported to the site appointee and a trained First Aider who will be responsible for administering any First Aid and to call an ambulance if required.

All accidents, however minor, must be recorded in the Accident Report Book by the appropriate Level 3 Manager at the site, or place, where the accident took place.

After the accident has been investigated by the appropriate Level 3 Manager, the Accident Report Form (at Appendix A) must be completed and submitted to the Health & Safety Officers.

Accidents of a more serious nature e.g. any injury requiring more than just First Aid treatment or resulting in any additional lost time away from the workplace, or any dangerous occurrences, will be formally investigated at Level 2 Management level; calling upon such assistance as may be necessary from an external Health & Safety representatives. All necessary remedial actions **MUST** be taken to prevent recurrence – this is of the highest priority.

Health & Safety accidents and dangerous occurrences reportable under the RIDDOR Regulations (<https://www.hse.gov.uk/riddor/reportable-incidents.htm>) will be formally investigated by Level 2 Management, assisted by external Health & Safety Representatives if required. The Health & Safety Officers will submit a formal written report of the accident investigation within ten days and arrange for the submission of RIDDOR Form 2508 online. A copy must be kept for five years.

An Accident Investigation Check List designed to assist with the process of investigation is shown as Appendix J. The Health & Safety Officers will also inform the Chief Executive as soon as is practicable of any reportable occurrence.

If an accident occurs involving a member of the public attending an event, or using an Age UK Hertfordshire service, then the accident must be reported in the Accident Book at the place where the accident occurred.

A Flow-chart on the Accident Reporting Procedures is shown in Appendix K.

Near-Miss Reporting

All staff and volunteers are required to report “near-misses” (i.e. an undesired and unplanned event which causes no harm, but has the potential to cause harm to people, damage to property, or loss to process.)

A ‘Near-miss’ reporting form is at Appendix B. These forms may be completed anonymously if required. Completed forms should be sent to the Health & Safety Officers for follow-up action and recording.

Records

All records should be electronic and stored under the Health and Safety Folder on Sharepoint. The following records will be maintained:

Records	Responsibility
Accident Book	Health & Safety Officers/Site Appointed Person
Accident/Incident Report Forms (Appendix A)	In the first instance the Site Appointed Person, ultimately Health & Safety Officers
Near-Miss Forms (Appendix B)	In the first instance the Site Appointed Person, ultimately Health & Safety Officers
RIDDOR Forms	Health & Safety Officers

First Aid Provision

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety (First Aid) Regulations 1981

Sufficient numbers of qualified First-Aiders are appointed to provide adequate cover in all workplaces. The Health & Safety Officers will determine the level of First Aid cover required at each site and ensure necessary actions are taken.

The Health & Safety Officers will keep a record of who the appointed first aiders are and will ensure that the contact details of the appointees will be prominently displayed in the workplace. Appointed First-Aiders training is recorded via Breathe HR and is monitored for when it is needed to be updated.

First Aid equipment is provided in the workplace which should be prominently located, clearly identified and kept free from obstruction at all times. Appointed First-Aiders will ensure that First Aid equipment provided in their workplace is regularly checked, maintained and replenished as necessary.

The following points should be taken into consideration when looking to appoint First-Aiders/ Site Appointed Persons:

- As far as is possible, the individual should volunteer to take on the role.

- The area they are designated to must be their normal workplace.
- Any person whose job requires them to be regularly off-site or away from the Workplace should not be considered.
- The number of First-Aiders appointed must be sufficient so as to ensure adequate cover is available during absence, etc.

Duties of a First-Aider/Site Appointed Persons

- Provide First Aid treatment as and when required, following up with a written record, in detail in the Accident Book.
- Ensure that all accidents are reported in accordance with AUKH's Accident Reporting Procedures and assist in any investigation, which may arise as a result of an accident.
- Maintain and replenish the contents of First Aid kits and equipment provided in their designated area.
- Maintain relevant information on staff and volunteers notice boards, ensuring that First-Aider details are kept current and up to date.
- Notify the Site Appointed Person if they are being relocated or leaving AUKH.
- Report any cases where an employee intentionally interferes with or mis-uses anything provided for the purpose of First Aid.

Risk Assessment

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999

Level 2 Managers are responsible for ensuring that the requirements of current Health & Safety legislation are satisfied within areas that are under their control. This responsibility includes the systematic assessment of all workplace risks, including those when visiting client homes.

To facilitate this requirement, a Risk Assessment Checklist (Appendix C) should be used to carry out this assessment. For Risk Assessments pertaining specifically to Lone Working in a Client's home, the Service User Checklist must be used (Appendix D).

If a risk is identified, it is then assessed according to the severity of the impact and likelihood of it occurring using the Risk Assessment Matrix (Appendix E), and relevant control measures applied to determine whether it is safe to carry out the visit/service. A copy of the completed risk assessment must be sent to the Health & Safety Officers for record keeping and to ensure compliance.

Level 2 Managers will ensure that all staff and volunteers under their control receive the necessary information, instruction and training with regard to the hazards, risks and preventative and precautionary measures required to work safely.

Note: If the general assessment identifies a manual handling, substance, display screen (computer) risk; or instances of non-compliance associated with these hazards, then the assessor should note the situation and recommend that a specific type of Risk Assessment be undertaken in accordance with other H&S procedures.

