



HEALTH AND SAFETY POLICY

THE LEARNING SUPPORT CENTRE LIMITED
&
JOTTERS LIMITED

First Floor
5 Upper Brown Street
Leicester
LE1 5TE

Prepared by:

Andrew Vickers *Dip NEBOSH, Tech IOSH, MIIRSM*
Health and Safety Consultant / Trainer
10th March 2014
Review Date: 10th March 2017

CONTENTS

HEALTH AND SAFETY POLICY STATEMENT	2
LEGAL DUTIES AND RESPONSIBILITIES OF EMPLOYERS	3
LEGAL DUTIES OF EMPLOYEES	4
HEALTH AND SAFETY RESPONSIBILITY	5
EMPLOYER’S RESPONSIBILITIES.....	5
INDIVIDUAL RESPONSIBILITIES	6
COMPETENT ASSISTANCE.....	6
ARRANGEMENTS FOR HEALTH AND SAFETY AT WORK	7
HEALTH AND SAFETY INFORMATION FOR EMPLOYEES	7
NOTICES.....	7
CONSULTATION WITH EMPLOYEES.....	8
IDENTIFYING AND MANAGING HEALTH AND SAFETY RISKS	9
RISK ASSESSMENTS.....	9
CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH	10
BIOLOGICAL HAZARDS.....	11
MANUAL OR MOVING AND HANDLING	12
PERSONAL PROTECTIVE EQUIPMENT.....	13
WORK EQUIPMENT	14
DISPLAY SCREEN EQUIPMENT (DSE).....	15
THE WORKPLACE	16
CONTROL OF CONTRACTORS	17
LONE WORKING.....	18
FIRST AID	19
REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURENCES	20
FIRE SAFETY	21
WASTE MANAGEMENT.....	23
STRESS	24
VIOLENCE.....	24
PREGNANCY.....	25
YOUNG PERSONS.....	26
ENGLISH AS A SECOND LANGUAGE.....	27
WORKING AT HEIGHT	28
TRANSPORT	29
TRAINING.....	30
GENERAL GUIDELINES FOR EMPLOYEES.....	31

HEALTH AND SAFETY POLICY STATEMENT

THE LEARNING SUPPORT CENTRE LIMITED

&

JOTTERS LIMITED

The policy of our companies, **The Learning Support Centre Limited and Jotters Limited** is to provide and maintain a safe and healthy workplace by ensuring that work equipment is safe and that a safe system of work is provided for all of our employees. We will also provide suitable and sufficient information, instruction, training and supervision as is necessary to ensure the health and safety of our employees. We will also provide suitable and sufficient welfare, sanitary and working facilities, as required.

All employees at **The Learning Support Centre Ltd and Jotters Ltd** have a duty to ensure that they work in a safe manner and that their acts or omissions do not cause harm to themselves or others in the vicinity. Employees will be encouraged to bring to the attention of the management any concerns regarding any health and safety issues.

The Learning Support Centre Ltd and Jotters Ltd recognises its duty of care towards others that are not in our employment. These people include: visitors and contractors who have reason to come into contact with our business activities and premises. These persons will be given suitable and sufficient information and instructions to ensure their health and safety. The actions of visitors and contractors will be controlled in such a way so as not to cause harm to our employees or themselves.

The Learning Support Centre Ltd and Jotters Ltd also recognises the needs of those in our employment who carry out their duties on other sites including the Regional Offices and patient's homes. These tasks and locations will be risk assessed and suitable control measures will be put in place.

To ensure that the Policy is implemented and maintained so that **The Learning Support Centre Ltd and Jotters Ltd** keeps within the requirements of the **Health and Safety at Work etc Act 1974** the person named below will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

We believe that this Health and Safety Policy complies with the requirements of the **Health and Safety at Work etc Act 1974** and will be subject to a regular review annually or when there are any significant changes.

Overall Responsibility for Health and Safety in The Learning Support Centre Ltd and Jotters Ltd rests with:

Name: Laura Cook **Position:** Director

LEGAL DUTIES AND RESPONSIBILITIES OF EMPLOYERS

It is our duty and responsibility as employers under the **Health and Safety at Work etc Act 1974, Section 2.1 and 2.2 a-e** and under this policy to:

- Ensure so far as is reasonably practicable the health, safety and welfare at work of all our employees and others who may come into our company.
- Provide and maintain plant and safe systems of work that are, so far as reasonably practicable, safe and without risk to a person's health or safety.
- Make arrangements for ensuring, so far as is reasonably practicable, the safety and absence of risks in connection with the use, handling, storage and transportation of articles and substances.
- Provide information, instruction, training and supervision as is necessary to ensure so far as is reasonably practicable the health and safety at work of our employees.
- Maintain any place of work under our control in a safe condition and maintain safe access and egress from it.
- Provide and maintain so far as is reasonably practicable a safe working environment with adequate facilities and arrangements for the welfare of our employees and others who enter our workplace.
- To make arrangements for the protection of our employees working in our Regional Offices and patient's homes.

