



# Health & Safety Policy

---

**East Cumbria Family Support Association**  
**The Office**  
**Mardale Road**  
**Penrith**  
**CA11 9EH**

**01768 593102 t.**

**01768 862917 f.**

**[info@eastcumbriefamilysupport.org.uk](mailto:info@eastcumbriefamilysupport.org.uk)**

**[www.eastcumbriefamilysupport.org.uk](http://www.eastcumbriefamilysupport.org.uk)**

# TABLE OF CONTENTS

---

<b>1. POLICY STATEMENT .....</b>	<b>3</b>
1.1 HEALTH AND SAFETY POLICY STATEMENT .....	3
<b>2. MANAGEMENT AND ORGANISATION .....</b>	<b>4</b>
2.1 MANAGING HEALTH & SAFETY AT WORK .....	4
2.2 CHAIN OF COMMAND FOR HEALTH AND SAFETY MANAGEMENT .....	5
2.3 RESPONSIBILITIES OF THE BOARD OF TRUSTEES .....	6
2.4 RESPONSIBILITIES OF MANAGEMENT, SUPERVISORS & EMPLOYEES .....	7
2.5 DUTIES OF EMPLOYEES .....	8
2.6 DUTIES OF EMPLOYEES, CONTINUED .....	8
2.7 UNSATISFACTORY HEALTH & SAFETY CONDUCT AND GROSS MISCONDUCT .....	9
2.8 HEALTH AND SAFETY RULES: ALL EMPLOYEES .....	10
2.9 VISITS TO SERVICE USER PREMISES .....	13
<b>3. GENERAL ARRANGEMENTS.....</b>	<b>14</b>
3.1 ACCIDENTS, FIRST-AID ARRANGEMENTS AND WORK-RELATED ILL HEALTH .....	14
3.2 REPORTING PROCEDURES: NOTIFICATION .....	14
3.3 ACCIDENT INVESTIGATION GUIDELINES .....	16
3.4 ACCIDENT INVESTIGATION PROCEDURE .....	18
3.5 ACCIDENT INVESTIGATION PROCEDURE (TABLE) .....	19
3.6 CONTACTS WITH EXTERNAL SERVICES .....	19
3.7 ASBESTOS-CONTAINING MATERIALS / CONTACT WITH ASBESTOS.....	19
3.8 CONSULTATION WITH EMPLOYEES .....	20
3.9 CONTRACTORS AND VISITORS .....	21
3.10 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH ('COSHH') .....	22
3.11 DISPLAY SCREEN EQUIPMENT (DSE) WORKSTATIONS .....	23
3.12 ELECTRICAL EQUIPMENT / SYSTEMS: INSPECTIONS, MAINTENANCE AND TESTING.....	24
3.13 FIRE POLICY AND WORKPLACE SAFETY.....	25
3.14 'HEALTH AND SAFETY LAW: WHAT EMPLOYEES SHOULD KNOW' .....	27
3.15 HEALTH & SAFETY: PROFESSIONAL SERVICES .....	29
3.16 LONE WORKING / HOME VISITS .....	30
3.17 MANAGING HEALTH AND SAFETY .....	31
3.18 HEALTH AND SAFETY RISKS ARISING FROM WORK ACTIVITIES .....	32
3.19 HEALTH AND SAFETY TRAINING POLICY.....	34
3.20 MANUAL HANDLING .....	35
3.21 MONITORING HEALTH AND SAFETY .....	37
3.22 OCCUPATIONAL HEALTH: WORK – RELATED STRESS.....	38
3.23 PERSONAL PROTECTIVE EQUIPMENT ('PPE').....	39
3.24 SAFE WORK EQUIPMENT .....	41
<b>4. APPENDICES .....</b>	<b>42</b>
4.1 APPENDIX 1 – FIRE PROCEDURES .....	42
4.2 APPENDIX 2 – ENVIRONMENTAL POLICY / STATEMENT OF INTENT.....	45
4.3 APPENDIX 3 – USE OF VEHICLES AND DRIVING IN SEVERE WEATHER CONDITIONS .....	47
4.4 APPENDIX 4 – POLICY REVIEW .....	50

# 1. POLICY STATEMENT

---

## 1.1 Health and Safety Policy Statement

As a responsible employer, **East Cumbria Family Support Association (hereinafter 'ECFSA')** seek through this document to carry out all statutory duties under the Health and Safety at Work etc. Act 1974, to prepare and keep revised a written statement of Health & Safety Policy, and bring this to the notice of all our employees. This general policy statement of health & safety is the commitment of this Company to comply with current health & safety legislation.

It is the responsibility of **the Board of Trustees**, together with Association management, to ensure that the working environment is safe and without significant risks to health & safety and meets the appropriate statutory requirements. It is recognised that all levels of employees have a vital role to play in the implementation and maintenance of the health & safety programme, for the premises and other locations where employees are at work.

### Our Statement Of General Policy Is To:

- take the necessary actions to enable good standards of health and safety in this organisation;
- maintain safe and healthy working conditions;
- prevent accidents and cases of work-related ill health, and provide adequate control of health and safety risks arising from work activities;
- ensure all employees are competent to undertake their tasks and to give them adequate training;
- provide sufficient information, instruction, training and supervision for all employees and trainees;
- ensure the safe storage, handling, use and control of hazardous / dangerous substances;
- provide and maintain safe work equipment;
- engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health issues;
- implement emergency procedures – evacuation in case of fire or other significant incident;
- ensure sufficient financial resources for health, safety and welfare requirements, and contingencies.

This Association policy will be reviewed and revised at regular intervals and those changes will be brought to the notice of all our employees.

Signed by: \_\_\_\_\_

Date \_\_\_\_\_ 2014

For and on behalf of:  
**East Cumbria Family Support Association**

## 2. MANAGEMENT AND ORGANISATION

---

### 2.1 Managing Health & Safety at Work

As an employer, we are aware of the need to be able to demonstrate a continuously improving health and safety management performance. It is for this reason that we have made ourselves familiar with the HSE's publication "Managing Health and Safety – Five steps to success".

It is accepted by Association management that managing health and safety is no different from managing any other aspects of our business.

Therefore, we shall need to:

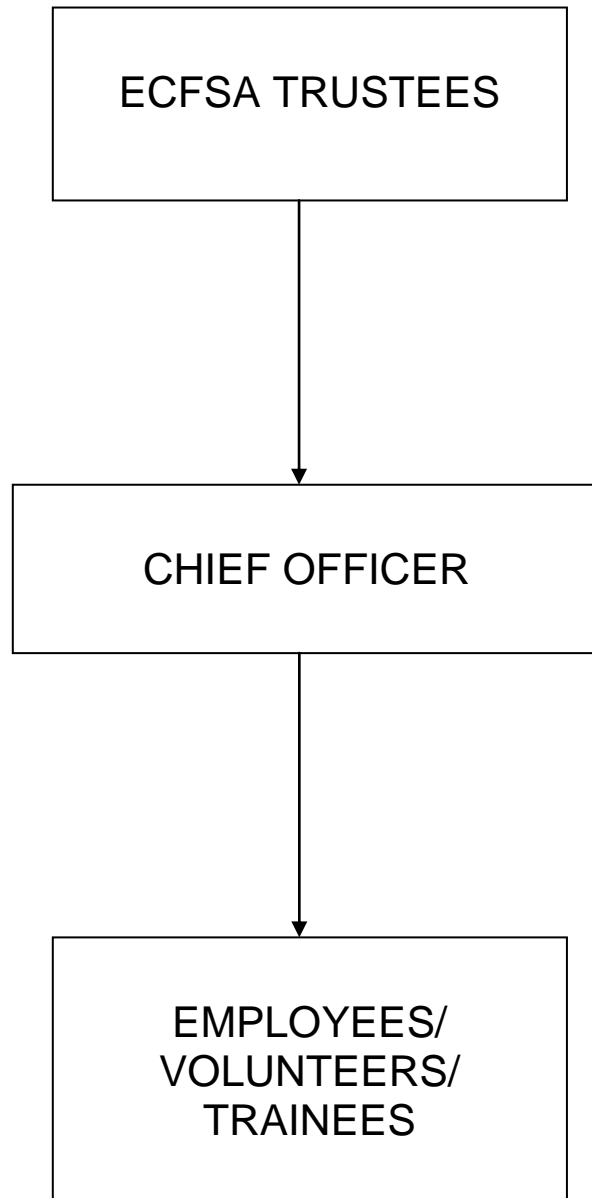
- **Policy** - establish a clear written document for health and safety in the workplace;
- **Organise** our staff / employees for managing health and safety;
- **Plan** for health and safety by –
  - setting targets and objectives
  - identifying hazards
  - assessing risks, and
  - establishing standards against which we can realistically measure our performance.
- **Measure** our health and safety performance in the same way that we already measure our commercial operations;
- **Audit and Review** (periodically) how well we are doing, to enable us to decide how we might improve.

We have assessed our own health and safety management system by using / following a self-assessment checklist. This covers Five Steps:

- 1 *Policy*
- 2 *Organising*
- 3 *Planning and Implementing*
- 4 *Measuring Performance*
- 5 *Audit and Review*

Note. See the document used for this purpose in the Health & Safety Supporting Documents section of the policy manual.