Records

The following records will be maintained:

Records	Responsibility
Work Equipment Maintenance logs	Level 2 Managers (SMT) Level 2 Management (SMT)
Test Certificate Records	Level 2 Managers (SMT) Level 2 Management (SMT)

Covid-19

Throughout the Covid-19 pandemic Age UK Hertfordshire has taken measures to ensure a covid secure workplace. The organisation will continue to monitor the Covid situation and implement safety measures as appropriate. Please contact the HR department for the most up to date information.

Personal Protective Equipment (PPE)

Age UK Hertfordshire will comply with the following legislation:

- The Personal Protective Equipment Regulations 2002

Level 2 Managers will identify where there is a need for PPE following a risk assessment against proposed activity. Where appropriate, suitable and sufficient information, instruction and training will be provided. Level 2 Managers will ensure those staff and volunteers affected are aware that they are responsible for the day-to-day maintenance of the PPE, as well as using and disposing of the equipment as directed, reporting any defects and returning any unused PPE. They must also make staff and volunteers aware that all PPE should be regularly inspected for signs of damage or deterioration, maintained and kept in a good state of repair, requesting a replacement where necessary. Defective or damaged equipment must not be used.

Level 2 Managers are responsible for liaising with staff and volunteers that require the use of PPE, to ensure that they have signed a Personal Protective Equipment Issue Record (Appendix G), confirming what PPE they have been provided with, that they have been trained correctly on the usage and disposal of the equipment and that they are liable for any costs associated with the failure to return any unused PPE.

Staff and volunteers are prohibited from using PPE provided by AUKH outside of the working environment.

Manual Handling

Age UK Hertfordshire will comply with the following legislation:

- The Management of Health & Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992

Level 2 Managers are responsible for ensuring that Manual Handling risks are assessed by competent assessors and safe systems of work are established.

Following a Risk Assessment, Level 2 Managers are responsible for setting in place Safe Systems of Work that eliminate the hazards or minimise the risks identified by the Risk Assessment process.

Where possible, Level 2 Managers need to adopt certain measures to minimise the risk when manual handling. The measures include:

- The avoidance of the task
- Reducing the load/weight/size or distribution of the load
- Re-planning the operation
- Training.

Level 2 Managers are responsible for ensuring that all staff and volunteers under their control receive the necessary Manual Handling training, including regular refresher training, which covers the issues that they are likely to need to address in their area of work. HR should be made aware of any training that staff and volunteers have taken so that a record can be kept.

Display Screen Equipment (DSE)

Age UK Hertfordshire will comply with the following legislation:

- Health & Safety (Display Screen Equipment) Regulations 1992, as amended.

Display Screen Equipment is defined as any screen equipment used as part of their role. This includes, but is not limited to, PCs, laptops, tablets and smartphones. The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for an hour or more at a time, whether that be in the office or while working remotely.

Level 2 Managers are responsible for determining which staff and volunteers under their supervision will be required to complete a DSE Assessment Form and ensure any actions necessary are implemented within their area of responsibility to ensure compliance with the requirements of the Display Screen Equipment Regulations 1992.

Relevant new starters will be required to complete a DSE Assessment as part of the induction process. Staff and volunteers that work remotely will be required to carry out a self-assessment of their work station, and advise of any IT or support equipment required. For staff and volunteers that work across two work stations, they will be required to complete a DSE for each location. All staff and volunteers are then required to complete a new DSE Assessment any time seating arrangements change.

Level 2 managers are responsible for ensuring that DSE Assessments are carried out when required, that they are properly reviewed and any necessary actions are flagged with HR. A copy of all completed forms needs to be sent to HR.

If a required action is determined from the assessment, HR will liaise with the Senior Management Team to ensure that all recommendations arising from the assessment are logged and progressed.

Level 2 Managers can reference the DSE User Assessment to identify those persons who are classed as users.

Eye/Eyesight Tests

An appropriate eye/eyesight test will be offered to any person (upon request), prior to them being placed in a position which qualifies them as a user of DSE. These will be provided at no cost to the user. Thereafter, tests will be provided at regular intervals on request or when the 'User' reports any visual difficulties, which may be attributed to DSE work. Where the test identifies that a person needs spectacles SPECIFICALLY for DSE use, eligible Age UK Hertfordshire employees can claim back up to £60 towards the overall cost of eye care, including spectacles, via UK Healthcare.

The following table provides guidance to assist in determining whether a person is a user of DSE.

	Yes	No
Does the person depend on DSE to do their job, there being no alternative means readily available for achieving the same results?	*	
Does the person have any discretion as to the use, or non-use, of the DSE?		*
Does the person need significant training and/or particular skills in the use of DSE to do the job?	*	
Does the person normally use DSE for prolonged spells of an hour or more at a time?	*	
Does the person use DSE in this way more or less daily?	*	
Is the fast transfer of information between the person and the screen an important requirement of the job?	*	
Do the performance requirements of the system demand high levels of concentration by the person, e.g. where the consequences of error may be critical?	*	

* If most or all of the answers are in these boxes then the person being assessed is considered to be a user of DSE.

Rest Breaks

Work should be planned so as to allow for regular short breaks away from the screen. Staff and volunteers are responsible for ensuring they take their allocated rest periods. This can be achieved by way of changes in work activity and/or regular short breaks.