We also recognise that a breach of health and safety legislation by our company constitutes a criminal offence. An Enforcing Authority may take criminal proceeding against The Learning Support Centre Ltd and Jotters Ltd or its management. This can result in penalties, i.e. fines and/or imprisonment.

LEGAL DUTIES OF EMPLOYEES

In addition to the previously described general responsibilities, the **Health and Safety at Work etc Act 1974** places legal duties on all employees.

These are:

Section 7 'Health and Safety at Work etc Act 1974'

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

- To cooperate with the management to enable the employer to carry out their legal duties or any requirements that may be imposed.

Section 8 'Health and Safety at Work etc Act 1974'

- No person shall intentionally or recklessly interfere with or misuse any item provided in the interest of health, safety, and welfare.

Employees should bear in mind that a breach of health and safety legislation by an individual constitutes a criminal offence and action may be taken by an Enforcing Authority against an individual. Such action can result in penalties, i.e. fines and/or imprisonment.

HEALTH AND SAFETY RESPONSIBILITY

EMPLOYER'S RESPONSIBILITIES

The overall responsibility for health and safety within **The Learning Support Centre Ltd and Jotters Ltd** rests with:

Laura Cook, Director

The above named person will ensure that sufficient resources, both financial and physical are available so that the Policy and its arrangements can be implemented effectively.

To ensure that the Policy is implemented and maintained so that **The Learning Support Centre Ltd and Jotters Ltd** keeps within the requirements of the **Health and Safety at Work etc Act 1974** the above named person may delegate duties to employees who will provide support to meet the responsibilities.

These individuals may also delegate duties to other employees to enable the requirements of the Policy to be carried out with due diligence.

Delegation of the individual duties and responsibilities to employees does not in any way detract or remove the ultimate responsibility and duty of care placed on the above person by the **Health and Safety at Work etc Act 1974**.

INDIVIDUAL RESPONSIBILITIES

The duties of those employees with responsibility for health and safety are set out within our Policy. Details of their individual responsibilities are set out within the Arrangements for Health and Safety section.

The person responsible for ensuring this Policy is put into practice is:

Donna Welburn, Operations and Amy Leyshon Operational Lead in Donna's absence

Other duties will include:

- Identifying hazards present within any business activities.
- Ensuring risk assessments are undertaken and any actions are followed through to completion
- Ensuring that hazardous substances are assessed and any actions are followed through to completion.
- Liaising with the Enforcing Authorities as and when required.
- Identifying any training needs.
- The development and implementation of safe systems of work.
- The maintenance of the workplace and buildings.
- Fire and emergency management.
- Ensuring waste is managed.
- Ensuring accidents are reported and investigated.
- Ensuring that any ill-health that is caused by work activities is reported and investigated.

COMPETENT ASSISTANCE

The competent assistance and advice is provided by:

Employment Law Advisory Services Ltd

The **Management of Health and Safety at Work Regulations 1999**, requires every employer to appoint one or more competent persons to assist them with the implementation and provision of health and safety measures.

The organisation of Health and Safety Consultants indicated above has been contracted to ensure that **The Learning Support Centre Ltd and Jotters Ltd** is provided with the necessary information, advice and assistance to comply with current Health and Safety Legislation.

Employment Law Advisory Services Limited will carry out audits of our Health and Safety Management Documentation in order to measure our health and safety performance. These will be completed within the contractual arrangements at no more than twelve monthly intervals.

ARRANGEMENTS FOR HEALTH AND SAFETY AT WORK

HEALTH AND SAFETY INFORMATION FOR EMPLOYEES

The **Health and Safety (Information for Employees) Regulations 1989 (as amended)** require information relating to health, safety and welfare to be provided for our employees by means of posters or leaflets in the 'approved form' and published for the purposes of the regulations by the Health and Safety Executive (HSE).

The Learning Support Centre Ltd and Jotters Ltd has a legal duty under the regulations to display the approved poster in a prominent position in each workplace or to provide each worker with a copy of the approved leaflet that outlines British health and safety law.

The 2009 poster replaces the version which was published in April 1999. The 2009 poster is available in a more convenient format as a pocket card and this replaces the leaflet published in April 1999.

The 1999 poster and leaflet must be replaced with the 2009 poster or pocket card no later than 5th April 2014. If you retain the existing poster you are required to complete the address of the Enforcing Authority and the Employment Medical Advisory Service in the appropriate spaces provided.

NOTICES

All notices whether on **The Learning Support Centre Ltd and Jotters Ltd** premises or elsewhere issued in accordance with the **Health and Safety at Work etc Act 1974** and its associated legislation must be complied with.

All employees, visitors, and contractors alike must take the necessary action to ensure that they are familiar, as far as is reasonably practical, with any warning signs and the meanings and interpretations of signs, both advisory and warning, and comply with them.

Any suggestions on how we may improve health and safety within **The Learning Support Centre Ltd and Jotters Ltd** should be communicated to your manager/supervisor for assessment and feasibility.