## 2.2 Chain Of Command for Health And Safety Management



## **2.3 Responsibilities of the Board of Trustees**

### **Responsibilities of the Board of Trustees In Respect of Health And Safety Risks Arising From The Organisation's Activities**

#### **Action Points**

The Board recognises that it needs to accept formally and publicly its collective role in providing health & safety leadership in this organisation.

Each member of the Board has to accept their individual role in providing health & safety leadership for this organisation.

The Board shall ensure that all decisions reflect its health & safety intentions, as articulated in this Health & Safety Policy statement.

The Board recognises its role in engaging the active participation of employees in improving health & safety.

The Board shall ensure that it is kept informed of, and alert to, relevant health & safety risk management issues.

The Board shall:

- formally review health & safety performance (at least annually);
- ensure that the Health & Safety Policy statement reflects current Board priorities;
- ensure that our management systems provide for effective monitoring and reporting of health & safety performance;
- be kept informed about any significant health and safety failures, and of the outcome of the investigations into the causes;
- ensure that the Board address the health & safety implications of all its decisions; and
- ensure that health & safety risk management systems are in place and remain effective.

## 2.4 Responsibilities of Management, Supervisors & Employees

Overall and final responsibility for health & safety at work in this Association is that of the Board of Trustees. However, in practice, the performance of certain strategic duties has to be jointly held and / or delegated. Therefore, day-to-day duties for ensuring that the Health & Safety Policy / safe working practices / safe systems of work, are implemented in the workplace premises, is that of / commonly held with the Association Manager.

The Association is responsible for consideration of health, safety and welfare issues in relation to the provision of support for vulnerable families with children under eight, helping to enhance the quality of family life and minimising the risk of family breakdown.

Additionally, all employees of ECFSA have a legal responsibility to co-operate with the Association's supervisors and managers to achieve a safe workplace without risks to health.

The indicated person(s) / organisations hold specific duties in relation to the following matters:

Health & safety training:  
Chief Officer

Those involved with the carrying out health & safety examinations and inspections are:

- H. M. Inspector of Factories from the Health & Safety Executive (HSE)
- Officers from the Environmental Health Department of the local authority
- the Local Fire Officer
- the Employers' Liability Insurance Engineer Surveyor
- Advisors from the Employment Medical Advisory Service (part of the HSE), and
- Acton Jennings LLP as the external 'Competent Person', acting in an advisory capacity.

The employee involved with investigating any accidents to employees is the Chief Officer.

The person involved with the on-going maintenance of work equipment is the Chief Officer, with assistance from all employees. Maintenance of I.T. work equipment and the computer system is carried out by System I.T. Limited.

There might be other employees involved with the basic maintenance of plant and equipment which they are familiar with and use on a regular basis.

The employee who take care of technical information relating to work equipment is the Chief Officer.

The person responsible for the safe keeping of health, safety and fire safety documentation is the Chief Officer.

All employees must also take reasonable care of themselves and others who might be affected by their activities.

Whenever an employee observes a health and safety problem, or other defect which they are unable / not authorised to correct, then they must immediately inform their Line Manager.

**See also: 'Duties of Employees', 'Unsatisfactory Health & Safety Conduct and Gross Misconduct', 'Health & Safety Rules'**

## 2.5 Duties of Employees

All employees have responsibilities and duties under health and safety laws.

Section 7 of the Health and Safety at Work etc. Act 1974 states:

***'It shall be the duty of every employee while at work-***

- (a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and***
- (b) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with'.***

Section 8 states:

***'No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any the relevant statutory provisions'.***

## 2.6 Duties of Employees, continued

Regulation 14 (1) of the Management of Health and Safety at Work Regulations states:

***'Every employee shall use any machinery, equipment, dangerous substance, transport equipment, means of production or safety device ... in accordance both with any training in the use of the equipment ... and the instructions ... which have been provided to him ...'***

Regulation 14 (2) states:

***'Every employee shall inform his employer or any other employee of that employer with specific responsibility for the health and safety of his fellow employees –***

- (a) of any work situation which a person with...training and instruction would reasonably consider represented a serious and immediate danger to health and safety; and***
- (b) of any matter which a person with ... training and instruction would reasonably consider represented a shortcoming in the employer's protection arrangements for health and safety...'***



## **2.7 Unsatisfactory Health & Safety Conduct and Gross Misconduct**

Failure to comply with health and safety duties, legal requirements, safe systems of work and work rules, on the part of any employee, and an attitude of non co-operation with their employer, can lead to disciplinary action. Health and safety breaches, which endanger the life of any person, or which create a risk of major injury will be classified as gross misconduct making the employee liable to dismissal.

### **Gross Misconduct**

Note. An employee will be liable to summary dismissal if he/she is found to have acted in one of the following ways:

- unauthorised removal, misuse of, or interference with any protective / protection device;
- unauthorised operation of any item of work equipment;
- unauthorised entry into confined spaces;
- wilful damage to, misuse of, or interference with, any item provided in the interests of health and safety or welfare at work;
- unauthorised and intentional removal of any warning sign, notice or other signage provided by their employer in the interest of health and safety at work;
- the misuse of chemicals, inflammables or toxic substances;
- the misuse of any item of safety equipment, fittings, fixtures, components, or mechanical plant;
- the use of any type of equipment without training and authorisation.

***This list is not exhaustive***

## **2.8 Health and Safety Rules: All Employees**

### **Accidents And Occupational Health**

#### **All employees must:**

- Notify their Line Manager of any accident, near miss incident, or case of illness, which caused or could have led to personal injury, or property damage.
- Report any dangerous occurrences or near miss incidents to management without delay and to be available as a witness.
- Seek medical treatment from the trained first aider/s, for any injury sustained and ensure this is recorded in the Accident Book, B.I. 510.
- Report to their supervisor any medical condition that could affect their well being as well as the health of other persons.
- Co-operate with their employer to enable implementation of occupational health and medical programmes.

### **Controls For Hazardous Substances**

Note. Technical information concerning the health risks and controls for potentially hazardous substances employees may have to use, will be made available for all employees.

### **Electrical Safety**

#### **All employees must:**

- Keep electrical equipment, plugs and leads in a good state of repair.
- Report all faults without delay to their immediate supervisor.
- Not attempt to carry out any repairs on electrical equipment unless qualified to do so.

### **Fire Precautions And Emergency Situations**

#### **All employees must:**

- Store highly flammable and flammable liquids in the correct manner.
- Not obstruct any fire doors, fire exits, fire route ways, aisles, stairways, corridors or extinguishing equipment.
- Obey Association and site rules on smoking restrictions at work.
- Report any defect associated with equipment or if it has been necessary to discharge extinguishing equipment.
- Follow the laid down emergency procedures including fire safety arrangements.
- Stop work and any running machinery and proceed to a place of safety in the event of being exposed to serious and imminent danger.
- Never leave stock or other equipment about the premises in any way, which might cause a hazard.
- Make themselves aware of the position of fire exits, water points and extinguishers, and understand the wording of the operating instructions.
- In the event of a fire, assemble in the external area away from the building and any potential hazards. Do not attempt to re-enter the building.

## Manual Handling

### All employees must:

- Always adopt and carry out the best possible means of lifting.
- Receive assistance if they have doubt as to whether they are able to move the article or substance safely.
- Take extra care when moving objects up and down stairs or through doorways.
- Make sure they have clear vision when carrying bulky / large objects.
- Report any defective handling equipment, and ensure equipment is not used until repaired.
- Wear protective clothing when carrying dangerous substances.
- Never sit or climb on any mobile equipment.

## Signs And Notices

### All employees must:

Observe and act upon any signs or notices displayed within the working environment.

Employees will need to be aware of the following types of signs and notices:

- Prohibition signs, e.g. *'No Entry'*
- Mandatory signs, e.g. *'Wear Eye Protection'*
- Warning and hazard signs, e.g. *'Danger- Work in Progress'*
- Safe condition signs, e.g. *'Fire Exit'*
- Signs relating to fire and emergency actions and notices informing of first aid arrangements
- The HSE placard *'Health and Safety Law - What you should know'*.

## Systems Of Safe Working

### All employees must:

- Report to their Line Manager any defect, fault, damage or malfunction associated with the work equipment provided, and submit a formal defect report sheet where appropriate.
- Observe all laid down systems for safe working or other safe operating procedures.
- Return any hazardous substances and any cleaning agents to the designated storage area at the end of the shift or working day.
- Use chemicals and substances in accordance with their initial training and information contained in the Product Data Sheets.

### Employees must not:

- Operate work equipment provided for use without having received the necessary training and instructions, as well as the authorisation to do so.
- Clean any item of work equipment, which is in motion, which could give rise to danger.
- Leave work equipment unattended whilst in motion.
- When less than 18 years of age (a 'young person' for the purpose of health and safety law), shall not operate any dangerous work equipment, unless they have close supervision and have received the necessary training, following a suitable and sufficient assessment of risk.
- Carry out repairs, adjustments, modifications etc. unless they are competent to do so and have been so authorised.

Note. Technical information concerning the equipment you might have to use is kept with the Chief Officer.