Health Risks

Poor Workstation design, work organisation, environment conditions or posture can result in adverse effects to health. The following list identifies some of the health problems associated with DSE work and their causes:

- **Upper Limb Pains and Discomfort** - Prolonged static posture of the back, neck and head, or awkward positioning of the hands and wrists can cause muscular-skeletal problems.
- **Visual Fatigue** - Can be caused by staying in the same position and concentrating on the screen for long periods. Other factors, which can cause visual fatigue, include, poor positioning of the screen, poor legibility of the screen or source document, poor lighting, reflections or glare.
- **Fatigue & Stress** - These problems are mainly associated with the duration and the work routine. Factors include the duration and pace of continuous DSE work and the amount of discretion the person has about its use.

Effects on Pregnancy

The results of various scientific studies do not show any link between DSE work and effects on pregnant women. However, any concerns should be brought to the attention of the Level 2/3 Manager or the Health & Safety Officers.

Substances Hazardous to Health

Age UK Hertfordshire will comply with the following legislation:

- The Control of Substances Hazardous to Health (COSHH) Regulations 2002

Hazardous Substance – Any substance capable of causing adverse health effects or disease.

Substance – May be a solid, liquid, gas, fume, vapour, dust, microorganisms, or any other substance that may be hazardous to health.

The Control of Substances Hazardous to Health (COSHH) Regulations require that no work must be undertaken with any substance that may cause a hazard to health unless a full assessment of the health effects have been identified and controls necessary for safe working have been put in place.

Level 2 Managers will ensure 'suitable and sufficient' COSHH assessments are undertaken within their area under their control. COSHH Assessments must be recorded in writing on an Age UK Hertfordshire Assessment form and a record kept by the Site Appointee at their location of work.

Following a Risk Assessment, Level 2 Managers are responsible for setting in place safe systems of work for any substance use – NOTE: COSHH covers controlling exposure to biological agents which includes clean up and exposure to client body fluids.

Level 2 Managers will ensure that all staff and volunteers under their control receive the necessary information, instruction, and training with regard to the hazards, risks and preventative and precautionary measures required to work safely with hazardous substances.

Information Gathering

Information on Hazardous Substances must, by law, be provided by the manufacturer or supplier of the substance. Information is provided in written form on Material Safety Data Sheets and on substance labels.

Competent Persons nominated to undertake COSHH assessments must compile an inventory of Material Safety Data Sheets to facilitate the COSHH assessment process.

Mental Health and Wellbeing

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- Equality Act 2010
- Management of Health & Safety at Work Regulations 1999

We all have mental health, in the same way that we all have physical health, which can range from good to poor. Poor mental health can occur due to various reasons, such as a result of personal pressures, ie financial or relationships, work related stress or genetics etc.

Work-related stress is the result of an employee having an adverse reaction to excessive pressure or other types of demand placed on them at work, such as a heavy workload, poor work life balance or poor management.

Level 2 Managers are responsible for ensuring that poor mental health, as a result of work-related stress, is assessed and corrective action taken.

If an employee is experiencing poor mental health, they should speak to their Line Manager in the first instance, to discuss what support is available to them. If they feel unwell due to poor mental health, staff are encouraged to take sick leave under the Sickness Management Policy.

Age UK Hertfordshire aims to promote a listening culture with good mental health awareness, as well as offering support and adjustments when an issue emerges.

We offer regular Mental Health Awareness training to staff. We promote a healthy work life balance and encourage flexible working to support staff that are recovering from feeling mentally unwell. Further information can be found in the Flexible Working Policy. Staff are also encouraged to use our Employee Assistance Programme or contact their GP if they feel it's necessary.

Electricity Safety

Age UK Hertfordshire will comply with the following legislation:

- The Electricity at Work Regulations 1989

Level 2 Managers (SMT) will maintain an inventory of both fixed and portable electrical appliances, equipment and installations that are subject to the requirements of the Regulations.

All Fixed Wiring Installations will be thoroughly examined and tested at regular intervals, in accordance with the requirements of current legislation, Approved Codes of Practice and Guidance. Current guidance is every five years for office and light industrial environments; every three years for other environments.

All Portable Appliances should be within a structured inspection and test regime (Appendix H). The responsibility for setting up the arrangements for examination and test of all Portable Electrical Appliances lies with the Health & Safety Officers.

Repairs must not be undertaken by staff and volunteers on any faulty electrical systems or equipment. The Level 2 or 3 Manager must ensure that all repairs are undertaken by competent electricians.

The Health & Safety Officers will keep a record of all electrical maintenance, tests and fixings.

NOTE 1 - Combined inspection and testing should be carried out:

- (a) Where there is reason to suspect the equipment may be faulty, damaged or contaminated, but this cannot be confirmed by visual inspection; and
- (b) After any repair modification or similar work to the equipment, when its integrity needs to be established.

Transport

Age UK Hertfordshire will comply with the following legislation:

- The Management of Health & Safety at Work Regulations 1999
- The Provision and Use of Work Equipment Regulations 1998 (PUWER 98)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98)

Level 2 Managers oversee that any vehicle that may be used by their staff and volunteers is suitable for the purpose, safe for use; that they have considered all client-related foreseeable safety issues; and have put in place measures to reduce the risk to a tolerable level. To achieve this requirement the check list detailed in Appendix I should be considered.