All employees and others who may be affected by the contents of this Policy are advised and a master copy of the 'Health and Safety Policy' statement for **The Learning Support Centre Ltd and Jotters Ltd** is retained in the main office. The policy contains detailed information relating to the business activities and a copy is available for you to read.

The Learning Support Centre Ltd and Jotters Ltd consider themselves responsible employers so we will ensure that all employees read the policy and any areas that are not understood will be explained to them in detail.

CONSULTATION WITH EMPLOYEES

Employees, who are not represented by safety representatives under **The Safety Representatives and Safety Committees Regulations 1977 (as amended)**, will be covered by **The Health and Safety (Consultation with Employees) Regulations 1996**. Under these regulations, employers must consult employees in good time on matters concerning their health and safety at work. This will be carried out by meetings, use of the notice board and an open door policy.

The following items will be matters for consultation:

- The introduction of any measures in the workplace, which may substantially affect the health and safety of employees.
- The employer's arrangement for appointing or nominating an employee's representative and their responsibilities and any resources that may be required to allow them to carry out the duty.
- Any information that the employer is required to provide under relevant statutory provisions
- The planning and organisation of any training requirements with regard to health and safety
- Any new technologies that are brought into the workplace and the training and consequences with regard to health and safety that may arise from the new technology.

To allow the business to carry out this duty, consultation with employees will be the responsibility of:

Operations Manager/Operational Lead

Health and Safety meetings will take place:

Phoenix Yard – consultation via email and open door policy

Regular health and safety information will be posted on a specific notice board. The notice board is located in:

<http://www.learningsupportcentre.com/about-the-disability-support-specialists/our-team/staff-resources/>

IDENTIFYING AND MANAGING HEALTH AND SAFETY RISKS

RISK ASSESSMENTS

The **Management of Health and Safety at Work Regulations 1999 (Regulation 3)** requires us to carry out a suitable and sufficient assessment of the health and safety risks to our employees whilst they are at work. We will also consider those that are not in our employment who may come into contact with our business activities or premises. Before embarking on this task we need to have an understanding of the following:

- A **Hazard** is something with potential to cause harm.
- The **Risk** is a measure of the likelihood that harm will be caused.

The Learning Support Centre Ltd and Jotters Ltd will ensure that we carry out suitable and sufficient risk assessments of all the tasks and equipment connected with our business activities that are likely to present a significant risk of injury or ill health to our employees or others affected by our activities.

The person responsible for carrying out the risk assessments is:

Operations Manager/Operational Lead

The risk assessments will be made available to all our employees and they will be required to read them. After reading and understanding the content of the risk assessment, the employee must sign our confirmation sheet to confirm that they have read and understood the assessment and its findings.

The responsibility for the implementation of risk assessments and any controls that are required rests with the nominated person identified above and shall be supported by any other employees as is required.

The managers or supervisors will also monitor the effectiveness of any actions resulting from the findings of the risk assessments. Any deficiencies that are identified will be reported to the person responsible for carrying out the risk assessments.

All risk assessments will be reviewed annually or whenever there is a significant change within the workplace. This could include new staff, new or altered equipment or an accident or incident, for example.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

The **Control of Substances Hazardous to Health Regulations 2002 (as amended)** require us to carry out an assessment and record the risks involved with using, storing and handling hazardous substances.

Hazardous substances will not be used handled or stored until a suitable and sufficient risk assessment has been carried out. The findings and content of the risk assessment will be communicated to all employees likely to come into contact with the substance.

Material safety data sheets (MSDS) will be obtained for all hazardous substances purchased and this information will be retained. We understand these data sheets are freely available from suppliers and manufacturers who have a legal obligation to provide them.

We also recognise that as a result of our business undertaking hazardous substances may develop as a result of our business practices. These substances will also be assessed and controlled.

The person responsible for carrying out the COSHH assessments is:

LSC Support Coordinator

After reading and understanding the content of the COSHH assessments the employee will sign the confirmation sheet to confirm that they have read and understood the assessment and its findings.

Responsibility for the implementation of COSHH assessments and any controls that are required rests with the nominated person identified above and supported by any other employees as is required.

The manager/supervisor will monitor the effectiveness of the COSHH assessment and any deficiencies will be reported to the person responsible for carrying out the COSHH assessments.

All COSHH assessments will be reviewed annually or if there are any significant changes that affect the validity of the risk assessment, whichever comes soonest.

BIOLOGICAL HAZARDS

Control of Infection

To control the risks associated with biological hazards such as viruses' from blood, faeces, and urine there must be **infection control policies** put into place as a separate item to the Health and safety Policy, although they should both support each other.

The person responsible for the Infection Control policy is:

LSC Support Coordinator

The Infection Control Policy must address such issues as:

- Education and training of employees in infection control issues.
- Protocols on hand washing.
- Service user isolation
- Aseptic procedure
- Disinfection and decontamination including domestic cleaning.
- Ill health reporting and recording
- Monitoring, surveillance, and auditing.
- Prevention of exposure to blood borne viruses including prevention of sharps injuries and immunisation policies for employees at risk.
- Use of personal protection equipment including powder free latex gloves
- Generation, collection, and disposal of clinical waste.
- Legionella

The policy must be made available and read by all employees who must sign the signature sheet to indicate that they have read and understood the policy.