## **Transport**

### **Employees must not:**

- Drive or operate vehicles whilst unfit or unwell.
- Convey waste materials without proper 'Duty of Care' notification.
- Use vehicles for any unauthorised purposes.
- Drive or operate a vehicle should they not hold an appropriate class of driving licence or other permit.

### **All employees must:**

- Carry out daily checks on their vehicles prior to use, in accordance with the recognised checking procedures provided by the manufacturer or other manuals.
- Use reversing hazard warning horns where fitted.
- Be aware of, understand and always follow the current requirements of the Highway Code.

## **Stock**

### **All employees must:**

- Stack goods evenly with heavier items at the bottom and lighter goods on top.

## **Working Practices**

### **Access**

- Clear access ways must be maintained at all times.
- No designed fire exit door or fire pathway is to be blocked or otherwise obstructed.

### **Storage**

- Stock should not be stacked in such a manner that it will necessitate persons to over - stretch.

### **Waste Disposal**

- Waste materials etc. must not be left in such a position, where it will cause an obstruction or a fire hazard.
- Bins should not be over - filled.
- Bins should be emptied into the skip provided.
- Any waste that is defined as controlled waste must be placed in the appropriate container for disposal by waste carriers.
- Waste materials e.g. paper /rag wipes, contaminated with flammable liquid or similar solution must be deposited immediately after use within the designated fire resistant waste bin which, in turn, must be effectively lidded or otherwise suitably enclosed.

## Work Environment

### All employees must:

- Take all necessary protective measures to prevent pollution to the environment, e.g. by preventing chemicals entering sewers and watercourses.
- Maintain high standards of housekeeping throughout the premises.
- Leave waste materials and substances at the stipulated disposal point, in accordance with the waste management policy.
- Clean up any spillages without delay, following the correct procedure.
- Keep their working environment, associated stairways, landings and passageways, clear of obstructions and in a clean and tidy condition.
- Make full and proper use of all work equipment selected and provided for their use, in accordance with their training and instructions, to control risks in the workplace.
- Notify their immediate supervisor of any hazardous situation, without delay.

### 2.9 Visits To Service User Premises

As part of their work activities on behalf of ECFSA our employees/volunteers may have to either visit or carry out work activities at Service User premises. Normally, this would involve visiting a family's home to provide support to parents and children.

Clearly, therefore, there are health & safety implications relating to our employees on workplace premises controlled by another employer/s.

### **Employees On Sites: the Management Of Health And Safety At Work Regulations 1999. The Conduct Of Employees Of ECFSA On Premises Controlled By Another Employer**

Note. All employees/volunteers of ECFSA are expected to comply with the following, i.e. to:

- follow all health & safety / site rules (including fire safety arrangements) laid down by the Occupier of the premises;
- follow all laid down safe systems of work and safe methods of working;
- use potentially hazardous substances in accordance with health & safety data sheets and the recognised control measures;
- use suitable work equipment for the tasks in hand that have no obvious fault or other defect;
- report any defective work equipment provided by the host employer and not to use any item of defective equipment;
- act upon all reasonable instructions issued and information provided by the host employer;
- provide the host employer with information / risk assessments concerning the health and safety implications of the work tasks being undertaken on site;
- co-operate with the host employer and his employees at all times when on the premises;
- behave in a responsible manner at all times;
- to report all accidents, dangerous occurrences, near misses on site, or any case of ill health.

## 3. GENERAL ARRANGEMENTS

---

### 3.1 Accidents, First-Aid Arrangements and Work-Related Ill Health

The Association recognises the importance of having suitable and sufficient first-aid arrangements within the workplace. First-aid treatment can play a vital part when someone has been injured and may mean the difference between life and death.

The First Aid box is kept in the filing cabinet in the Main Office.

All accidents and cases of work-related ill health must be recorded in the accident book. The accident book BI 510 / accident records are kept in the filing cabinet in the Main Office.

The emergency first aider at work for these premises is Jane Huggett.

### 3.2 Reporting Procedures: Notification

#### New Steps for Incident Reporting

Essentially, the internet now plays a more significant role in the way you should report incidents, i.e. from the autumn of 2011.

From 12 September 2011, statutory reporting to the Health and Safety Executive (HSE) of work-related injuries and incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 ('RIDDOR'), transferred to a predominantly online system, via: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

Revised online forms will make the reporting process quick and easy (see also below). Employers no longer report incidents by email, post or fax. The only exception is for fatal and 'major injuries', which can still be reported to the incident Contact Centre, if preferred, on **0845 300 99 23**.

'Major injuries' and fatal events can then still be reported by telephone. The HSE recognise that these incidents are traumatic and feel it is important to retain a telephone service for persons having to make these reports.

#### Incident Reporting

The Incident Contact Centre will still take reports of all fatal and major incidents by telephone (see above), but people reporting all other incidents must submit an online form, available on HSE's website (see above).

#### Online Forms

The online forms are:

- F2508 Report of an injury
- F2508 Report of a Dangerous Occurrence
- F2508A Report of a Case of Disease
- OIR9B Report of an Injury Offshore
- OIR9B Report of a Dangerous Occurrence Offshore
- F2508G1 Report of a Flammable Gas Incident
- F2508G2 Report of a Dangerous Gas Fitting

From 6 April 2012, the over-three-day reporting requirements for people injured at work will change to more than **seven** days.

From this date you only have to report injuries that lead to a worker being incapacitated for more than seven consecutive days.

The report must be made within **15 days** of the accident.

Although an employer does not have to report over-three-day injuries, there must still be a record of the event. A record in the accident book will be sufficient.

The *'Responsible Person'* (under 'RIDDOR'), for reporting 'major injury' accidents, cases of incapacity, near miss events, occupationally based diseases and specific 'dangerous occurrences' is the Chief Officer.

### **Reporting Accidents / Violent Incidents Whilst on Home visits**

All accidents/incidents in a family's home or on outings involving staff, volunteers and clients will be recorded using the accident book.

In the case of a volunteer/family, a member of staff will complete the accident book;

- Issuing any new work procedure which would prevent further incident
- Discussing the accident/incident with the person/s to whom the accident/incident happened.
- Report any further incident as required.
- Complete a further written report if necessary

### **Volunteers Visiting/In Charge of Children**

Following an accident involving a child;

- Seek appropriate help i.e. emergency services, inform parent if not present.
- Record details of accident/incident. Pass on to the Family Support Coordinator/Family Worker:
  1. Date & Time
  2. Location
  3. Persons present
  4. Person injured and nature of injury, i.e. how injury happened
- Inform the Family Support Coordinator/Family Worker as soon as possible.

### **Volunteers & Staff involved in violent incidents**

The Health and Safety Executive (HSE) has defined work related violence as:

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

Following an incident of violence, the Chief Officer is responsible for deciding whether there is a requirement to report the incident under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

All incidents are fully recorded by staff and reviewed by the Chief Officer. Entries in the accident book/reports will be discussed at staff meetings so that safety awareness is increased and hazards identified.

General and specific risk assessments are undertaken and reviewed regularly within staff meetings and supervision.

Violence and conflict within the workplace is not expected to be a frequent situation at ECFSA. However, verbal abuse, threats or actual violence may occur from time to time and can have a demoralising effect on staff and volunteers. Equipping people to deal with the possibility of conflict through training will help but it is also ECFSA's policy to provide adequate personal support to staff and volunteers who experience it.

All employees have a responsibility to report any concerns they may have relating to possible violence and aggression to their manager, so that preventive action can be taken where possible.

Following a violent incident, Staff/Volunteers should

- Record as many of the details as possible;
  1. Events leading up to the incident
  2. Location, time and date
  3. Persons present
  4. Any action taken e.g. called the police
  
- Report the incident to the appropriate member of staff as soon as possible.

### **3.3 Accident Investigation Guidelines**

The Association recognises that it is important to ensure that loss events such as accidents and near misses are investigated, so that steps can be taken to avoid a re-occurrence of the event. The Association will adopt the following procedure for accident investigation although it is recognised that the following are guidelines only and not everything may be applicable for any given accident. The more serious the accident, the greater the depth of investigation is likely to be. The main purpose of the investigation is to find out all that can be learned to enable similar accidents / near misses to be prevented in the future. The information gathered from the investigation will be used to improve the management of health and safety within the Association.

#### **1. Obtain General Information**

- a. Has anything been altered since the accident / near miss?
- b. Names of injured / ill employees / witnesses / people first on the scene
- c. Extent of injury / damage / disruption
- d. The condition of any equipment
- e. Any chemicals / substances in use or present at the time of the accident / near miss
- f. The task that was being undertaken
- g. The time, place and layout of the area
- h. The environmental conditions (lighting, ventilation, heating, slippery surfaces, obstructions, weather conditions if outside)
- i. Record conditions (take photographs, make sketches)



**2. Obtain Witness Statements**

- a. Name, contact details and occupation of witnesses
- b. What did they observe and what did they do?