Authorised drivers of vehicles used for AUKH activities are required to hold a 'clean' current driving licence covering the class of vehicle to be operated.

Drivers are required to inform HR if any circumstance arises whereby they may no longer drive vehicles or their level of risk increases, such as:

- Expired license
- Any medical condition or treatment which could affect the driver's ability to operate the vehicle safely
- Conviction for careless driving
- Excessive number of accidents
- Disqualification from driving.

Working at Height

Age UK Hertfordshire will comply with the following legislation:

- The Management of Health and Safety at Work Regulations 1999
- The Work at Height (WAH) Regulations 2005

Definition

Work in any place from which a person could fall a distance liable to cause personal injury – this includes from a pair of steps or other low-level work e.g. 0.2 - 2 Metres.

General Arrangements

Level 2 Managers are responsible for ensuring that all items of equipment that may be used by any employee or volunteer to work, or access any situation above floor level, are suitable for the purpose, have been maintained and the person designated to use said equipment has been trained in its safe use. Equipment should be CE marked and ladders and steps should be ‘Class One’ grade.

Level 2 Managers are responsible for ensuring that all reasonably practicable methods have been considered to undertake the identified work, without working at height, before deciding that a device is needed to enable work at height. Safer alternatives to step ladders must be considered, however, if not reasonably practicable a stepladder may be used on the basis that the employee or volunteer has been trained in accordance with key safe practices.

Level 2 Managers must ensure safe systems of work for all work at height and that ‘working at height’ is restricted to competent and authorised persons.

Level 2 Managers will ensure that employees and volunteers receive adequate information, instruction, training and supervision to enable them to plan work at height safely.

Level 2 managers must ensure that employees and volunteers under their control do not use a leaning ladder – if a task cannot be undertaken in a safe manner by using a step ladder the Health & Safety Officers should be contacted.

Records

The following records will be maintained:

Records	Responsibility
Work at height risk assessments	Health & Safety Officers
Training records	HR team

Purchasing and Procurement

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999

The Health & Safety Officers must be notified if any new piece of equipment or apparatus is purchased so that they can determine if a new Risk Assessment or inspection/test regime needs to be established.

Pregnant Workers, Disabled Workers, Young People and Children

Age UK Hertfordshire will comply with the following legislation:

- The Management of Health & Safety at Work Regulations 1999
- The Equality Act 2010

The relevant Level 2 Manager is responsible for carrying out a risk assessment for any pregnant workers (or mothers that have recently given birth), nursing mothers, young people, children or disabled workers. The Level 2 Manager must ensure that all actions identified in the Risk Assessment are followed through and their effectiveness monitored. A copy of the risk assessment must be sent to HR for their record.

Pregnant Workers

If, after carrying out a risk assessment, the risks identified cannot be controlled, the employer must re-deploy the worker, alter the hours of work, or in extreme cases, suspend the woman on full pay for the duration of the pregnancy, in order to reduce the risk.

Young People / Children

Young Person - A person who has ceased to be a child, but who has not yet reached the age of 18.

Child - A young person under the age of 16

A risk assessment will be carried out prior to the individual commencing work. The following subjects must be considered as part of the necessary Risk Assessment. However, this is not an exhaustive list and the persons carrying out the risk assessment must take account of local conditions:

- The young person's inexperience, immaturity and lack of awareness of risks
- The layout of the workplace, and Workstation
- AUKH processes and activities
- Individual capability
- Training and supervision
- Exposure to physical, biological and chemical agents
- Work equipment, its handling and use
- Working hours and rest periods
- Any specific prohibitions

Disabled Workers

Disabled worker – An employee with a physical or mental impairment, that is expected to last for at least 12 months, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities

The following subjects must be considered as part of the necessary Risk Assessment for any employee who is disabled. However, this is not an exhaustive list, and the person carrying out the Risk Assessment must take account of local conditions:

- Access to the workplace, and workstation layout
- The need for any special parking arrangements
- Fire/emergency procedures
- Training and supervision
- Working practices and procedures
- Work equipment, its handling and usage
- Individual capability
- Special medical needs
- Working hours,

Records

Records	Responsibility
Risk Assessments	HR Team

Staff and volunteers Working Off-Site/Lone Working

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999

Lone Workers are defined as:

- Those working at the main place of work where only one person is, at a given time, working on the premises.
- Those working away from their fixed base and where one employee or volunteer is visiting another agency’s premises or meeting venue, one employee is making a home visit to a client or one employee is attending an external meeting.
- Those working from home or remotely.

It is Age UK Hertfordshire’s policy that lone working may be undertaken as long as a Risk Assessment has determined that measures have been taken to reduce risk to a tolerable level.

Lone Working Risk Assessments

It is the responsibility of Level 2 Managers to ensure the safety of Lone Workers and that of staff and volunteers working offsite and must consider unique risk factors and include these in the Risk Assessment. This includes taking steps to minimise the hazards of the work involved so as to reduce the risk, so far as is reasonably practicable.

The risk assessment process involves firstly identifying any potential risks by using the Risk Assessment Checklist (see appendix D), usually carried out by telephone. This must be undertaken prior to any community or home-based visit.