The person responsible for carrying out the Water Temperature and Legionella checks is:

The Landlord

Any questions about the policy must be directed to:

LSC Support Coordinator

The policy must be reviewed annually or when any significant change occurs whichever is soonest

The policy will be reviewed by:

LSC Support Coordinator

MANUAL OR MOVING AND HANDLING

The **Manual Handling Operations Regulations 1992 (as amended)** require that all manual handling tasks must be avoided where reasonably practicable. Where this is not reasonably practicable then an assessment of the risks to employees must be carried out. The manual handling assessments will be made available to all employees.

In addition, moving and handling assessments will be carried out for clients and these will be kept in their care plans. The client's moving and handling risk assessments will be reviewed regularly and Care Staff will read and sign the assessments.

All staff will read any manual handling assessments relevant to their work and they will then sign the confirmation sheet to confirm that they have read and understood the assessment.

The person responsible for carrying out moving and handling and manual handling assessments is:

LSC Support Coordinator

Responsibility for implementation of any controls that are required rests with the nominated person above, supported by any other employees as required.

The Managers and the LSC Support Coordinator will monitor the effectiveness of the assessments and, if there are any deficiencies, the assessments will be updated and additional control measures put in place.

However, management cannot carry out an assessment for all minor tasks so it is the responsibility of employees to mentally assess the risk of harm to themselves and others before carrying out manual handling.

Before carrying out any tasks that involve manual handling, employees must consider:

The Task - What you are going to do

The Individual – The persons own capabilities

The Load - The weight, size and shape of the load

The Environment – The environment to which the task is being undertaken

If in doubt get help

All manual handling assessments will be reviewed annually or if there is any significant changes that affect the validity of the risk assessment, whichever comes soonest.

PERSONAL PROTECTIVE EQUIPMENT

Personal protective equipment (PPE) must be provided for employees where a risk assessment indicates there is a requirement. The equipment provided will be suitable for the task affording the necessary protection.

An assessment of personal protective equipment will be carried out and where a need is identified, the equipment will be provided at no cost to the user.

Where PPE is supplied then employees must use the equipment provided; this is a legal requirement under the **Health and Safety at Work etc Act 1974 section 7**.

The person responsible for the assessment and provision of PPE is:

LSC Support Coordinator

Any questions or complaints (e.g. discomfort) about the PPE provided should be directed to:

LSC Support Coordinator

The requirement for PPE will be reviewed regularly. PPE will always be used as a last resort when controlling risks.

WORK EQUIPMENT

The **Provision and Use of Work Equipment Regulations 1998 (PUWER)** requires that all equipment and machinery used for work must be suitable for the task. When choosing work equipment a number of factors must be considered:

- The task that the equipment or machinery is to be used for.
- The environment where it is going to be used.
- Who is going to use it?

All equipment purchased or hired by **The Learning Support Centre Ltd and Jotters Ltd** must comply with the minimum safety standards as required by **The Supply of Machinery (Safety) Regulations 2008**. We will also ensure our equipment is in compliance with British and ISO standards and it is CE marked when purchased within the European Union.

The person responsible for the supply, procurement and repair of work equipment and machinery is:

Office Equipment - Operations Manager/Operational Lead

Items of work equipment that require statutory inspection by competent persons will be inspected at the required intervals.

All lifting equipment will be inspected at six or twelve month intervals as required by the **Lifting Operations and Lifting Equipment Regulations 1998 (as Amended)**. Records will be retained.

The competent person responsible for the inspection of lifting equipment is:

The client's Service Provider

All portable electrical equipment will be inspected at regular intervals dependent on its type and usage.

The competent person responsible for inspection of electrical equipment is:

Operations Manager/Operational Lead

Any defects of work equipment must be reported to:

Operations Manager/Operational Lead

Records of repair and maintenance are retained along with the records of inspections of work equipment that may deteriorate with use (e.g. ladders and stepladders).

Records of repair and maintenance are kept in:

On the network drive L:\H&S\Maintenance

DISPLAY SCREEN EQUIPMENT (DSE)

The **Health and Safety (Display Screen Equipment) Regulations 1992** require that an assessment of all display screen equipment (DSE) and the workstation be carried out to identify any risks present.

Prior to carrying out the assessment a checklist will be completed so as to identify the presence of any significant risk.

We recognise that DSE users require training and will provide it as necessary.

The person responsible for the assessment of display screen equipment is:

Operations Manager/Operational Lead

The assessments will be reviewed annually or when any significant change occurs.

Eyesight Tests and Corrective Glasses

The Learning Support Centre Ltd and Jotters Ltd accepts their responsibility under these regulations. Should an employee have difficulty with their eyesight whilst using the display screen for their work, then we will pay for an eyesight test. This will determine if the employee requires corrective glasses to work with display screens.