**3. Establish Circumstances.**

- a. What was being done at the time and what happen?
- b. What were the events leading up to the accident?
- c. What was the accepted method for carrying out the task? Was it being followed? Was it adequate?
- d. Was the individual competent to carry out the task (qualifications/experience)?
- e. What instruction and training was given (records available)?
- f. Were they aware of the risk assessment for the task? (how they could be harmed and the measures they should take to prevent harm)
- g. Had the individuals been told to carry out the task, or were they acting on their own initiative?
- h. Has something similar happened previous?

**4. Immediate Response to Accident / Near Miss**

- a. Was prompt and appropriate action taken (fire fighting, first aid, area made safe, access restricted, electricity isolated, warning notices displayed)?

**5. Identify Preventative Measures**

- a. Was there an up to date risk assessment carried out for the task?
- b. Review the risk assessment for the task
- c. What safety precautions were in place and what should have been in place?
- d. Was instruction and training appropriate to the task?

**6. Identify Underlying Causes**

- a. Was supervision and training adequate?
- b. Was equipment suitable for the task?
- c. Was equipment maintained and tested adequately?
- d. What pressures / constraints, if any, were being applied?
- e. Was communication adequate between relevant parties?

**7. Actions to Prevent a Recurrence**

- a. Could the outcome have been more serious?
- b. What needs to be done to prevent similar accidents / near misses?
- c. Were the safety precautions adequate, but not implemented – why not?

**Actions to prevent recurrence include**

- a. Better guarding or barriers
- b. Better test and maintenance schedules
- c. Revised work method
- d. Provision and use of personal protective equipment
- e. Improved supervision, training, inspection, instruction and information.
- f. Better communication
- g. Review similar activities elsewhere

### 3.4 Accident Investigation Procedure



Accidents need to be investigated and reported promptly, so that facts can be established before memories fade. Dealing with accidents should be given a high priority. Accident reports should be completed and returned within the day of the accident.

The following procedure will exist when an accident occurs at ECFSA.

1. Following an accident, first aider to attend and carry out required treatment in accordance with their training.
2. The first aider is to complete the accident record.
3. The accident record is passed to the Chief Officer who will determine the level of investigation and who will carry it out.
4. The relevant risk assessment will be retrieved and a post accident risk assessment carried out.
5. The relevant investigator / manager will complete the remaining sections of the accident record and complete the Association accident investigation report if appropriate.
6. For RIDDOR events the F2508 or F2508a will be raised, completed on line, saved as a PDF document and forwarded to the Health and Safety Executive.
7. The Association liability insurers will be notified of all accidents.

The following matrix indicates at what level and by whom accidents need to be investigated. The level of investigation is determined by the likelihood of recurrence and the potential worst consequences of the undesired event.

The accident recording document is available within the documents section of this policy.

Likelihood of recurrence	Potential worst consequence of event			
	Minor	Serious	Major	Fatal
Possible 	Low	Medium	High	High
Unlikely 	Minimal	Low	Medium	High

### 3.5 Accident Investigation Procedure (Table)

Accident / Near Miss	INVESTIGATION LEVEL			
	Local supervisor/first aider	Local or Department Manager	Senior Management	Senior Management / Directors / health and safety advisor.
Minor injuries or near misses	Minimal/Low			
Serious injuries, near misses, lost time accidents.		Low/medium		
Classified major injuries, dangerous occurrences and diseases			Medium/High	
Multiple serious injury, fatalities or when prosecution is likely.				High

### 3.6 Contacts with External Services

- Local Fire Brigade: Penrith Fire Station, Bridge Lane, Penrith, CA11 8HY
- Local Police Division: Penrith Police Station, Hunter Lane, Penrith, CA11 7UT
- Accident & Emergency Department: Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY
- First-Aid Training Provider: DGW First Aid Training

### 3.7 Asbestos-Containing Materials / Contact With Asbestos

The risks to health from exposure to asbestos are well documented. Asbestos is the largest single cause of work-related fatal disease and ill health in Great Britain.

As an employer, we have a clear duty to prevent the exposure of our employees to asbestos, or if this is not possible to reduce it to the lowest possible level.

There is a new duty of which we are aware, i.e. the duty to manage asbestos in the workplace.

#### Employees Who Might Come Into Contact With ACMs

Our employees are not involved with the controlled removal of ACMs. However, it is possible that asbestos, or suspected asbestos might pose a threat to some employees in their work activities.

Note. Employees potentially at risk have been instructed that if asbestos is seen or suspected then they must not proceed any further with the job task. Employees are required to immediately report the situation to their immediate supervisor or manager.

### **3.8 Consultation with Employees**

ECFSA is aware of the requirements of the Health and Safety (Consultation with Employees) Regulations 1996. The Association shall implement all of the requirements in the most effective, sensible and practical manner, in relation to all employees and their places of work.

#### **The Duty Of An Employer To Consult**

In accordance with the demands of this legislation, employees who are not represented by safety representatives shall be consulted in good time on matters relating to their health and safety at work. Such matters shall cover:

- the introduction of measures which may substantially affect the health and safety of employees;
- arrangements for nominating / appointing competent persons;
- health and safety information to be provided;
- the planning and organisation of any health and safety training required to be provided, and
- the health and safety consequences concerning the introduction of new technologies into the workplace.

#### **Persons To Be Consulted**

This Association shall consult with its employees by monthly staff meetings and direct means.

It is, however, for the Association to determine the most effective and appropriate manner of consulting employees on health, safety and welfare matters.

#### **The Provision Of Information**

The Association is aware of its obligations to provide sufficient information to those employees who are consulted by direct means.

#### **Health And Safety Concerns**

Any employee can raise matters of concern with regard to health and safety at work. In the first instance they should liaise with their Line Manager.

### **3.9 Contractors and Visitors**

#### **Use of Contractors**

When appointing contractors ECFSA will identify all aspects of the work that the Association wants the contractor to do and consider all health and safety implications of the job they want done. This will involve:

- Assessing the risks
- Deciding what information, instruction and training is required
- How co-operation and co-ordination will be achieved
- How all parties will be consulted
- The level of supervision and monitoring required.

Selection of contractors is fundamental and the Association will ensure that all contractors appointed will be competent to do the job safely and without risks to health and safety. The following factors will be included within the Association's selection policy:

- What experience they have
- Evidence of health and safety policies and procedures
- Information about their health and safety performance
- The qualifications and skills that they have
- Evidence of their safety method statement
- What health and safety training they provide
- Their arrangements for consulting
- Any membership of relevant trade or professional body
- Evidence of any references.

#### **Co-operation and co-ordination**

ECFSA will make arrangements to ensure co-operation and co-ordination between all parties to ensure the health and safety of all the workplace and anyone else likely to be affected. This may take the form of regular meetings / briefings or a liaison person may be appointed by the Association.

#### **Company House Rules**

The Association shall attempt to ensure that visitors and contractors abide by any internal rules and any other safety procedures in force. In this respect, the Association will inform such persons of the rules for visitors upon their arrival and alert visiting contractors about the nature of hazards associated with their work tasks. The Association will make suitable arrangements for the effective management and monitoring of contractors depending on the scope of the work to be undertaken.

#### **Rules For Visitors**

- All visitors are required to sign the 'Signing In' book upon their arrival to the premises.
- Visitors must then report to the ECFSA office on the first floor.
- There are not any current formal rules for visitors entering the Association premises.
- However, visitors are expected to comply with the Association's health and safety policy and with good safety practices at all appropriate times.

### **3.10 Control of Substances Hazardous To Health ('COSHH')**

The Health and Safety at Work Act 1974 (HASWA) states that every employer shall make:

***'...arrangements for ensuring, so far as is reasonable practicable, safety and absence of risk to health in connection with the use, handling, storage and transport of articles and substances...'***

The Control of Substances Hazardous to Health Regulations 2002 amplify and extend this general duty to all substances hazardous to health, except in few special cases such as lead and asbestos.

Proprietary cleaning products are used on the premises. Safety Data Sheets which are obtained from the substance supplier are available and these are made available to employees for their information and protection. Employees are also aware that the precautions that they must take when using these substances can be found on the container label.

All employees and volunteers have been instructed to exercise all of the necessary control measures, to ensure that it is used without ill health effects. Therefore the Regulations apply to our workplace but are of limited significance

#### **Procedure to be Taken when Dealing with Bodily Fluids and Dealing with Spillages**

In order to minimise the risk of contamination from blood-borne diseases/viruses, contact with blood should be avoided. Staff/volunteers with cuts or open wounds should cover them before working with families and a waterproof dressing should be worn.

Good hygiene practices include using disposable gloves when dealing with blood, vomit or faeces. Staff/volunteers should routinely wash their hands

Staff are advised to seek personal medical advice about immunisation against hepatitis 'B' virus.

Staff/volunteers will be informed if a client has HIV, TB or Hepatitis B if this information is known.

### **3.11 Display Screen Equipment (DSE) Workstations**

It is the policy of ECFSA to provide a safe and healthy working environment for employees, including particular measures to protect their health and safety when they are working with display screen equipment (DSE) workstations.

The Association will fulfill its obligations to user employees by:

- Carrying out the assessments of workstations, using a self-assessment approach, supported by management and also Acton Jennings LLP as required;
- the provision of suitable work equipment;
- the provision of information and training for our 'users';
- the provision of 'eye and eyesight testing' for those users, and by the provision of spectacles where
- these are required solely and specifically for DSE work; and by
- making arrangements for regular breaks for employees working with DSE, as determined with the user/s.