Where a risk is identified, more information will be required to carry out a more detailed risk assessment using the Risk Assessment Form (see appendix E). This may lead to the following control measures being put in place:

- Visit takes place with at least one other individual/colleague
- Visit postponed until further risks are assessed
- Visit cancelled and referred to external agency/statutory body.

Risk assessments should be carried out wherever possible over the phone. However, in cases where the risks identified are unpredictable or unclear such as when a service user has a mental health problem which may produce violent or aggressive behaviours, a home visit may be necessary. A risk assessment home visit must be authorised by a member of the senior management team and be carried out by at least two individuals. The outcome of the risk assessment process must be discussed with a member of the senior management team before any service is put in place.

Risk assessments should be documented fully on the organisation's database and copy sent to the H&S Officer for compliance.

Monitoring Lone Workers

Reporting systems must be in place to ensure the whereabouts of employees/volunteers are known when attending an offsite appointment/visit. A nominated person should be contacted before a lone working visit and then advised when the employee/volunteer has returned safely.

Office Based Lone Working

- Employees should inform and seek approval from their line manager if they are likely to be working late or make it known to the last person to leave before them.
- When one of only a few people in the office at the end of the working day, the employee should advise the remainder that they are leaving.
- Employees should not let anyone into the building whilst lone working, unless satisfied they do not pose any risk.
- Employees should contact a family member or colleague when about to leave the building so that someone is aware they are on their way home.

Working from home

- Employees are expected to be transparent about their location when working from home, ensuring that they are contactable at all times and their whereabouts is made clear on online calendars.
- Managers should maintain a good level of contact with staff and volunteers that are lone working at home and have systems in place to 'check in' regularly with their team.
- Staff and volunteers are required to carry out regular DSE assessments from their home work station to ensure a safe and proper setup has been provided.

For further information on working from home, please refer to the Employee Policy.

Good Practice Guidance

General good practice guidance for lone workers can be found in appendix F.

Violence at Work

Age UK Hertfordshire will comply with the following legislation:

- Health & Safety at Work, etc. Act 1974
- The Management of Health & Safety at Work Regulations 1999

Definition

Incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well-being or health.

General Arrangements

Please refer to the ‘Violence at Work’ section of the Age UK Hertfordshire’s Employee Policy for the assessment and management action to be followed.

Visitors

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999

Definitions

Visitor - Any person, including clients, who may visit any of the Age UK Hertfordshire premises or a facility operated by Age UK Hertfordshire staff and volunteers.

General Arrangements

Level 2 Managers are responsible for the safe conduct and security aspects of Visitors to their areas of responsibility. Level 2 Managers must, therefore, ensure adequate arrangements are in place for the hosting of Visitors to their area of responsibility.

The host is responsible for the safety of their Visitors for the duration of their time on site. If the Visitor is a ‘drop-in’ client then the host will be the Site Approved Person. It is the responsibility of the host to ensure that visitors receive an adequate safety brief.

Any accident involving a Visitor must be reported and investigated in accordance with AUKH’s procedures. All accidents involving Visitors must be notified to the Health & Safety Officers immediately.

Children are not permitted on Age UK Hertfordshire premises or within an area under their control unless by prior arrangement. The Site Approved Person must be notified in advance of any visit by a child.

Records

The following records will be maintained:

Records	Responsibility

Visitors Book	Site Approved Person
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Occupational Health

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- The Management of Health & Safety at Work Regulations 1999
- The Control of Substances Hazardous to Health Regulations (COSHH) 2002

General Arrangements

Level 2 Managers are responsible for identifying, through the Risk Assessment process within their own departments, those staff and volunteers who may be exposed to or at risk of health risks.

Thereafter, Level 2 Managers, in conjunction with the HR department, are responsible for arranging a suitable and sufficient external health or medical assessment for those staff and volunteers identified as requiring this service.

Occupational Diseases - It is a Level 2 Management responsibility to report all cases of Occupational Disease to the Health & Safety Officers.

Cases of Occupational Disease will always be investigated thoroughly by Level 2 Management; calling upon such assistance as may be required from external Health & Safety Representatives.

Records

The following records will be maintained:

Records	Responsibility
Occupational Health Assessment Records	HR Team

Consultation with Staff & Representatives of Employee Safety

Age UK Hertfordshire will comply with the following legislation:

- Health & Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Health & Safety (Consultation with Staff) Regulations 1996

Definitions

Staff Health & Safety Representative (SHSR)) - A person elected by peer group to represent staff in consultations with employers on Health & Safety matters.

General Arrangements

The Chief Executive will ensure that there are suitable arrangements in place to consult with staff or their elected representatives on matters of health, safety and welfare.

Informed consultation on matters of health, safety and welfare with the affected employees will be enabled within the consultation meetings, and the HSO notified..

Records

Records	Responsibility
Minutes of meetings	HR

Staff Health & Safety Representative’s role

The Staff Health & Safety Representative (SHSR) is a member of staff who has volunteered to represent their colleagues on Health & Safety issues. Their employer must consult them ‘in good time’ on matters relating to their Health & Safety at work.

The Staff Health & Safety Representative’s role is to:

- represent the interests of workers to the employer
- approach the employer regarding potential hazards and dangerous occurrences at the workplace
- approach the employer regarding general matters affecting the group of staff they represent.