If corrective eyewear is required then we will provide basic eyewear, which must be used whilst the operative is using the computer.

The Learning Support Centre Ltd and Jotters Ltd will not pay for any other type of eyewear, such as bi-focal or varifocal lenses. If an employee requires these then they must pay the cost difference.

THE WORKPLACE

The **Workplace (Health, Safety and Welfare) Regulations 1992** require employers to provide all employees with a safe place to work and adequate welfare facilities.

Along with adequate welfare facilities, we will ensure that the premises (Including all fixtures, fittings and plant) do not present a health and safety risk to employees, visitors, contractors or members of the public that may come into contact with our business activities and premises.

Workplace inspections, to identify defects and omissions, will be carried out at regular intervals. When defects or omissions are identified then an action plan will be created and a person nominated to implement the actions identified.

Inspections of the buildings and outside environment will be carried out every:

Termly

All defects and omissions must be reported promptly so that they can be dealt with. The person responsible for dealing with workplace defects is:

Operations Manager/Operational Lead

The Institution of Electrical Engineers recommends that a competent electrician should inspect fixed electrical installations at least every five years.

The person responsible for ensuring electrical installations are inspected is:

The Landlord

Any electrical defects must be reported to:

The Landlord

In order to maintain a safe and healthy workplace, good housekeeping is extremely important. All employees have a part to play in the delivery of this requirement. They will ensure that their workplace and work equipment is kept in a clean and tidy condition, items and equipment must not be left on the floor to present a trip, slip or fall hazard and any cables are tucked away or routed away from traffic routes.

SMOKING

Smoking is not allowed in any of our workplaces or at entrances where smoke can enter the building. This also applies where cigarette smoke can enter the building through a window. Smoking is not permitted in Company vehicles unless the vehicle is supplied for the sole use of the employee and no other employees use the vehicle. In the event of a person smoking in the workplace areas, disciplinary action will be taken.

Good Housekeeping is Everybody's Responsibility

CONTROL OF CONTRACTORS

All workplaces use contractors from time to time, for example electricians, window cleaners, painters and decorators, plumbers and other trades persons. These contractors will be controlled so that they work in a safe manner and do not cause any employee or others to be at risk.

We also understand that the controls must also protect the contractor from any hazards that may arise as a result of our business activities.

Prior to any contractor carrying out any work at our business premises or elsewhere on our behalf, the contractor will be assessed to ensure that they are competent to carry out the work and have adequate health and safety measures in place.

For contractors employing less than 5 people and who are carrying out small scale, low risk works the assessment may consist of requesting insurance details and references, unless they have worked for The Learning Support Centre Ltd and Jotters Ltd previously.

For larger or higher risk works then a more rigorous assessment of potential contractors will be required. This assessment will require the contractor to produce the following documentation:

- A copy of their current Employer and Public liability insurance
- Copies of any accreditations or qualifications applicable to the job
- A method statement for the task they are to carry out
- Copies of any risk assessments relevant to the job (If applicable)
- A copy of their Health and Safety Policy (If applicable)
- Any other information that may affect the health and safety of anybody involved

The person responsible for the control of contractors is:

Operations Manager/Operational Lead

LONE WORKING

The Learning Support Centre Ltd and Jotters Ltd has a duty to ensure the safety of lone workers as far as reasonably practicable. As far as the Health and Safety at Work, etc Act 1974 is concerned, the responsibility of the employer to ensure the safety of lone workers does not differ from their responsibility to ensure the safety of employees working in a group or under close supervision.

Employees must co-operate with management to enable them to comply with their health and safety duties in respect of lone working. Section 7 of HASWA requires employees to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

The Learning Support Centre Ltd and Jotters Ltd will manage the risks associated with lone working by the following means;

- Risk assessments will be carried out for all lone working activities. This will enable us to establish the degree of risk and to put in place the control measures required to reduce the risk to an acceptable level. Risk assessment will take into consideration the person and the equipment being used and the environment where lone working is carried out. The assessment will also consider the emergency arrangements including rescue and first aid.
- We will ensure that the required communication equipment and procedures are implemented to enable employees to be communicated with at suitable intervals (the degree of risk determines what constitutes a suitable interval). The means of communication will be determined via the risk assessment process but the telephone and mobile telephone are obvious means.
- Only trained, competent and authorised persons will be permitted to work alone. Training, information and instruction will be provided following the satisfactory completion of a suitable and sufficient risk assessment.

Whether or not a person will be permitted to work alone in or out of normal hours, will depend on the degree of risk posed by the work, the working environment and on the individual.

The person responsible for ensuring that the risk assessment for lone working is carried out:

Operations Manager/Operational Lead

The person responsible for developing procedures for the lone working activity is:

Operations Manager/Operational Lead

Refer to the separate Lone Working Procedures for details of the processes in place.