The main legislation which is relevant to this subject is the Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002).

ECFSA does have 'users' of Display Screen Equipment (DSE) workstations.

Arrangements are in place for workers to have breaks / changes of activity and for eye tests / the provision of special spectacles.

Arrangements are also in hand for suitable and sufficient DSE risk assessments to be conducted and reviewed accordingly.

#### **DSE: Review Of Assessment**

The DSE assessment or relevant parts of it should be reviewed in the light of changes to the display screen worker population, or changes in individual capability and where there has been some significant change to the workstation, such as:

- a major change to the software used
- a major change to the hardware (screen, keyboard, input devices etc)
- a major change in workstation furniture
- a substantial increase in the amount of time required to be spent using DSE
- a substantial change in other task requirements (e.g. more speed or accuracy)
- the workstation is relocated
- the lighting is significantly modified.

Assessments would also need to be reviewed if research findings indicated a significant new risk, or showed that a recognised hazard should be re-evaluated.

Additionally, arrangements are in place for DSE 'users' to be provided with eye and eyesight tests and examinations and the provision of special spectacles if required.

### **3.12 Electrical Equipment / Systems: Inspections, Maintenance and Testing**

Arrangements are in place for the on-going visual inspections of electrical equipment and electrical testing by Calbarrie Limited. This was last conducted November 2012.

In this way, the Association believes it will be fulfilling its legal obligation to 'maintain' electrical equipment / systems as required by law.

#### **Routine Inspections of Plugs, Cables, Leads And Portable Electrical Equipment**

This is a defined responsibility of all employees.

However, all employees are required to be vigilant with regard to portable electrical equipment and report any defects observed. The objective of this exercise is to look for any loose connections and related faults.

Note. Any defects / faults or electrical uncertainties, must be brought to the immediate attention of: their Line Manager, or in their absence, the Chief Officer without delay. All repairs shall be attended to by a competent person.

Any electrical defects detected, shall lead to the item of equipment being immediately withdrawn from work activities, until it has been examined and verified as being safe to use by a competent person.



### **3.13 Fire Policy and Workplace Safety**

**ECFSA** will strive to achieve a fire safe working environment for the protection of employees, visitors, and any other persons who may be affected, through the implementation of the relevant fire Regulations, i.e. the Regulatory Reform (Fire Safety) Order 2006, which came into force on 01 October 2006.

ECFSA shall aim to:

- identify through proper assessment the risk to persons from fire and also dangerous substances;
- evaluate the level of risk to persons on the premises and then to reduce the risk to as low a level as is reasonably practicable;
- record any significant findings and inform employees and all other relevant persons of any risks identified;
- strive to ensure a safe place of work with effective and maintained means of escape in the event of a fire;
- inform, instruct and train relevant people as to the actions they must take in the event of a fire occurring.

Periodically, the risk from fire will be re-assessed to ensure that the findings are still effective and appropriate in the prevailing circumstances.

#### **Employees**

Employees are required under Article 23 of the Order to take reasonable care of their own, and the safety of other persons, who may be affected by their actions. Employees are required to co-operate with their employer, or other manager appointed, in order for the Association to fulfil its legal duties under this legislations.

ECFSA believes in the achievement of a fire safe workplace through the co-operations of the management and employees, and encourages the active involvement of its workforce to achieve a safe workplace.

Association management – Trustees / Managers at the respective premises, have the ultimate responsibilities for fire safety planning / risk assessments, and for fire precautions in the event of a fire emergency. This applies to all of the Association premises.

#### **Responsibilities**

The Board of Trustees has overall responsibility for fire safety standards and safe arrangements in the demised areas of the Association premises at the Office, Mardale Road. The Landlord is responsible for fire safety standards and safe arrangements in the communal areas.

The fire assembly point has been established as being within the car parking area, at the rear of the building.

Working areas must be kept tidy and all escape routes / fire exits un-obstructed. This above matter will be the responsibility of all employees.

A competent person examines fire-fighting equipment on an annual basis. This is undertaken during March.

The Company attending to this matter is Chubb.

A fire alarm system is in operation that has manual call points.

The alarm emits a siren when activated.

The fire extinguishers are located in various locations in the ECFSA demised areas and communal areas.

Fire risk assessments for the ECFSA demised areas shall be carried out and implemented by the Chief Officer.

All fire related documentation is kept with the Chief Officer.

Fire hazards must be reported without any delay. In the first instance, employees should report to their **Line Manager** but also to the **Chief Officer** if their Line Manager is not available at the time.

Highly flammable / flammable liquids and substances are not stored on the premises.

Note. Fire hazards must be reported without any delay. In the first instance, an employee should report to their Line Manager or the Chief Officer.

### **3.14 'Health and Safety Law: What Employees Should Know'**

This part of the Health & Safety Policy is a brief guide to health and safety law. It does not describe the law in detail, but it does list the key points.

Law protects health, safety and welfare at work. As an employer, this Association has a duty to protect employees and to keep them informed about health and safety in the workplace/s. We have a clear duty under the law to ensure, so far as reasonably practicable, the health, safety and welfare at work of employees. We are also clear about our obligations to provide employees with all relevant information concerning these important matters. Employees have a responsibility to look after themselves and others. If there is a problem, an employee must discuss the matter with their immediate supervisor in the first instance.

#### **In General, These Duties Include-**

- making the workplace safe and without risks to health.
- ensuring that plant and machinery are safe and those safe systems of work are set and followed.
- ensuring that articles and substances are moved, stored and used safely.
- providing adequate welfare facilities.
- providing sufficient information, instruction, training and supervision necessary for health and safety.

#### **In Particular, As An Employer, The Association Must Also-**

- assess the risks to their employees health and safety;
- make arrangements for implementing the health and safety measures identified as being necessary by the assessment;
- record the significant findings of the risk assessment and also the arrangements for health and safety measures;
- draw up a health & safety policy statement, including the health and safety organisation and arrangements in force, and bring it to the attention of all employees;
- appoint someone competent to assist with health and safety responsibilities, and consult employees, or their safety representative about this appointment;
- co-operate on health and safety with other employers sharing the same workplace;
- set up emergency procedures;
- provide adequate first- aid facilities;
- make sure that the workplace satisfies health, safety and welfare requirements, e.g. for ventilation, temperature, lighting, sanitary, washing and rest facilities;
- make sure that work equipment is suitable for its intended use, so far as health and safety is concerned, and that it is properly maintained and used;
- prevent or adequately control exposure to substance hazardous to health;
- take precautions against danger from flammable or explosive hazards, electrical equipment, noise and radiation;
- avoid hazardous manual handling operations, and where they cannot be avoided, reduce the risk of injury;
- provide health surveillance as appropriate;
- provide free any protective clothing or equipment, where risks are not adequately controlled by other means;
- ensure that the appropriate safety signs are provided and maintained;
- report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority (see box in column 3 of the 'Health and Safety Law' poster).
- consult employees about matters affecting their health and safety.

### **As An Employer the Association Has Duties To-**

- take precautions against fire.
- provide adequate means of escape and
- suitable means for fighting fire.

### **All Employees Have Legal Duties. These Include-**

taking reasonable care for their own health and safety and that of others who may be affected by what they do or do not do;

- co-operating with their employer on health and safety;
- correctly using work items provided by their employer, including personal protective equipment, in accordance with training or instructions; and
- not interfering with or misusing anything provided for their health, safety or welfare.

If an employee thinks there is a health and safety problem in their workplace, they should first discuss it with their Line Manager.

If a problem appears to persist and there is a risk of injury and an employee still has doubts or questions about health, safety and welfare matters, then they should not hesitate to contact the Chief Officer without delay.

The 'Health and Safety Law What You Should Know' poster is displayed in the main first floor office.

Health and safety advice is available from:

- H M Inspector of Factories (HSE)
- the local authority Environmental Health Officer
- Advisors from the Employment Medical Advisory Service
- the local Fire Officer
- the Employers' Liability Insurance Engineer Surveyor; and
- Acton Jennings LLP as the external competent person, using the 24 hours advice line.

The effective training and supervision of young workers / school children / trainees will be arranged, undertaken and monitored by: the Chief Officer.

### **3.15 Health & Safety: Professional Services**

#### **Why Health and Safety At Work Is Important To ECFSA**

No one wants to suffer injury or ill health, or be responsible for causing it. As an employer and controller of workplace premises, the Association has to comply with the law and there are sound reasons for paying thorough attention to workplace health / safety, and for making sure that there is the appropriate expertise.

Workplace injury and ill-health are expensive, for these reasons:

- employees - a most valuable resource- are incapacitated or work below par;
- accidents can cause damage and disrupt plant and equipment;
- management time is used unproductively in investigation and remedy;
- work schedules are disrupted and valuable time is lost;
- conviction for a criminal offence results in fines and bad publicity;
- civil liabilities can be substantial and the trend is towards larger settlements - even if awards are covered by insurance, premiums go up and up.