SHSRs are also entitled to speak for the group of staff they represent in consultation with inspectors from the enforcing authorities and are legally entitled to paid time off for training, which must be paid for by employers.

The key aim of an SHSR is to ensure that the views of the workforce are effectively reflected to managers before decisions on Health & Safety matters are taken.

Information, Instruction and Training

Age UK Hertfordshire will comply with the following legislation:

- The Health & Safety at Work Act 1974
- The Corporate Manslaughter/Corporate Homicide Act 2007
- The Management of Health & Safety at Work Regulations 1999
- The Health & Safety (Display Screen) Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998
- The Personal Protective Equipment at Work Regulations 1992
- The Manual Handling Operations Regulations 1992
- The COSHH Regulations
- Electricity at Work regulations 1989
- Work at Height Regulations 2005

General Arrangements

The legislation detailed above imposes both a general duty, and in many cases, an explicit duty, to provide as much information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the Health & Safety at work of staff and volunteers.

It is the responsibility of Level 2 Managers to ensure that all persons in their employment receive adequate training in order to be able to perform their jobs safely and without risks to health, or harm to the environment. (This will need to include an understanding and awareness of the risks, not just the necessary precautions).

The HR Team will advise and assist Level 2 Managers in identifying H&S training needs, and where relevant, arrange for training provision.

Records

The following records should be maintained:

Records	Responsibility
Records of all training undertaken in connection with health, safety and welfare	HR Team

Guidance

In order to discharge their legal duties and Organisational responsibilities, Level 2 Managers should:

- Ensure that comprehensive safety rules and procedures, and induction training programmes are in place for all new recruits
- Provide refresher training, either on the job, or in a classroom setting, at regular intervals
- Ensure that no staff and volunteers that are transferred or promoted from one job or activity to another without first receiving adequate training and instruction, to enable them to work safely and without risks to health
- Ensure that safety representatives are adequately trained
- Ensure that training needs for staff and volunteers are identified and training provisions clearly documented
- Maintain records and documentation relating to all training given and received.

As a minimum all staff and volunteers should receive:

- Health & Safety and Fire Safety training upon induction to the department;
- Manual Handling training, before being required to undertake any form of handling activity;
- Specific safety training relating to their jobs;
- Refresher training for the above.

Review of Health and Safety Policy

This Policy should be subject to regular review by the Health & Safety Officers and the CEO.

Any necessary updates and amendments should be made to ensure it remains current, valid and an effective cornerstone of the Health & Safety Management System.

First Aider/Fire Marshal Discretionary Payments

Age UK Hertfordshire relies on self-nominated staff to be responsible for First Aid and Fire safety across our three buildings. In recognition of the high level of responsibility that these posts hold, AUKH will pay an annual discretionary payment of £75 (subject to tax and NI) to each employee that fulfils either of these roles, based on the following conditions.

- The employee must attend their work site for a minimum of two full days per week
- The payment will be made on the completion of each full year in post, from the date that the training was completed, subject to the satisfactory completion of that training and otherwise to comply with the requirements of the post.
- The employee is responsible for all on site first aid/fire marshal duties, including checking and restocking relevant equipment, and initial response in the event of a fire/medical related emergency. If the employee is deemed to not be fulfilling this duty, they will be removed from the post and they will forfeit the current and all future annual discretionary payments.

Staff that are interested in becoming a first aider or fire marshal should first put themselves forward by stating their interest to the HR team. The employee's request will be considered based on relevant circumstances, such as current availability of roles, where the employee is based, how frequently they attend the office etc. In some circumstances it may be necessary to refuse the request based on these factors.

The employee will attend all necessary training which will be booked via the HR team. Where possible, training will be booked to take place during the employees working hours. If this is not practical, a specified date and time can be agreed and the employee will be entitled to claim the time back as TOIL.

Once training is complete it will then be expected that the employee will remain in post for a minimum of three years. If the employee wishes to terminate the agreement before the three years are over, they must put this request in writing to the HR team. If the employee terminates the agreement prior to the current year reaching one full year, they will forfeit their annual payment for that year.

AUKH reserves the right to terminate the offer of discretionary payment for this role at any time and without notice.

Appendix A – Accident/Incident report form

In the event of any accident/incident occurring, this form must be completed by the Level 3 manager and passed to the Level 2 manager as soon as possible for signing or further action/investigation.

Date: Time:

Location: Department:

Full name of Employee /Person involved (delete as applicable). Continue on a separate sheet if more than one person. If the person involved is not an employee, obtain their full address, and where appropriate, the name of their company and address.

Complete this section for accidents only

Nature of injury observed (indicating left or right as appropriate)

Was the injury treated by a first-aider? - yes or no

Identify the first-aider

Did the injured person attend hospital? - yes or no

Was the injured person sent home? - yes or no

Did the injured person return to work after treatment? - yes or no

Complete all the following sections for both accident and incidents

Time accident/incident reported.....

Date accident/incident reported

Exact location of accident/incident.....

Describe how accident/incident occurred.

Was a machine, plant or vehicle involved? - If yes, was it in motion? -

Identify machine, plant or vehicle

.....

Had the person been instructed/trained in the above equipment? - Yes or No

Were any substances involved? – If yes please identify

.....

Had the person been instructed/trained in the use of the substance(s)? - Yes or No

Name of witnesses to accident/incident

What work was the person engaged in at the time of the accident/incident?

