

HEALTH AND SAFETY POLICY

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Review date	September 2021

Status control

00 – Draft (update)	Natasha Spendlove	September 2020
01 – Checked / agreed	Spurgeons Health and Safety Consultants	September 2020
02 - Approved by	Board of Trustees	October 2020
03 - In use from	('Intranet)	
04 – Withdrawn from	N/A	N/A

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1.0 Health and Safety Policy Statement

Spurgeons is committed to providing a healthy and safe working environment for all of our employees, volunteers and service users to facilitate the safe delivery of services to children, young people and families.

Employees are Spurgeons' most valuable asset and their well-being is of vital importance to delivering effective services to the children, young people and families. It is Spurgeons' policy to empower individuals to challenge health and safety issues in everything we do to safeguard, so far as is reasonably practicable, the health, safety and welfare of our employees, workers, volunteers, service users, and anyone else affected by Spurgeons' work.

Spurgeons also accepts its responsibility for the health and safety of other people who may be affected by our activities for example members of the public and contractors working on our premises. Health and Safety is considered to be of equal importance to all other business critical activities and as such, the Organisation will ensure that adequate arrangements are available to ensure that the policy statement and its associated procedures are implemented throughout the organisation to ensure legal compliance, best practice and continuous improvement in keeping with our core values of being: compassionate, inclusive and hopeful.

Spurgeons' policy is to create and promote a positive, proactive safety culture. This involves Trustees, all employees, casual workers, volunteers, and service users:

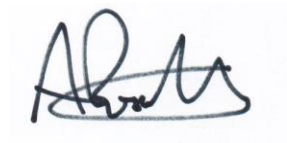
- being clear about their health and safety responsibilities
- being actively involved in making Spurgeons a healthy and safe place to work
- accessing such information, instruction, training and supervision as is necessary
- providing services in a manner that protects the health and safety of the service users, especially safeguarding the interests of children, young people and vulnerable adults;
- cooperating with partner organisations and other agencies to promote good standards of health and safety and safeguarding best practice

To put this policy into practice, Spurgeons will give its employees, casual workers and volunteers so far as is reasonably practicable:

- A safe and healthy work place
- The knowledge and supervision they need to undertake their role safely
- Safe work equipment and safe ways of working
- Safe means for using, handling, storing and moving anything at work
- Adequate welfare facilities

- Access to occupational health support* (*for employees and casual workers only)

Spurgeons will consult and communicate with workforce representatives on health and safety issues to ensure that everyone is appropriately informed about and involved in health and safety matters. This policy will be reviewed annually and updated as necessary.

A handwritten signature in black ink, appearing to read 'Ross Hendry', is centered on the page. The signature is written in a cursive, flowing style.

Ross Hendry (Chief Executive)

September 2020

2.0 Introduction to Spurgeons Health and Safety Management

Under the Health and Safety at Work etc. Act 1974, all organisations employing 5 or more people are required to have a written Health and Safety Policy. This Health and Safety Policy and Procedure complies with legal obligations and is intended as a working document for the benefit of all the workforce. It should be made readily available to everyone, as a source of reference for use as an everyday tool for the business.

It is intended that this policy and procedure will be updated inline with any business changes so as to reflect current activities and circumstances, thereby maintaining the credibility of the document as an aid to safe and healthy working in Spurgeons.

The policy will be implemented by: *Control, Co-operation, Communication, and Competence*

Control

At Spurgeons we apply systems to identify and eliminate where possible, significant hazards in our work and workplaces. Risk assessments are completed and measures applied to reduce or control risks as far as is reasonably practicable. Regular workplace health and safety self-assessments and external audits are designed to monitor local compliance with this policy, to mitigate risk and inform learning. There exists a clear and straightforward allocation of responsibilities for policy formulation, planning, reviewing, implementation and reporting of health and safety issues. Managers have delegated responsibility for health and safety matters in their service or office and should empower individuals in their care through leading by example.

Co-operation

The key to effective co-operation is by the empowerment and involvement of individuals at all levels, so that there is a general ownership of the policy and procedures. All employees and volunteers have a duty to take reasonable care of their own health and safety, for that of others, and to cooperate with their employer on health and safety matters.