#### **Health & Safety: Professional Services**

Good consultants can be effective in helping to achieve compliance with health and safety legislation. In this respect, ECFSA have appointed Acton Jennings LLP as external 'competent person', in accordance with regulation 7 of the Management of Health and Safety at Work Regulations 1999, to ensure access to competent help in applying the provisions of health and safety laws.

The main contacts are:

- Mr Peter W. Jennings CMIOSH
- Mr Aidan Green Grad IOSH
- Mr Elliot Gierula BSc (Hons) Tech IOSH

### **3.16 Lone Working / Home Visits**

When a Family Support Coordinator/Family Worker makes an initial visit to a prospective new volunteer, new family or an unsafe visit, we set up the buddy system.

Initial visits to prospective volunteers and self-referred families must be accompanied.

#### **Buddy System**

- To ensure there is a signal for the mobile phone, the Family Support Coordinator/Family Worker will phone the buddy before going into the home. The Family Support Coordinator/Family Worker informs the buddy the time they expect to leave the visit and will phone the buddy at that time to confirm that they have left and are safe.
- If the call has not been made, the buddy will telephone the Family Support Coordinator/Family Worker on their mobile phone, or if there is no signal, will phone the person being visited. The Family Support Coordinator/Family Worker will confirm that they are still with the family and all is well.
- The buddy will phone the Family Support Coordinator/Family Worker 10 minutes later. The Family Support Coordinator/Family Worker will be asked, "Should I call the police?" The Family Support Coordinator/Family Worker will answer either yes or no.

**If "yes", the buddy will immediately call the police.**

- If "no", the Family Support Coordinator/Family Worker will end the visit to the family and phone the Office to confirm safety within 10 minutes.
- The buddy will only make these two calls. It will be assumed that the Family Support Coordinator/Family Worker will say "yes" when asked if the police are to be called, if there are any safety issues.

### **3.17 Managing Health and Safety**

The essential elements of a successful Health and Safety Management System are described in HSE publication HSG 65, Successful Health and Safety Management. The five key elements to effective Health and Safety Management are to:

- Set a clear Policy for health and safety
- Organise your staff for managing health and safety
- Plan for health and safety by setting targets and objectives, identifying hazards, assessing risks, and establishing standards against which you can measure your performance
- Measure your health and safety performance in just the same way that you already measure production or sales
- Periodically audit and review how well you are doing so that you can decide how to improve (learning from experience).

We are aware that Health and Safety law requires 'Duty Holders' to have a Health and Safety Policy as well as appropriate arrangements for Planning, Organising, Controlling, Monitoring and Reviewing the health and safety precautions that we are required by law to have in place.

We appreciate that as with any business system it takes time to build a successful health and safety management system, and then to fine-tune it so that it continues to deliver satisfactory standards of health and safety at work.

The Trustees at ECFSA will take effective measures in order to assess our Health and Safety Management System periodically, and make any necessary improvements to ensure our continued commitment to maintaining high Health and Safety standards. This is a continuous cycle for which we use 'HSG 65' as a benchmark.

### **3.18 Health and Safety Risks Arising From Work Activities**

#### **Risk Assessments**

The Association is aware that risk assessments are required by the Management of Health and Safety at Work Regulations 1999 and that there must be a record of the significant findings of those assessments. The significant findings following workplaces inspections / assessments will be recorded. The information based on those findings will be made available to employees. Assessments will be reviewed over time as appropriate.

We accept, therefore, that some of our operations may, unless properly controlled, create risks to members of staff and others, thus we will take all reasonably practicable measures to eliminate or reduce such risks to an acceptable level.

Any employee who discovers a hazardous / defective condition relating to their workplace / a work activity, should report to their Line Manager, so that the appropriate action can be taken.

#### **Information And Training**

Where necessary, employees at any level will be provided with:

- specific and / or general health and safety training
- training in the risk assessment procedure; and
- training in any new work activity controls.

#### **Inspections of Workplaces, the Identification of Hazards and The Control of Workplace Risks**

The objectives of our workplace inspections are to identify hazardous conditions and start the corrective process and thus to make improvements and reduce risks.

Risk assessments will be undertaken by the Office Manager.

The findings of the risk assessments will be reported to the Board of Trustees and the Chief Officer.

Action required to remove / control risks will be approved by the Board of Trustees and the Chief Officer.

The persons responsible for ensuring that the required action is implemented will be the Chief Officer.

The persons responsible for checking that the implemented actions have removed / reduced the risks will be the Office Manager.

Assessments will be reviewed annually, or when the work activity changes in a significant manner, whichever is the soonest.

Note. Risk Assessments. The risk assessments referred to above detail the workplace precautions / control measures that are required to reduce the level of risk. However, it is imperative that these control measures are implemented and maintained at all times. Therefore, all employees must ensure that the required control measures are in place and that safe systems of work are followed at all times.



## **Workplace Risks: The General Principles**

ECFSA is mindful of the principles of risk assessment, and namely towards:

### **Principles Of Prevention To Be Applied**

#### **A) *Avoiding Risks:***

- if possible avoid a risk altogether, e.g. do the work in a different way, taking care not to introduce new hazards.

#### **B) *Evaluating The Risks Which Cannot Be Avoided:***

- by carrying out a suitable and sufficient risk assessment.

#### **C) *Combating The Risk At Source:***

- rather than taking palliative measures. e.g. the steps are slippery - treat or replace - rather than displaying a warning sign.

#### **D) *Adapting The Work To The Individual:***

- Adapt work to the requirements of the individual, (i.e. when designing workplaces; selecting work and personal protective equipment; when drawing up working and safety procedures and methods of production).
- Aim to alleviate monotonous work and paced working at a predetermined rate, and increase the controls individuals have over the work they are responsible for.

#### **E) *Adapting To Technical Progress:***

- take advantage of technological and technical progress, which often offers opportunities for improving working methods and making them safer.

#### **F) *Replacing The Dangerous By The Non - Dangerous, Or The Less Dangerous.***

#### **G) *Develop A Coherent Overall Prevention Policy:***

- implement risk prevention measures to form part of a coherent policy and approach. This will progressively reduce those risks that cannot be prevented or avoided altogether, and will take account of the:

- way work is organised
- working conditions
- environment
- and any relevant social factors.

#### **H) *Giving Collective Protective Measures Priority Over Individual Protective Measures:***

- give priority to those measures that protect the whole workplace and everyone who works there, and so give the greatest benefit.

#### **I) *Giving Appropriate Instructions To Employees:***

- ensure that workers, whether employees or self - employed, understand what they must do.

**THE APPROACH AND ATTITUDE OF THIS ORGANISATION  
TO ALL ITS ACTIVITIES WILL BE THE:**

**AVOIDANCE OF RISKS  
PREVENTION OF RISKS  
REDUCTION OF RISKS AT WORK**

### **3.19 Health and Safety Training Policy**

It is Association policy to provide training to employees, not only to comply with statutory requirements but also to secure a safe and healthy working environment for employees and any others who may be affected by work activities. The Association will continuously assess the health and safety training needs of employees and record the training provided.

Section 2 of the Health and Safety at Work etc. Act 1974, imposes a general duty on an employer, to provide such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of employees.

#### **Induction Training**

Induction training will be provided for all employees by the Operations Manager.

#### **Job Specific Training**

Job specific training will be provided by the Operations Manager.

#### **Special Training**

There are currently no special jobs / activities that require special training.

Any such required special raining will be identified and arranged by the Chief Officer.

## **3.20 Manual Handling**

### **Duties of An Employer**

ECFSA is aware of the duties an employer has by virtue of the Manual Handling Operations Regulations 1992.

The key duties placed upon an employer are to:

- avoid the need for hazardous manual handling, as far as reasonably practicable;
- assess the risk of injury from any hazardous manual handling that cannot be avoided; and
- reduce the risk of injury from hazardous manual handling, as far as reasonable practicable.

### **Duties of Our Employees**

We are aware that our employees have duties too. Essentially these are to:

- follow the appropriate systems of work laid down for their safety;
- make proper use of the equipment provided for their safety;
- co-operate with their employer on health and safety matters;
- inform their employer if they identify hazardous manual handling activities;
- take care to ensure that their activities do not put others at risk of injury.

### **Avoiding Manual Handling**

- Checks will be made to determine if manual handling needs to be carried out at all.

### **Making the Assessment**

- The assessment is the employer's responsibility.
- Selected employees can help to carry out these assessments.

### **Reducing the Risk Of Injury**

It is our aim to reduce the risk of injury, i.e. to the lowest level 'reasonably practicable'. This means, therefore, reducing the risk until the cost of any further precautions – in time, trouble or costs – would be far too great in proportion to the benefits.

### **Training Requirements**

We recognise the importance of training in relation to manual handling operations at work.

#### **Training will need to cover:**

- how to recognise harmful manual handling;
- appropriate systems of work;
- the use of mechanical aids;
- good handling technique (see below)

### **Good Handling Technique**

Listed below are some important points that persons involved with manual handling should be aware of:

- to stop and think to plan the lift;
- the correct position of the feet;
- to adopt a good posture;
- getting a firm grip;
- keeping close to the load;
- to lift the load smoothly;
- moving the feet so as not to twist the trunk;
- putting down the load and then adjusting its position.