Was the person in an authorised place of work?

Was he/she undertaking work, which was authorised to do?

Was the person acting in any way contrary to Company Policy requirements? -
If so, specify

.....
.....

Please indicate the immediate cause of the accident/incident. Provide further information as necessary.

.....
.....
.....

What do you believe was the basic (root) cause of the accident/incident?

.....
.....
.....

Action taken to prevent re-occurrence

.....
.....

Following your investigations, are you satisfied the accident/incident occurred at the time, date, place specified?

Has any complaint or claim been made against the company? If so, by whom and in what manner

.....
.....

Level 3 Manager (print name).....Signed.....
Date.....

Level 2 Manager (print name)..... Signed

Date.....

After investigation/signature by the Level 2 manager, this report should be sent to the Health & Safety Officers.

IMPORTANT NOTE:

If the accident/incident involves death, major injury, dangerous occurrence or incapacity for work for more than three consecutive days (including weekends & holidays) as defined under the "The Reporting of Injuries, Diseases and Dangerous Occurrences

Regulations 2013,' please contact the Health & Safety Officers immediately.

Appendix B – Near-Miss Report Form

NEAR MISS. Use this to report undesired events which could have resulted in harm to people, damage to property or loss to process. ***This is your chance to stop an accident before it has a chance to cause harm.***

I,.....witnessed a near-miss (Name is optional)

On (date): at (time)

This is what happened:.....

.....

I think this could have happened:

.....

I think this could prevent it recurring:

.....

NOTE: Please use reverse if you need more writing space, and then EMAIL
COMPLETED FORM TO: The Health & Safety Officers

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Appendix D - Service User Visit Risk Assessment Checklist

Date of Verbal Assessment:		
Referrer details:		
Client's full name:		
Date of Birth:		
Full Address:		
Telephone number of Service User:		
Telephone number of Next of Kin if applicable		
Sex:	Male	Female
Type of Accommodation:		
Any issues with entry to property/parking issues/phone entry system:		
Any known issues from referrer?		
Environment		
Do they live alone?		
If not, who else lives in the property?		
If so, will they be present during the visit?		
Smoker/Non Smoker:		
If so, have they agreed to refrain from smoking before and during visit?		
Pets		
Any animals in the house:		
If so, has the client agreed to lock the animal away in a secure room during the visit?		
Behaviours		
Does the client, or anyone else who lives in the property have a known mental health problem?		
Does the client, or anyone else who lives in the property have a history of violent or aggressive behaviour?		
Is there a risk of violent behaviour?		

Is there known substance or alcohol use either historical and current?	
If yes to any of the above please refer to line manager	

Appendix E – Risk Assessment Matrix

ESTABLISHMENT / WORKPLACE:	
WORK ACTIVITY: Home Visiting / Lone Working	
DESCRIPTION OF ACTIVITY: Visiting clients in their own homes to undertake a range of activities including: assessments; checking on a person's health; providing befriending support and/or providing Help in the Home support etc.	PEOPLE AT RISK: Carers Staff and volunteers Visitors Clients
SIGNIFICANT HAZARDS: Intimidation or abuse (both verbal and physical) to staff and volunteers by carer, client or client/carers' family members/friends. Specific threats to staff and volunteers Holding against will History of reported accidents Emotional over involvement Driving Lone working Environment of clients' homes Unpredictable behaviour Clients' disabilities Clients' pets	ADVERSE EFFECTS: Physical injury Emotional stress Anxiety Intimidation Vulnerability Sickness absence Legal action Road traffic accidents Slips/trips/falls Bites, scratches, infection Communicable diseases

EXISTING CONTROL MEASURES:

Movement diaries
 Joint working, if in doubt or where higher risk is identified
 Appropriate referrals and referral information on risk
 Staff and volunteers training, supervision and support
 H&S Policy and Lone Working Policy
 Transport policy

RISK FACTOR = ACTION AND TIMESCALE(S) :

Note: Undertake a further Risk Assessment following the introduction of additional control measures

Residual Risk=

Identified Risk	Likelihood of risk occurring	Severity of risk Occurring	Risk level (likelihood X severity)	Counter measures	Residual risk

Key:

- Low (infrequent likelihood, minimal/no severity of harm) = 1
- Medium (occasional likelihood, some severity of harm) = 2
- High (frequent likelihood, major severity of harm) =3

Risk Factor Action Table

Risk factor	Action required
7-9	Unacceptable risk – immediate action required
4-6	Risk reduction required – high priority
1-3	Low risk – no further action required

A further risk assessment should always be completed following the introduction of any additional control measures. If no further control measures are needed, any risk assessment should be reviewed annually or sooner if there are any significant changes in terms of the activity originally assessed.

Appendix F – Good Practice Guidance for Lone Workers

- Ensure you are aware of the organisation’s lone working procedures.
- Keep to your schedule of work, if you are delayed for any reason let the office know.
- Make sure you have all of the emergency phone numbers you need on your phone preferably on ‘speed dial’.
- Make sure you attend any training sessions the organisation provides to keep you safe when working alone.
- When travelling to and from work areas and across car parks, you should remain alert and observant.