Communication

Spurgeons uses a variety of methods to communicate health and safety across the organisation. All of the health and safety documentation is available on the intranet. A variety of other methods are used to communicate health and safety messages, through training, organisational communications, face-to-face discussions, supervisions and observation and feedback on actual behaviour.

Competence

Competence will be achieved by effective recruitment, selection and training of suitable individuals. Spurgeons Health and Safety Management System involves a planned approach to the management of health and safety, including:

- a) identifying, assessing and documenting control and preventive measures against hazards and risks.

- b) implementing measures such as the provision of information, instruction, training, and supervision to employees and the enforcement of proper working practices by supervisors.
- c) monitoring health and safety statistical data to identify trends and to learn from health and safety accidents/incidents/near misses and to share best practices
- d) reviewing policies and procedures on a regular basis
- e) auditing specific services or specific health and safety aspects

3.0 Organisational Structure

It is a legal requirement (Health and Safety at Work etc. Act, 1974) that roles and responsibilities in respect of health and safety are written down and communicated throughout Spurgeons. An effective structure must be in place and maintained for delivering the policy. The Organisational chart and RASCI model for Spurgeons is available to view on the intranet and specific responsibilities in respect of health and safety matters are set out below.

4.0 Responsibilities

4.1 Overview

Ultimate responsibility for health and safety within Spurgeons rests with the Trustees and Chief Executive. This responsibility is extended and authority is delegated to managers in individual services, where risks to personal or service user health and safety may occur. However, everyone from directors, managers, employees, and volunteers has a role to play in fostering a positive attitude, to create a proactive health and safety culture.

All Employees have the responsibility to take reasonable care of themselves and others, to co-operate with Spurgeons as their employer and to report any concerns or dangerous situations to the appropriate manager.

Spurgeons employs the services of external consultants whom is currently an organisation called Arinite to act as the Competent Person, and to ensure continuous improvement in Health and Safety policy and practice.

Individuals with specific responsibilities for Health, Safety and Welfare defined below must ensure these duties are carried out diligently and effectively.

4.2 Trustees

The Board of Trustees is ultimately responsible for ensuring that Spurgeons complies with health and safety legislation and with its own health and safety policy and sets aside sufficient resources to cater for the needs of safety, health and welfare of the organisation.

4.3 CHIEF EXECUTIVE

The Chief Executive is responsible for ensuring that Spurgeons health and safety policy and procedures are applied throughout the organisation. He will advise the Trustees on the financial

resources required to comply with the health, safety and welfare needs of the organisation and ensure that all relevant and appropriate matters are brought to the attention of the Trustees.

The Chief Executive nominates a Head of function lead to be the senior lead on all health and safety issues and to be responsible for managing how the 4Cs (section 2.0 above) are implanted and realised as part of Spurgeons business as usual. The Chief Executive will ensure that health and safety issues are given equal importance to other business critical issues.

The Chief Executive will attend quarterly Health and Safety Panel meetings that review the charity's compliance and performance in this area. If he is unable to attend he will nominate a member of the Senior Executive Team to attend in his place. The Head of Finance and Corporate Services chairs this cross functional meeting. (see 4.7 below)

4.4 SPURGEONS CORPORATE SERVICES TEAM

Under the Chief Executive the Corporate Services Team, and specifically the Corporate Services Lead has overall responsibility for the direction of health and safety management within Spurgeons, and makes sure the Health and Safety Policy Statement is signed, dated and communicated to all employees. This post holder reports to the Head of Finance and Corporate Services who in turn reports health and safety issues to the Chief Executive.

Individual Regional Managers will oversee the implementation of the Health and Safety Policy and Procedures within their areas of responsibility and liaise with the Corporate Services Team on any changes required to deal with specific circumstances as they arise. They must ensure that all managers (inc. Children's Services Managers) have the necessary expertise and knowledge to understand their responsibilities to carry out their work activities.