### 3.21 Monitoring Health and Safety

To be confident that ECFSA safe working practices are being followed and to check the working conditions within the Association premises, we will undertake an analysis of relevant matters listed below.

#### Matters For Consideration Are:

- Policy and Responsibilities
- Policy and Communications
- Monitoring Arrangements
- Insurances
- Meetings / Committees
- Specific Risk Assessments
- Safe Working Practices
- Supervision
- Health and Safety Rules
- Welfare
- Temperature
- Lighting
- Ventilation
- Overcrowding
- Cleanliness
- Work Related Illness
- Access and Egress
- Accident Prevention and Reporting
- First Aid
- Fire Safety
- Purchasing Policy
- General Equipment Maintenance
- Statutory Inspections
- Documentation
- Training and Competence
- Storage Arrangements and Housekeeping
- Controls for Hazardous ('COSHH')
- External Assistance
- Co-operation with Other Employers
- Contracts / Contractors
- Electrical Systems / Portable Electrical Equipment / Testing
- Manual Handling Operations
- Display Screen Equipment (DSE)
- Year Plan / Priorities.

The persons responsible for carrying out health & safety monitoring are:

- The Chief Officer and
- Acton Jennings LLP acting in an advisory capacity only.

Monitoring reports will be submitted to the Chief Officer and the Board of Trustees.

### **3.22 Occupational Health: Work – Related Stress**

Section 2 of the Health and Safety at Work Act 1974, requires employers to ensure the health and safety of employees at work, so far as is reasonably practicable. 'Health' includes mental as well as physical health, but in some cases the two can be closely connected.

There are two health and safety problems to be dealt with: first, the ill health of staff who suffers from stress owing to pressure of work; and, secondly, the reduced ability of these persons to work safely and reliably because of that stress.

#### **Causes**

Common Causes From Private Life Include:

- bereavement
- divorce
- moving house.

Causes of stress at work include:

- too much work
- too little work
- insufficient control over the work
- boring repetitive work
- uncertainty of job security
- poorly designed workplaces.

The threat, or actual occurrence of abuse (whether physical violence, aggression or verbal abuse) is another common cause of stress and one that we recognise may be relevant in care homes.

#### **Symptoms**

There are recognisable symptoms associated with stress. It is important for these to be detected by managers.

The symptoms include:

- poor time keeping
- frequent sickness absence
- behavioural changes, including tendencies towards aggression, irritability and withdrawal
- reduction in concentration and ability to make decisions
- increased lethargy
- changes in appearance and habits
- increased dependency on caffeine, cigarettes, alcohol, drugs etc;
- spontaneous crying
- disturbed sleep.

Generally, these will develop over a period of time so it is important them to be recognised and dealt with quickly and effectively.

It is also possible for groups of employees to develop symptoms of stress; these are usually associated with particular problems in the workplace, or with work practices. Increased sickness absence can be an indicator of this, as well as a reduction in the standard and/or volume of work done.

Support for employees suffering from stress can include counselling as well as training for staff to recognise and control stress within their own limits. Equally important is for management to be able to identify and remedy the causes of stress in their workplace. This may require some additional training.

Stress is still a condition that people are reluctant to admit to, so that the job of identifying and controlling it has to be done by the employer. As such we have put together a dedicated policy to deal with work related stress a copy of which can be found as addendum 1.

### **3.23 Personal Protective Equipment ('PPE')**

PPE is defined in the 1992 Regulations as:

***'all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects him against one or more risks to his health or safety'.***

#### **Provision and Use Of PPE**

The main requirement of the PPE at Work Regulations 1992 is that suitable personal protective equipment is to be supplied and used at work, wherever there are risks to health & safety that cannot be adequately controlled in other ways.

Because the effectiveness of PPE can be easily compromised, e.g. by not being worn properly, it should always be considered as the 'last resort', and used only where precautions cannot adequately reduce the risk of injury. However, where PPE is the only effective means of controlling the risks of injury, or ill health, then an employer must ensure that it is available for use at work - free of charge.

#### **The following factors will be considered when assessing the suitability of PPE**

- Is it appropriate for the risks involved and the conditions at the place where exposure to the risk may occur? For example, eye protection designed for providing protection against agricultural pesticides will not offer adequate face protection for someone using an angle grinder to cut steel or stone.
- Does it prevent or adequately control the risks involved without increasing the overall level of risk?
- Can it be adjusted to fit the wearer correctly?
- Has the state of health of employees who will be wearing it been taken into account?
- What are the needs of the job and the demands it places on the wearer? For example, the length of time the PPE needs to be worn, the physical effort required to do the job and the requirements for visibility and communication.
- If more than one item of PPE is being worn, are they compatible? For example, does the use of a particular type of respirator make it difficult to get eye protection to fit properly?

### **Responsibilities of Management**

- Ensure that risk assessments are undertaken to identify appropriate control measures and PPE requirements for all significant hazards
- Ensure that sufficient resources (e.g. staff, financial, space) are made available to procure, maintain and store PPE
- Ensure that suitable PPE is provided for employees when hazards are not adequately controlled by other means
- Make arrangements for the regular maintenance and periodic replacement of PPE to keep it efficient and in good repair
- Ensure all legally required records are kept
- Provide adequate supervision to ensure PPE is worn

### **Responsibilities of Supervisors**

- Assist in undertaking suitable and sufficient risk assessments to identify appropriate control measures and PPE requirements for all significant hazards in relation to work activities.
- Provide adequate and appropriate information, instruction and training to PPE users. so that they understand the risks the PPE will avoid/limit, when and how PPE is worn and any day-to-day checks the user must make.
- Provide adequate supervision to ensure PPE is worn.
- Record details of all training given.

### **Responsibilities of Employees**

- Ensure that any PPE provided is worn.
- Report any loss of or defect in PPE to their line manager/supervisor immediately.
- Undertake any identified day-to-day maintenance needed for their PPE.
- Keep any records as requested by their supervisor.

### **New PPE**

Since 01 July 1995, new PPE needs to have been 'CE' marked. This mark signifies that the PPE satisfies certain basic safety requirements, and in most cases will have been tested and certified by an independent body.

### **Key Points**

A fundamental question: are there ways (other than the provision and use of PPE), that the risk can be adequately controlled?

If not we shall check that:

- suitable PPE is provided for use
- it offers adequate protection for its intended use
- those employees using it are adequately trained in its safe use
- it is properly maintained and defects are reported to management
- it is returned to its proper accommodation place after use.



### **3.24 Safe Work Equipment**

When intending to purchase new or second-hand plant and work equipment, we will ensure that it meets health and safety standards prior to buying it.

The responsibility for identifying all work equipment / plant that requires maintenance is that of all employees.

The responsibility within this Association responsible for checking that new work equipment meets current health & safety standards prior to purchase is that of the Chief Officer.

Any problems / defects found in relation to plant and work equipment should be reported to the Line Manager.

There is no formal logbook used to record the maintenance checks.

## 4. APPENDICES

---

### 4.1 Appendix 1 – Fire Procedures

#### EAST CUMBRIA FAMILY SUPPORT ASSOCIATION

#### FIRE SAFETY MANAGEMENT PLAN

##### FIRE SAFETY PLAN

PERSON WITH OVERALL RESPONSIBILITY  
FOR FIRE SAFETY

RESPONSIBLE PERSON  
  
THE BOARD OF TRUSTEES  
(DEMISED AREAS) AND  
THE LANDLORD (COMMUNAL  
AREAS)

##### FIRE SAFETY RISK ASSESSMENT

PERSON RESPONSIBLE FOR CARRYING  
OUT & REVIEW

RESPONSIBLE PERSON  
  
THE CHIEF OFFICER (DEMISED  
AREAS) AND  
THE LANDLORD (COMMUNAL  
AREAS)

##### MAINTENANCE PROGRAMME

PERSON RESPONSIBLE FOR:

- MAINTENANCE OF FIRE SAFETY PROVISION
- FIRE ALARM;
- EMERGENCY LIGHTING;
- FIRE FIGHTING EQUIPMENT;
- ESCAPE ROUTES;
- FIRE SAFETY SIGNS/NOTICES

RESPONSIBLE PERSON  
  
THE CHIEF OFFICER

##### EMERGENCY ACTION PLAN

PERSON RESPONSIBLE FOR:  
  
PRODUCTION AND REVIEW

RESPONSIBLE PERSON  
  
THE CHIEF OFFICER

##### STAFF TRAINING

PERSON RESPONSIBLE FOR:

- FIRE SAFETY TRAINING OF ALL STAFF
- IMPLEMENTING FIRE DRILL

RESPONSIBLE PERSON  
  
THE CHIEF OFFICER

## **EAST CUMBRIA FAMILY SUPPORT ASSOCIATION**

### **EMERGENCY ACTION PLAN**

**ASSEMBLY POINT** – IN THE CAR PARK TO THE REAR OF THE BUILDING

#### **ACTION ON DISCOVERY OF FIRE**

- SOUND THE ALARM USING THE NEAREST FIRE ALARM CALL POINT
- LEAVE THE BUILDING BY THE NEAREST EXIT
- DO NOT RE-ENTER THE BUILDING
- REPORT TO THE ASSEMBLY POINT
- RECEPTION TO CALL THE FIRE BRIGADE
- ONLY ATTEMPT TO TACKLE FIRES IF COMPETENT TO DO SO
- DO NOT PUT YOURSELF AT RISK