FIRST AID

The **Health and Safety (First Aid) Regulations 1981** require us to provide adequate first aid equipment and a sufficient number of trained people to administer first aid when required.

We will carry out an assessment of first aid needs, which will enable us to establish the number of trained first aid person/s we require as well as the amount of first aid equipment needed.

Factors considered will be:

- The number of people involved.
- The level of risk that our business activity presents (low or high risk).
- The proximity of our business to local healthcare facilities such as Accident and Emergency departments or GP services.
- Any other issues that may affect the assessment.

The qualified first aid people or appointed persons are:

**Operations Manager/Operational Lead
Communications and Services Officer**

The first aid boxes are located in:

Phoenix Yard Kitchen

All accidents are to be reported and entered in the accident book, which is located in:

On the network drive L:\H&S\Accidents

All significant accidents and near misses will be investigated and remedial actions identified. This will prevent a recurrence of the same or similar incidents. The level of investigation will depend upon the seriousness of the accident.

The person responsible for the investigation of accidents and near misses is:

Operations Manager/Operational Lead

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURENCES

Under the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (as amended) (RIDDOR)**, specific work related accidents, diseases, and dangerous occurrences must be reported to the Enforcing Authorities. The method of reporting is through the **Incident Contact Centre (ICC)**.

Although there is a comprehensive list of reportable situations within the regulations, the main incidents that must be reported are detailed below.

- Fatalities must be reported as soon as possible by the quickest method possible, e.g. telephone or on-line.
- Major injuries such as fractures, amputations or dislocations must be reported immediately by telephone or on-line.
- Injuries that causes the employee to be incapacitated for more than seven consecutive days (not counting the day on which the accident happened but including weekends and rest days). Incapacitation means that the worker is absent or is unable to do work that they would reasonable be expected to do as part of their normal work. These injuries must be reported on-line within 15 days of the accident.
- Any incident that leads to a member of the public being taken to hospital by any means must be reported immediately by phone or on-line.
- Certain Diseases
- Certain Dangerous Occurrences

The person responsible for reporting incidents is:

Operations Manager/Operational Lead

N.B. You must still keep a record of the accident, in your Accident Book, if the worker has been incapacitated for more than three consecutive days.

The record must include information such as:

- The name and occupation of the injured person or those involved in the incident.
- The status of the injured person (employee or visitor/contractor).
- The location of the incident.
- A brief description of the incident or disease.
- The date, time and method of reporting.

Incidents and diseases can be reported by the following methods:

Online

Go to www.hse.gov.uk/riddor and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

Telephone

All incidents can be reported online but a telephone service remains for reporting **fatal and major injuries only**. Call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

FIRE SAFETY

Under the **Regulatory Reform (Fire Safety) Order 2005** and the **Management of Health and Safety at Work Regulations 1999**, employers are required to undertake a specific risk assessment of the risks posed by fire within their businesses undertaking.

A specific fire risk assessment will be undertaken and the findings implemented.

The fire risk assessment will be reviewed at least annually or if there is any significant change in the workplace.

The fire evacuation will be practiced twice annually.

The alarm system will be tested routinely (Generally every week) and serviced every 6 months.

The person responsible for carrying out the evacuation practice and tests and recording the results is:

Operations Manager/Operational Lead

The fire marshals are:

**Fire Officers: Amy Leyshon and Jayne Sandersom
Fire Marshals: Laura Cook and Mala Chohan**

The assembly point is situated at:

Phoenix Piazza Bicycle Park

All fire extinguishers are inspected by a competent person annually and will be replaced when discharged. The competent person for fire extinguisher inspection is:

Orbservicecs

The emergency lighting will be tested monthly and any defects found reported and repaired. The person responsible for this is:

The Landlord

Emergency exits and evacuation routes will be kept clear at all times and checked at regular intervals. The person responsible is:

LSC Support Coordinator

The evacuation plan will also include a procedure for the safe evacuation of visitors and contractors.

A roll call will be carried out to ensure that all staff and visitors are present. The roll call coordinators are:

Fire Marshals: Laura Cook and Mala Chohan

The generic Fire Procedure is as follows:

If you discover a fire:

- Raise the alarm by the recognised method.
- Call the Fire Brigade immediately, by telephone.
- Only tackle the fire if trained to do so, with the equipment provided, ensuring your exit is clear at all times and without taking personal risks.

When speaking to the Fire Brigade provide the following information:

- Inform the operator that there is a fire.
- Provide the operator with the full address.

Do not replace the receiver until the operator has repeated the address.

Call the Fire Brigade immediately a fire is detected or whenever a fire is suspected.

Upon hearing the recognised alarm:

- Evacuate the building by the nearest available emergency exit.
- Do not stop to collect personal belongings.
- Move towards the fire assembly point and report for roll call.
- The fire roll call coordinator will inform the fire service of any missing persons.
- Do not re-enter the building until the Senior Fire Officer informs you it is safe to do so.