To achieve this, the Corporate Services Team will so far as is reasonably practicable:

- a) Ensure that all persons reporting to them know and accept their responsibilities under the Spurgeons health and safety policy and procedures and are adequately trained
- b) Monitor, with the assistance of the line managers (inc. Children's Services Managers) that risk assessments in the services are being implemented and reviewed to determine the health and safety risks to which workers and others may be exposed to whilst at work
- c) Review the effectiveness of health and safety management across services and functions/departments by ensuring that an annual audit is conducted and that appropriate corrective action is taken
- d) Ensure that all statutory regulations and codes of practice are adhered to and that all statutory registers are maintained
- e) Ensure that adequate consultation takes place with the Competent Person on all matters affecting health and safety.
- f) Ensure that any contracting work being carried out on Spurgeons premises are so far as is reasonably practicable conducted in accordance with:
 - (i) the terms of the contract so far as these relate to health and safety matters
 - (ii) all relevant legislation, statutory regulations

- (iii) the need not to endanger Spurgeons employees or service users
- g) promoting improvements in health and safety practice and bringing to the senior executive attention any new or changed legislation
- h) ensuring that corporate policies and procedures are reviewed, approved and available to all services and functions
- i) ensuring that sufficient and appropriate training is available to employees to enable them to carry out their tasks safely.
- j) ensuring that any health, safety or welfare concerns brought to their attention are addressed promptly
- k) ensuring that funding of health, safety and welfare improvements are approved where reasonably practicable

4.5 Competent Person (External H&S consultant)

Spurgeons external Health and Safety Consultants (Arinite) are the recognised Competent Person appointed by Spurgeons.

The Health and Safety Consultants are directly responsible to the delegated Corporate Services Team and for advising Spurgeons management on all aspects of health and safety, so that employees have access to sufficient information and instruction to enable them to work safely and implement safe working procedures including risk assessment, accident prevention and welfare provision.

The Consultants activities include:

- a) Acting as Competent Person / Adviser for Spurgeons
- b) Monitoring and advising on Spurgeons Health and Safety Policy and procedures and preparing updates and additional policies and procedures as and when required
- c) Giving guidance on any other aspect of Spurgeons Health and Safety systems and processes as required
- d) Providing practical assistance and advice on formulating location and taskspecific risk assessments and advice on preventative control measures.
- e) Responding to and assisting with day to day health and safety queries
- f) In conjunction with the management team ensuring that a full and precise evaluation of specific accidents or incidents is made and recommending appropriate action to prevent, so far as reasonably practicable, any recurrence. Assistance with serious accident investigation including all RIDDOR reporting
- g) Liaising with enforcement authorities
- h) In conjunction with the Knowledge and Skills Department and Service Managers, assisting in the identification and running of training and development programmes
- i) Ensuring that Spurgeons is kept up to date on relevant civil and criminal law and best practice and provision of regular newsletters
- j) Carrying out an agreed number of health and safety audits and fire risk assessments at agreed locations
- k) Assisting with the completion of the annual CHAS return prior to submission
- l) Attending quarterly Health and Safety panels

4.6 Regional Managers / Heads of Departments

The Regional Managers / Heads of in all Dept/Functions are responsible for making sure the health and safety policy and procedures are implemented in the service areas under their responsibility, and that specific health and safety inspections / checks are carried out on a routine basis.

To achieve this they will so far as is reasonably practicable:

- a) Be familiar with and fully support Spurgeons health and safety policy and procedures
- b) Liaise with the nominated individuals on all matters concerning safety and consider any suggestions made by employees for improvement or any concerns in relation to health and safety
- c) Ensure safe working practices are at all times maintained
- d) Make sure that risk assessments are being undertaken in the services and that these are reviewed on a regular basis. (Advice or assistance is available from the Health and Safety Consultants or Corporate Services Team)
- e) Ensure that all statutory regulations and codes of practice are adhered to and that all statutory registers are maintained
- f) Ensure the provision of adequate first aid, firefighting equipment and welfare facilities at every workplace under their management responsibility
- g) Ensure that effective emergency evacuation procedures exist for all areas under their control, that these are clearly communicated to all personnel (especially new starters, temporary and agency workers as part of the induction programme) and that planned practice evacuations take place at least once every 6 months, and that such practices are evaluated and recorded
- h) Ensure that plant and equipment is effectively maintained to a safe standard, including the statutory inspection of lifting gear, electrical equipment, outdoor play equipment, where necessary.
- i) Ensure that any breach of statutory requirements or failure to comply with Spurgeons Health and Safety Policy and Procedures which cannot be effectively dealt with at their own level is drawn to the attention of their senior manager
- j) Ensure that work equipment being used is suitable for the job it is being used for and does not pose any danger or risk to individuals
- k) Encourage the reporting of near misses and then ensure any health and safety concern/ near miss within their remit is addressed and that appropriate corrective action is taken
- l) As part of budget preparations obtain sufficient provision for health and safety during the tender stage. E.g. personal protective equipment, suitable furniture and training
- m) Ensure that accidents, incidents and near misses are recorded correctly in line with Spurgeons procedure
- n) In the event of rehabilitation when it is necessary for an employee to undertake light work or change job, ensure that a plan is agreed with the line manager and HR