#### **ACTION ON HEARING ALARM**

- LEAVE THE BUILDING BY THE NEAREST FIRE EXIT
- DO NOT STOP TO COLLECT PERSONAL BELONGINGS
- DO NOT RE-ENTER THE BUILDING
- REPORT TO THE ASSEMBLY POINT
- MAKE YOURSELF KNOWN TO THE DEDICATED FIRE WARDEN

#### **VISITORS**

- FIRE WARDENS WILL ENSURE ALL VISITORS AND CONTRACTORS ARE TAKEN TO THE ASSEMBLY POINT
- ASSIST WITH DISABLED PERSONS WITH THEIR EVACUATION IF NECESSARY

**PERSONS RESPONSIBLE FOR NOTIFYING THE EMERGENCY SERVICES IN THE EVENT OF  
A FIRE**

<b>NAME</b>	<b>HOURS OF WORK</b>
<b>CHIEF OFFICER</b>	<b>9:00 – 16:30, MON - FRI</b>
<b>OFFICE MANAGER</b>	<b>9:00 – 16:30, MON - FRI</b>
<b>LINE MANAGER</b>	<b>9:00 – 16:30, MON - FRI</b>

**NOTIFICATION OF FIRE PROCEDURE**

**Phone the emergency services by dialling 999**

**When the operator answers – ask for FIRE SERVICES and give company telephone number**

**When talking to the fire service, speak slowly and state;**

**This is EAST CUMBRIA FAMILY SUPPORT FOUNDATION @  
THE OFFICE  
Mardale Road  
Penrith  
CA11 9EH  
State: We have a fire**

**Do not replace the receiver until details have been correctly acknowledged.**

**Evacuate the building by the nearest available exit and proceed to designated muster point**

**Do not re-enter the building until authorised to do so by the senior fire officer in charge.**

## 4.2 Appendix 2 – Environmental Policy / Statement of Intent

ECFSA accepts its responsibility to reduce wherever possible, its negative impacts on the environment.

ECFSA acknowledges the role it has to play in protecting the environment and as such recognises the need for the principles of responsible environmental management and sustainable development to become an integral part of its day-to-day activities and future strategic planning.

The Company has identified the following key areas which need to be controlled together with goals that must be achieved if its environmental aims are to be realised.

### **We are therefore committed to**

- Applying the principles of sustainable development in both present and future decisions.
- Identifying the significant environmental impacts arising from its activities.
- Reducing, and where practicable, eliminating any adverse impacts on the environment, which could arise through its activities.
- Adopting environmental management systems and procedures to maximise environmental standards.
- Minimising the potential outcomes that could result from waste production, and poorly managed energy and water use.
- Conserving energy, water and other resources to reduce CO<sub>2</sub> emissions levels.
- Promoting the efficient reuse and recycling of materials.
- Minimising the amount of waste that the Company produces.
- Reducing and where practicable preventing pollution.
- Diligently exercising a 'duty of care' to ensure responsible and lawful disposal of all waste produced.
- Reducing the impact of transport on the local environment arising from vehicles brought onto the Company's sites and those which are used for our business activities.
- Complying with, and wherever practical, exceeding the requirements of all applicable environmental legal requirements.

- Working with and assisting suppliers, contractors, customers and clients to develop a concerted approach in protecting the environment ensuring that procurement policies have regard to the environmental performance of organisations that provide goods or services.
- Measuring environmental performance in terms of meeting environmental objectives and targets.
- Striving to continually improve environmental performance through a series of realistic objectives and targets with appropriate performance indicators.
- Considering future environmental factors in respect of the Company's possible future expansion, and seeking where practical to minimise environmental impacts.
- Providing the resources required for the effective implementation of this policy and using them efficiently through promoting the policy of using sustainable resources, by discouraging wasteful practices, and by setting targets through monitoring environmental programmes.
- Raising awareness amongst staff and other users by providing necessary information and training to implement this continued improvement programme.
- Undertaking regular audits, reviews and monitoring to ensure that the environmental management system is being fulfilled.

This policy will be reviewed and revised at regular intervals and those changes will be brought to the notice of all our employees.

**Signed by:** \_\_\_\_\_

**Date** \_\_\_\_\_ **2014**

For and on behalf of:  
**East Cumbria Family Support Association**

## 4.3 Appendix 3 – Use of Vehicles and Driving in Severe Weather Conditions

### Winter Journey Checklist

Pay extra attention to planning your journey in severe weather conditions.

#### Ask these questions

- Is the journey really necessary? Can the journey wait until the weather improves?
- Should an alternative route for the journey be considered?
- Has the chosen route been checked for delays?
- Have the weather conditions along the chosen route been checked out?
- Are there any special considerations, e.g. extensive roadwork's with restricted lanes?
- Is the vehicle / car ready for poor / adverse weather conditions?
- Has an **emergency kit** and provisions been provided?

#### An Emergency Kit / Provisions Should Include

- Ice scraper and de-icer
- Torch
- Warm clothes, a blanket, a pair of boots
- A first aid kit
- Battery jump leads
- A snow shovel
- Food and a warm drink (in a flask)
- Sunglasses for low winter sun
- A fully charged up mobile 'phone

#### **Remember that**

- in severe weather, the style of driving has to be adapted to suit the prevailing conditions;
- if you have to brake hard in an emergency, consider if you could stop safely within the distance ahead?

#### Some Examples of Changing Road and Weather Conditions

- Changes in road elevations or exposure
- Roads passing under or over bridges
- Objects such as bridges, tress or structures at the side of the carriageway
- Where there is less traffic, e.g. slip roads
- Bends in the road

## **The Vehicle and Winter Weather**

- Has the vehicle been serviced by a reputable mechanic?
- Has the anti-freeze in the radiator been replaced?
- Is the battery reliable: most batteries last between 2 and 4 years?
- Are the lights clean enough and are all of the bulbs working?
- Are tyres correctly inflated to the required pressures and are all treads of the legal depth of tread?
- Is the windscreen kept clean, including the driving mirrors?
- Are the wiper blades in good condition or do these need replacing?

### ***Remember that***

- before driving off, ensure that the windows are clear of mist, ice and snow – inside and out;
- take a map for any unplanned diversions – even if your vehicle has been fitted with a ‘sat-nav’.

## **Poor Weather: Safe Driving**

### **Fog**

- Use dipped headlights so other drivers can see your vehicle.
- Use fog lights + rear high intensity lights (visibility < than 100 metres).
- Try not to speed up when the fog ‘clears’ – very often there are fog patches further along the road.

### **Ice and Snow**

- Clear all snow upon the vehicle roof before driving off as this can often slip / slide down and obscure the view (rear and front).
- Look for clues that the roads could be icy, e.g. ice on the pavements, the windscreen, no / reduced road surface noise etc.
- Avoid braking as this will lock the wheels and give rise to further skidding.
- Stay well back from service vehicles spreading grit / salt or using snow ploughs – don’t overtake unless safe to do so.

### **Rain**

- When the road is wet, slow down and maintain a safe distance from the vehicle ahead.
- If the vehicle loses its road surface grip, slow down – avoid braking or steering suddenly.



## **Windy Weather**

- Take extra care and plan the journey, checking out weather conditions.
- Be aware of strong cross winds: windy weather and strong gusts can affect high-sided vehicles, motorcycles, bicycles and even horses on the road.
- Be vigilant when driving in wooded locations as windy conditions can fell and topple trees.

## **Floods**

- Avoid driving through surface water as the engine can become flooded.
- If driving through a flooded area is unavoidable, use a low gear and keep the engine revving at a high rate; keep moving forward.
- Test brakes after driving through water to ensure an effective operation.

## **Motorway Break Down**

- Pull onto the hard shoulder, park as far over to the left as possible, away from traffic – turn on the hazard warning lights.
- All persons must get out of the vehicle immediately using the doors on the left side.
- Whilst waiting for roadside assistance, keep well away from the carriageway and hard shoulder – stand over the fixed barrier if it is safe to do so,
- Never attempt even the simplest of vehicle repairs!
- Use the emergency roadside telephone if possible rather than a mobile 'phone – this will help Traffic Officers know exactly your location on the motorway system.

## **More Information**

### **Road Conditions**

[www.highways.gov.uk](http://www.highways.gov.uk)

### **Traffic Radio**

[www.trafficradio.org.uk](http://www.trafficradio.org.uk)

### **Weather Conditions**

[www.metoffice.gov.uk](http://www.metoffice.gov.uk)

### **Highway Code (driving in bad weather section)**

[www.direct.gov.uk/en/Motoring](http://www.direct.gov.uk/en/Motoring)

#### 4.4 Appendix 4 – Policy Review

Year	Reviewed By	Date	Signature
2011			
2012			
2013			
2014			

#### Amendments

From time to time the company may issue amendments to this policy, brought about by either legislative or organisational requirements. The amendments will be incorporated into this policy with a record made below.

<u>Page Number</u>	<u>Date of Incorporation</u>	<u>Name</u>	<u>Signed</u>