* * *

WASTE MANAGEMENT

The **Environmental Protection Act 1990** places a “Duty of Care” on producers of waste to ensure that it is disposed of correctly. The duty has 5 aspects:

- To prevent the keeping, treatment or disposal of waste without a licence.
- To prevent the escape of waste
- To transfer waste only to an authorised person.
- To ensure that there is clear labelling and information of the waste
- To retain documentary evidence.

To enable The Learning Support Centre Ltd and Jotters Ltd to carry out this duty a written system and procedures for the identification, segregation, and disposal of waste is in place. The person responsible for the development and implementation of this system of waste management is:

LSC Support Coordinator

General waste will be collected and disposed of by:

The Landlord

Clinical waste will be collected and disposed of by:

The client’s service provider

STRESS

The Learning Support Centre Ltd and Jotters Ltd recognises that work related stress can cause ill health and will put controls in place to help prevent stress. However, **The Learning Support Centre Ltd and Jotters Ltd** cannot be held responsible for stress caused by outside sources such as financial or domestic problems.

Because stress does not affect all people in the same way and that one person may find a job stressful when another does not, it is difficult to assess the risk to all employees. Therefore, employees must ensure that they report any undue stress that they may feel from different work activities

Stressful situations can be reported in confidence to:

Operations Manager/Operational Lead

Stress counselling will be provided if and when necessary by:

The employee's General Practitioner

VIOLENCE

Violence and aggression in the workplace is unacceptable but is a recognised hazard. Therefore, to reduce the risk to any of our employees, a specific risk assessment will be carried out and reviewed at least annually or as required.

The assessment will:

- Recognise the risk from violence.
- Give commitment to reducing the risks.
- State who is responsible for doing what.
- Provide an explanation of what is expected from individual employees.

The Learning Support Centre Ltd and Jotters Ltd will provide support for people who may have been assaulted or suffered verbal abuse.

Training in the prevention and management of violence and aggression will be provided where it is considered necessary.

The policy, risk assessments and procedures will be reviewed annually or if there is any significant change.

PREGNANCY

It is important to **The Learning Support Centre Ltd and Jotters Ltd** that the health, safety and welfare of all our employees is safeguarded. We recognise our responsibilities under the **Management of Health and Safety Regulations 1999 (Regulation 16)** to provide a safe working environment for new or expectant mothers. Any employee that becomes pregnant must inform their manager or supervisor immediately. This can be done verbally but must be followed up by a written confirmation from their doctor.

The management will carry out an individual, specific risk assessment of the employee's work to determine any risks to her and her unborn baby that may arise from the work activities.

The risk assessment will be carried out by:

Operations Manager/Operational Lead

Where the risks are significant then assistance or alternative employment will be provided.

Pregnant employees should not:

- Carry out manual handling tasks (Lifting and Carrying).
- Use or come into contact with any chemicals.
- Work at height (stand on stepladders, step ups etc).

Pregnant employees must.

- Work to the controls put in place by the risk assessment.
- Inform their line manager or supervisor of any problems or changes that occur during their pregnancy so that the risk assessment can be reviewed.

To maintain a safe working environment for any pregnant employees a suitable area will be provided for them to rest, if required.

Seating will be provided for the employee to carry out their work.

YOUNG PERSONS

The Management of Health and Safety at Work Regulations 1999 defines a young person as someone who is over the legal school leaving age of 16 years but has not reached the age of 18 years.

Due to of their lack of experience, maturity and lack of awareness it is essential that they are supervised at all times until they gain the required experience, maturity and awareness of the risks.

A risk assessment will be carried out to determine any risks that the young person may be exposed to. The risk assessment will be carried out by:

Operations Manager/Operational Lead

Young persons will be provided with all the information, instruction, training and supervision they require. They will also be provided with a mentor (responsible employee), who has accepted the responsibility of overseeing the young person.

Young persons will not be allowed:

- To carry out work that is beyond their mental and physical capability.
- To be exposed to substances that are toxic or carcinogenic.
- To carry out tasks that can involve risks be assumed is beyond their recognition.
- To be exposed to extremes of heat, cold, noise and vibration.

The young person must:

- Carry out all reasonable instructions given to them by their mentor.
- Refrain from horseplay or practical jokes.
- Report anything that they feel unsure or unsafe about.

ENGLISH AS A SECOND LANGUAGE

The Health and Safety at Work etc Act 1974 and **The Management of Health and Safety at Work Regulations 1999** require us to provide our employees with understandable and relevant information on risks to their health and safety and on precautions to take to avoid those risks. Information should be provided in a way that takes account of any language difficulties or disabilities. It will be provided in a form that is most suitable in the circumstances, as long as it can be understood by everyone. For employees or workers with little or no understanding of spoken or written English, we will make special arrangements.

The person responsible for ensuring that employees with little understanding of English are given suitable information, instructions, training and supervision is:

Operations Manager/Operational Lead

WORKING AT HEIGHT

The **Working at Height Regulations 2005** requires us to consider a number of key elements prior to carrying out any work that involves working at height.