Driving to an off-site appointment

- Avoid parking in a deserted place or where there is poor lighting.
- Secure the vehicle when you leave it and ensure that you do not leave belongings on show in the vehicle.
- Remember to charge and take your mobile phone with you.
- Ensure you fill your car up with fuel before your journey, if you are running low.
- Keep all valuables in your car out of sight.

During a lone working visit

- Ensure that you have the correct address for the person/organisation that you intend to visit.
- Report to your line manager/nominated person after the visit.
- Ensure that you are wearing your ID/name badge (if applicable) and that your telephone or communication equipment is within easy reach.
- If you reach the site/location and feel at risk or uncertain then do not enter the premises. Tell the client that you have received a phone call requesting that you return to the office/home immediately and that you will call to reschedule the appointment as soon as possible. Apologise for any inconvenience and leave.
- Always follow the person you are visiting into the house/building rather than leading the way yourself.

- Be aware of all exit routes in case you need to leave in a hurry.
- If there is an animal/pet at the site request that it is put into another room, or secured for the duration of the visit. The animal/pet may have to be moved a number of times if you are visiting more than one room at the site.
- Use personal protective equipment (PPE) when this has been provided for you

Appendix G – Personal Protective Equipment (PPE) Issue Record

To be completed by Level 2/3 Managers

ISSUE
Type/Description of PPE:
Brief Description of Work/Activity:
PPE protects against:
Notes from Relevant Risk Assessment Conclusions: Date Issued: Name: Signature:

RECEIPT
(To be completed by PPE User)
<p>I have received the above-mentioned PPE for my personal use in connection with my work.</p> <p>I understand that in compliance with Health & Safety legislation, I am required to use the PPE provided, in accordance with any training and instruction received; and to:</p> <p>Make full and proper use of the PPE After use, return the PPE to any storage accommodation provided Maintain the PPE in a serviceable and safe condition Report any defect or loss</p> <p>Date: Name: Signature:</p>

Return to Level 2/3 Manager

Appendix H - Suggested maintenance intervals

Type of activity	User checks	Formal visual inspection	Combined inspection and test
Equipment hire	N/A	Before issue/after return	Before issue
Office information technology, e.g. desktop computers, laptops, photocopiers	No	1 – 2 years	None if double-insulated, otherwise up to 5 years
Double-insulated equipment not hand-held, e.g. fans, table lamps	No	2 – 3 years	No
Hand-held, double-insulated (Class II) equipment, e.g. some floor cleaners, kitchen equipment and irons	Yes	6 months – 1 year	No
Earthed (Class I) equipment, e.g. electric kettles, some floor cleaners	Yes	6 months – 1 year	1 – 2 years
Equipment used by the public	By member of staff and volunteers	3 months	1 year
Cables and plugs, extension leads	Yes	1 year	2 years

Appendix I - Management checklist: Driving and transport

Checkpoints	Yes, No or N/A
Drivers and Casual Minibus Drivers	
Is the driver medically fit and legally qualified to drive the vehicle?	
■ Current driving licence?	
■ Any medical conditions to take into account?	
■ Appropriate insurances?	
■ Experienced in the work?	
■ Informed not to use mobile phones while driving?	
Vehicle	
Is the vehicle in good condition and suitable for its intended use?	
■ If more than three years old (1 year minibus), is there a current MOT?	
■ Is there a current insurance certificate? (Note: If private vehicles are used for business, the above would all still be relevant and you would need to check that the insurance covered business use.)	
■ Is there breakdown cover? (Particularly important if transporting passengers.)	
Is there a system for routine vehicle safety checks before use?	
■ Petrol and oil levels?	
■ Water levels?	
■ Windscreen wipers?	
■ Clean windows and mirrors?	
■ Brakes working?	
■ Indicators working?	
■ Tyres fully inflated and in good condition?	
■ Use of seatbelts. Are restraints confirmed before starting the engine?	
Passengers	
Are escorts required?	
Are seat belts in good condition?	
Are workers trained in safe use of restraints, e.g. wheelchair clamps, and tailgate lifts?	
Are there any special needs to be considered?	
Planning and emergency procedures	
Has the journey been planned to include rest breaks if necessary?	
Has the route been planned?	
Have traffic and weather conditions been considered?	
Is the first-aid equipment adequate?	
Is any special equipment (e.g. oxygen cylinders) properly secured?	

Is there a rescue plan in the event of breakdown or accident, with a means of communication, e.g. mobile phone?	
Traffic routes	
Are work activities organised to avoid people and vehicles coming together?	
Are vehicle and pedestrian routes clearly marked?	
Are areas well lit?	

Appendix J – Accident investigation checklist

The following checklist should be used as an aid when conducting accident/incident investigations. It is by no means exhaustive. The individual circumstances of any accident will dictate the investigative measures required.

The following responsibilities are those of:

Level 3 Manager

Health & Safety Officers

Site Appointed Representative

Cordon off area; make safe; prevent recurrence

Quarantine/remove from service, any machinery, equipment, material or substance suspected of malfunction/unsafe condition, or which is thought to have been involved

Sketch and map site

Take photographs as required

Interview witnesses; take statements as required

Examine site and materials/equipment etc.

Examine related records (maintenance; examination; test and/or training; authorisation etc.

Analyse both the immediate, underlying and root causes

Develop and take remedial actions (short/intermediate-term) and plan longer-term measures

Produce and present report

Appendix K – Reporting Flow Chart