4.7 Health and Safety Panel

The Health and Safety Panel meets quarterly and has the remit to:

- a) Develop organisation wide plans to develop and promote good health and safety practice, processes and behaviours
 - b) Scrutinise the relevant quarter accident/incident/near miss statistics and corporate performance in relation to health and safety
 - c) performance in relation to health and safety
 - d) Ensure joined up working across departments / functions
 - e) Hold those responsible for performing and controlling health and safety work accountable
- Ensure a double loop learning approach to health and safety

The panel is chaired by the Corporate Services Team Manager and membership includes the CEO or Deputy Director, the Competent Person (external H&S consultant) , Head of People, Knowledge and Skills Lead, Data Team representative, Regional Managers, Practice Improvement Manager, Corporate Services Lead and Head of Practice. Other colleagues throughout Spurgeons may also be invited to attend the Panel on occasions as deemed necessary.

4.8 Children's Services Managers/Leads

Children's Services Managers and Children's Services Leads have a legal responsibility for the health, safety and welfare of all employees, service users and others within the area/workplace for which they have responsibility.

Health and Safety should be a standing agenda item at team meetings. When a health and safety issue is brought to their attention by an employee or service user, which cannot be resolved within the Service, this must be escalated to the second line manager, who may in turn consult the Corporate Services Team or Consultants for advice. Managers must use the relevant risk assessment templates available from the intranet.

In addition a Service Manager role is as follows:

a) Risk assessments:

- i. Ensure that an up to date fire risk assessment is maintained for all premises under their responsibility
 - ii. Ensure risk assessments are carried out for the type of service provided (Risk assessments document within Health and Safety Risk Assessment templates)
 - iii. Ensure that a risk assessment is carried out for all Lone Workers (including Home Workers – both permanent and temporary)
 - iv. Ensure where appropriate a Workstation Risk Assessment is carried out to comply with the Health and Safety (Display Screen Equipment) Regulations 2002 (
 - v. Complete a young person's risk assessment form, liaising with HR before employing a young person under the age of 18. This includes persons on work experience
- Ensure that any other specific risk assessments are carried out and updated as and when required including pregnancy risk assessments and assessments for all trips and activities All risk assessments must be reviewed at least annually and must be submitted centrally to the Corporate Services team on the email address instructed on the bottom of each risk assessment template.

b) Premises

- i. Make sure there is adequate first aid provision, firefighting equipment and welfare facilities at their workplace
- ii. Make sure that effective emergency evacuation procedures exist for all areas under their control, that these are clearly communicated to all personnel (especially new starters, temporary and agency workers) and that planned practice evacuations take place at least once every 6 months, and that such practices are evaluated and recorded
- iii. Ensure housekeeping is maintained to a high standard. Where appropriate, complete the Generic Office Risk Assessment and the Workstation Risk Assessment to cover the following specific areas:
 - Workstation assessments
 - Electrical Safety
 - Slip and Trip Hazards
 - Gas appliance safety
 - Manual Handling
- iv. Talk to the Landlord regarding any Health and Safety issues which arise where the Landlord has or may have responsibility. Consult with the Corporate Services Lead if advice is required.

c) Information:

- i. Ensure that employees have easy access to adequate health and safety information and, where appropriate, written instructions on how to use equipment.
- ii. Ensure that the relevant health and safety posters are on prominent display within the locations for which they have responsibility

d) New starters:

- i. Ensure that all new starters are aware of first aid arrangements, and fire and evacuation procedures, and any other health, safety and environmental issues on their first day
- ii. Ensure that all employees complete the health and safety level 1 modules on Spurgeons Learning Space as part of their induction to Spurgeons and that all other relevant training (e.g. manual handling training) is carried out as soon as practicable
- iii. Ensure that managers are booked on to the health and safety level 2 module within 6 months of starting

e) Reporting:

- i. Report and investigate all accidents and near misses in areas under their control with a view to taking such measures as will prevent recurrences and report to their line manager
- ii. Ensure that all accidents, hazardous conditions, incidents and near misses are reported in line with Spurgeons procedure

f) RIDDOR and enforcement agencies

- i. Inform the Corporate Services Team or the Health and Safety Consultants immediately in the case of accidents, ill health or dangerous occurrences likely to require reporting under RIDDOR (Never contact RIDDOR direct in the first instance)
 - ii. Inform Corporate Services Team or the Health and Safety Consultants immediately if any Enforcement Agencies, e.g. HSE, EHO, Fire or other statutory bodies, have attended premises operated by Spurgeons and raised concerns or initiated enforcement action
 - iii. Inform the Spurgeons Health and Safety Lead (Corporate Services Manager) who will in turn, consult with the Health and Safety Consultants if any external bodies (e.g. commissioners, landlords, managing agents, contractors) require, recommend or advise changes to be made to premises, or procedures which would impact on the health and safety of Spurgeons workforce or service users
- g) Management review:**
- i. Ensure that all persons reporting to them are carrying out their health and safety responsibilities by means of regular management reviews of the workplace, work activities and accident near miss reporting.
- h) Audit and compliance:**
- i. Carry out an annual Workplace Health and Safety Self-Assessment to ensure the premises and work conditions are safe
 - ii. Cooperate fully with Spurgeons external Health and Safety Consultants and address action points arising from any health and safety audit taking place at their service
 - iii. Keep their immediate manager informed of cases where Health and Safety Procedures are not being properly applied, and investigate and recommend improvements requesting assistance from the Corporate Services Team/Health and Safety Consultants where necessary
 - iv. Make sure that any breach of statutory requirements or failure to comply with the Spurgeons Health and Safety Policy which cannot be effectively dealt with at their own level is drawn to the attention of the Regional Manager / Second Line Managers in all Dept/Functions and Corporate Services
- i) Visitors:**
- i. Ensure that visitors and contractors are briefed in organisational health and safety requirements
- j) Equipment and clothing:**
- i. Ensure that appropriate protective clothing and equipment is made available to all persons under their control
 - ii. Make sure that all equipment is safe to use and that equipment is effectively maintained to a safe standard, including the statutory inspection of lifts and lifting equipment
- k) Culture:**
- i. Actively encourage safety awareness and a culture that promotes the importance of health and safety and leading by example

4.9 Employees and Volunteers

Employees have a legal duty under health and safety legislation and will be subject to disciplinary action if shown to have not followed this policy and law.

All employees and temporary staff are required to:

- a) Take care of their own health and safety and that of anyone else who could be affected by their work.
- b) Co-operate with Spurgeons in the interests of health and safety, and carry out their work in a manner they have been instructed to do.
- c) Take good care of anything provided for in the purposes of health and safety.
- d) Be familiar with, and conform to the Health and Safety Procedures at all times.
- e) Undertake relevant health and safety training including but not necessarily limited to the compulsory health and safety level 1 training as part of their induction
- f) Conform to any instructions given by an appropriate manager/supervisor and share their responsibility for health, and safety.
- g) Report any hazards, near misses and anything that they think is dangerous, to the Service Manager and actively look for opportunities to improve health and safety.
- h) Follow Spurgeons procedures for reporting accidents, incidents/threats of violence and aggression towards them and near misses
- i) Report any equipment defects, e.g. broken socket to their manager/supervisor.
- j) Be familiar with the First Aid, and Fire and Evacuation procedures.
- k) Notify the line manager on their joining date if they have any disability, or impairment, which could affect their ability to evacuate the work place. Appropriate arrangements will then be made to evacuate the individual in emergencies.
- l) Be appropriately dressed for the tasks given the location and working conditions.
- m) Not bring into the workplace without the appropriate authority, any tool, substance or piece of equipment belonging to them.