We are required to suitably and sufficiently assess the risks involved in working at height. This will involve consideration of the following key factors:

- Is there a specific need to work at height or can the operation or task be carried out from ground level?
- Is the equipment we provide suitable for the task involved and does it allow ease of access to the working area?
- Is the equipment used to access the work area maintained?
- Are the employees we intend to use suitably trained to carry out the task and is their level of fitness acceptable?

Care staff and Academic Support staff are instructed not to carry out any work at height in the client's homes. This includes using ladders or standing on chairs or other furniture. If work at height is necessary in the offices then we will carry out a risk assessment, taking into account the factors indicated above. If the work is beyond what we consider acceptable then we will call on the services of a specialist contractor.

The person responsible for carrying out the working at height assessments is:

Operations Manager/Operational Lead

TRANSPORT

The road transport safety of our employees is important to **The Company**. To ensure that vehicles and users are safe at all times The Learning Support Centre Ltd and Jotters Ltd will carry out risk assessments to ensure that the correct controls and safeguards are put in place.

The person responsible for carrying out the risk assessments is:

Operations Manager/Operational Lead

- All drivers will hold full UK driving licenses.
- If required, the driver must undergo a through medical examination and eyesight test.
- All drivers must report any ill health that may impair their driving abilities, road accidents and any fines and driving endorsements received. They may then be removed from the authorised drivers list
- All vehicles will have a valid Road Fund Tax disc.
- All vehicles will have valid, fully comprehensive insurance for the extent of the vehicles use.
- All vehicles will have a current MOT certificate, if required.
- A competent garage will service all vehicles regularly.
- Employees who drive for work must fill in a weekly check sheet.

The rules and assessments will be reviewed annually or if any significant change takes place.

Mobile phones

It is an offence under the **Road Traffic Act** to use a hand held mobile phone whilst driving this includes waiting at traffic lights and in traffic queues.

The Learning Support Centre Ltd and Jotters Ltd will not place pressure on any employee to use the phone whilst driving. Therefore, The Learning Support Centre Ltd and Jotters Ltd cannot be held responsible for any employee who is prosecuted for this offence. Before answering the phone the driver must pull over and park in a safe place. The use of call divert to voice mail is encouraged or the use of the answering machine. The text message service is not to be used whilst driving. Failure to comply with this rule may lead to disciplinary action.

TRAINING

The Learning Support Centre Ltd and Jotters Ltd recognises the duty to provide its employees with whatever training is required so that they can carry out their job in a safe manner. This will ensure they are protected from hazards and that they do not cause anyone to be harmed by their activities.

To ensure this is carried out the person below has been appointed to identify any training needs:

Operations Manager/Operational Lead

The type of training that will be provided is:

- Induction training for all new employees
- Job specific training for all new employees or employee who transfers to other roles.
- Health and safety training for all employees that have been given specific tasks in the policy and for all employees so that they can perform their jobs safely.
- Extra training and supervision will be provided for young people because of their immaturity and lack of experience.

Training will either be provided in house where appropriate or by an accredited training provider.

All training will be recorded and records retained with the employee's personal file. The employee will sign to confirm that they have received the training and understood it.

The person responsible for maintaining the training records is:

LSC Support Coordinator

Health and Safety Training should include:

- Risk and COSHH assessment training when applicable.
- Manual handling training as and when required.
- Use of Personal Protective Equipment (PPE) when issued.
- Use of Display Screen Equipment where necessary.
- Health and Safety awareness.
- Fire prevention and safe use of fire equipment.
- Personal and food hygiene.
- Any other training that may be relevant to their tasks or health and safety.

GENERAL GUIDELINES FOR EMPLOYEES

- You must not commit or allow to be committed any act which may result in potential danger in any way.
- You must attend, as requested, any training course or meeting designed to further the interests of health and safety.
- You must observe all procedures concerning work activities, equipment, materials and substances.
- You must ensure you understand the Health and Safety Policy and familiarise yourself with safety information and instructions.
- You must observe all safety rules applicable to all Company workplaces and while travelling on Company business or while on client's premises.
- You must comply with all written or verbal instructions given to you to ensure your personal safety and the safety of others.
- You must conduct yourself in an orderly manner at all times and not stray from responsible behaviour.
- You must dress with the health and safety of yourself and others in mind.
- You must use the safety equipment and/or protective clothing provided.
- You must avoid improvisation in any form that may create a risk to your safety or the safety of others.
- All employees are to obey the rules of **The Learning Support Centre Ltd and Jotters Ltd** as contained in the Contract of Employment.
- You must not invite visitors onto **The Learning Support Centre Ltd and Jotters Ltd** premises without permission from Management.
- If at any time you are unsure about duties you may be asked to perform, then you must inform your Manager or Supervisor.
- Co-operation is vital to ensure successful health and safety standards.
- Health and safety notices will be posted on notice boards from time to time and you must ensure that you read this information.
- No alcohol or non-medical drugs are to be consumed during working hours. Employees found to be under the effects of either will be subject to disciplinary action.