Note: Pregnant women are advised to notify the HR department at the earliest opportunity so that a suitable risk assessment of their workplace can be carried out.

4.10 First Aiders/Appointed Persons

Many of the responsibilities of the First Aider require that they are trained, certificated to a standard of competency and authorised in writing to perform those relevant tasks.

They will be responsible for:

- a) administering First Aid treatment to all employees and personnel on the premises
- b) ensuring that First Aid boxes are sufficiently stocked with current equipment and consumables.
- c) following accident/incident/near miss reporting as required

At some workplaces an appointed person will be nominated, who will be responsible for

monitoring the first aid box and contacting the emergency services. Training will be provided by a local training provider and funded through the Knowledge and Skills department.

4.11 Data, Insight and Evidence Team

The Data, Insight and Evidence Team are responsible for:

- Compiling data on accidents, near miss events and incidents of verbal aggression and violence in order to prepare reports for the quarterly health and safety panel meetings
- Assisting in compiling data on the annual Spurgeons Health and Safety Audits

5.0 Training

5.1 General

Spurgeons endeavours to ensure that all employees are suitably trained and understand the hazards they may come into contact within their workplace. In particular:

- a) Health and Safety Law posters are displayed at each building/setting:
- b) Health and Safety Training to an accredited standard or an equivalent level is provided and delivered to employees by the Health and Safety Consultants. Training is delivered at 3 levels:
 - Level 1:** Induction for all workforce - via programmes on Spurgeons Learning Space
 - Level 2:** Training for managers – 1 day classroom
 - Level 3:** Training for senior managers – 1 day classroom (IOSH accredited)
- b) This is supplemented by refresher / updated training (every 3 years or more frequently as required) on the above and specific training courses for individuals with additional responsibilities, e.g. fire; first aid; etc. provided where appropriate via SLS or local providers
- c) Specific training needs are identified in supervision sessions between employee and manager and are requested via the Knowledge and Skills Team who also keep appropriate records.

5.2 Induction

The line manager must ensure that any new employee undergoes a health and safety induction programme, which covers the following subjects:

- Health and Safety Policy;*
- Health and Safety Legislation;*
- Employer and Employees Responsibilities;*
- Accident/Incident/Near Miss Reporting;*
- Fire and Emergency Procedures;*
- Risk Assessment;*
- Lone Working*
- Personal Protection Equipment (Issue and Use) as appropriate;*
- First Aid*
- Housekeeping;*

Occupational Health;

Workstation/Display Screen Equipment assessment as appropriate

6.0 Consultation with Employees

Spurgeons ensures compliance with the **Health and Safety (Consultation with Employees) Regulations 1996**, which requires the organisation to consult with employees on matters affecting their health and safety, by the following means:

- a) Health and safety should appear as a standing item on all team meeting agendas, with the opportunity given to raise health and safety concerns that apply to the team and discuss proposed improvements.
- b) Health and safety should be a standing agenda item at all team meetings to consider health and safety compliance and any matters that need bringing to the attention of the health and safety panel
- c) Whilst Spurgeons does not have a Trade Union Appointed Safety Representative as specified in **Safety Representatives and Safety Committees Regulations 1977**, the **organisation** does follow good practice for all workplaces as specified in the HSE publication “Involving your workforce in health and safety” HSG 263.
- d) Employees wishing to raise a health and safety concern should in the first instance refer the issue to their Line Manager. The Line Manager and / or Regional Manager / Second Line Managers in all Dept/Functions should investigate the issue and take all necessary corrective action. This could include joint investigation and discussions with the objective of achieving an agreed solution. If a satisfactory solution cannot be agreed, the matter should be referred to the Corporate Services Department who will consult Spurgeons Health and Safety Consultants for advice.

7.0 Health and Safety Risk Assessments

Risk assessments for all activities must be undertaken by those who are competent to do so. At service level, specific responsibility for completing risk assessments (and ensuring that they remain up to date) lies with Children’s Services Managers and Children’s Services Leads.

Risk assessments must be conducted in accordance with the risk assessment guidance with the implementation of remedial action being the responsibility of the Service Manager. Risk assessments should be stored securely and be accessible to the appropriate staff, and reviewed every year, following an accident/incident/near miss or where there has been a change to the process. Support with completing/reviewing risk assessments can be given from Corporate Services.

In addition to general risk assessments for the premises and activities, additional risk assessments are required for the following;

Fire– completed by Competent Person

Manual handling

DSE Workstation Assessment

COSHH Control of Substances Hazardous to Health

Lone Working

Asbestos – qualified / certified contractor

In the event that employees are required to work on the premises of another employer, the Line Manager is responsible for ensuring that a suitable and sufficient risk assessment has been completed and relevant health and safety information and training is made available (so far as is reasonably practicable). A contractor form should be completed which outlines the documentation required before this goes ahead.

8.0 Accidents, incidents and near misses

8.1 Definitions

An Accident is an unplanned or unexpected event, which causes injury to persons, damage to property or a combination of both.

An incident Any event where an individual feels concerns for their own (or others) health & safety in relation to: threat of or actual physical abuse, physical abuse, verbal abuse or intimidation”

A Near Miss us an unplanned incident that does not cause injury or damage, but could have done so”.

8.2 Accident Reporting

- a) Accident reporting / investigation will be conducted in line with the Accident/Incident/Near Miss reporting process
- b) All accidents / near misses, regardless of how minor, should be reported to the Service Manager. Initial investigation of accidents is the responsibility of the Service Manager, who should log, record and take remedial action.
- c) All accidents and incidents will be recorded on the appropriate form; a copy of this form must be kept in the accident/incident/near miss forms folder and a copy forwarded to healthandsafety@spurgeons.org as soon as possible and no later than 5 working days after the accident/incident/near miss. In the event of a serious accident or incident, the Corporate Services Lead must be immediately notified to enable them to assist in the investigation with the support of the Health and Safety Consultants.
 - i. It is the responsibility of the Service Manager to notify the Corporate Services Team of any RIDDOR reportable accident and for the Head of Finance and Corporate Services or an appropriate member of that team to report the RIDDOR.
 - ii. In certain circumstances, dependent upon the seriousness of the incident and the terms of our service contracts, it will be necessary to inform the Local Authority / Commissioner.

- iii. In very serious cases, the Charity Commission may need to be informed as it will meet their Serious Incident threshold. In this event, the CEO must be notified on receipt of any communication.
- iv. The Corporate Services Team will be responsible for informing Spurgeons insurers.

8.3 First Aid

All services and offices must undertake a risk assessment to identify the requirements for First Aid arrangements. All First Aiders should be fully trained and qualified using a recognised Training Organisation and should be re-trained on a 3 yearly basis. Records of training will be kept by the Knowledge and Skills department.

The identity and location of trained first aid personnel should be displayed in the reception area or on a notice board in a staff room and made known to all employees.

9.0 Monitoring and audit

All fire risk assessments are conducted by the Health and Safety Consultants acting as the Competent Person each year.

To ensure that action points arising from Fire Risk Assessments have been followed up, the following process is in place:

- i. The Health and Safety Consultants liaises with the service manager/lead or nominated person to offer advice on how actions can be addressed and agrees a timescale
- ii. The Corporate Services Lead and Service Manager/Lead liaise with landlord of property if action points relate to landlord's responsibilities
- iii. The Regional Manager will contact the commissioner where all attempts to resolve premises issues with the landlord have failed

An annual site audit should be conducted by Children's Services Manager/Lead each year and any action plans should be adhered to, to ensure compliance for the site is up to date and that the site is safe for all occupants. The Corporate Services Team will support all services in completing their audits working with Landlords where required. These annual checks should not replace good housekeeping checks undertaken throughout the year to ensure that standards are maintained across the site.

10.0 Other health and safety issues

10.1 Occupational Health

Spurgeons recognises that ill health / injuries can result from certain activities if not adequately controlled. Spurgeons is fully committed to protecting employees and others from ill health resulting from their activities, in addition, the Organisation will actively encourage employees to implement controls outside of the workplace.

The following are hazards that can cause illnesses / injuries / diseases related to work that are

referenced within the HSP Wellbeing Occupational Health Procedure on the intranet.

Hazardous Materials
Ergonomics/Manual Handling
Driving
Display Screen Equipment

All of the following are contained and dealt with in the Wellbeing Occupational Health Procedure

Disability
Skin Care
Medical Treatment
Stress
Noise
Asbestos
Smoking

Spurgeons contracts an Occupational Health Physician/Advisory service to provide medical advice and assessment, from pre-employment right through to retirement, to enable employees to work in a way that does not endanger their (or anyone else's) health. Personal medical details remain strictly confidential throughout and will not be divulged to anyone without formal consent.

10.2 Visitors, Contractors, Service Users and Volunteers

Introduction to safety and emergency information should be given to visitors to services when they sign the Visitors Book. Service users should be informed of health and safety requirements during sessions as and when necessary.

Contractor control should be implemented by a 5 step procedure which ensures:

1. The selection of a competent contractor;
2. The completion of a contractor form
3. A pre start up meeting; considering the risks any work may present, confirming their competency, confirming any site hazards and agreeing any limitations or restrictions to their activity.
4. Arrival on Site
5. Confirmation of their activity.
6. Monitoring of Contractor in line with risk assessments
7. Completion of Contract.

Spurgeons is committed to providing suitable training for all volunteers. This will depend on the nature of what the individual role is e.g. Contact worker, preschool assistant, mentoring. Training should be provided prior to when the volunteer starts, along with regular supervision sessions.

10.3 Lone workers

There are many roles within Spurgeons where employees and volunteers are lone workers. All of the workforce identified as lone workers must undertake the SLS programme on Lone Working as part of their induction. A risk assessment must be carried out for specific lone working activities. In order to make sure that the location and whereabouts of individuals are known, a safe system of work should be developed locally and adhered to by all staff in place in line with the Lone Working Policy.

10.4 Safeguarding

Spurgeons Child Protection and Safeguarding Policy and procedures must be considered in any health and safety matter, there may well be safeguarding implications arising from an accident, incident or near miss.

10.5 Hazardous substances

To ensure that Spurgeons complies with the **COSHH Regulations** relating to the handling; storage, use and disposal of Hazardous Substances, the following arrangements are to be implemented through the COSHH assessments (HSP 03a).

Service Managers/nominated office person are responsible for identifying all substances used, or to which employees are exposed, within their areas of control including those used for cleaning and maintenance. A copy of the Material Safety Data Sheet (MSDS) must be obtained from the supplier or from the internet; this information will then be used in formulating a COSHH assessment.

Where a cleaning company is contracted, the company will be responsible for carrying out a COSHH assessment and the Service Manager/Lead or nominated office person must ensure that the contractor carries out their responsibilities under COSHH Regulations.

The Service Manager is responsible for ensuring their employees are informed of the assessments and instructed / trained in the application of appropriate controls. COSHH Assessments will be reviewed annually, and following an accident with a substance; or where there has been a change to the process.

10.6 Machinery, vehicles and work equipment

To ensure that Spurgeons complies with the **Provision and Use of Work Equipment Regulations 1998 (PUWER)** all equipment must be suitable for use and maintained on a regular basis. All machinery / work equipment will be recorded within each Service and if necessary given an identification number. Where necessary, employees will be trained in the use of the equipment.

Any safety concerns associated with equipment should be reported to the Service Manager, **who should** action a repair or advise on remedial action to make safe the equipment and assist

in arranging for the manufacturer's engineer, or a competent contractor, to undertake **the work**.

Vehicles for company business are commonly in use within the organisation; therefore, a specific Driver Policy and Driver Risk Assessment can be found in the Health and Safety Policy Section on the intranet.

10.7 Emergency preparedness: fire, bomb or other emergency

Spurgeons recognises the importance of Fire Prevention in preference to Fire Fighting, and therefore uses the resources of external providers to maintain firefighting equipment; alarms; sprinklers etc. Spurgeons also ensures adequate controls are in place by ensuring an adequate Fire Risk Assessment is in place.

Procedures exist for various foreseeable emergencies, details of which are as follows. Much of this information is collated in the Emergency Evacuation Plan and recorded in the Fire Log book (template available on the Intranet)

Training of staff

Emergency (Fire) Procedure

Action on discovering a fire

Action on hearing alarm

Fire Responsibilities

Assembly Points

Fire Record Log Book

Records of fire inspections (escape routes, exits, fire doors etc.)

Testing / maintenance of alarms

Fire Drills

Testing / maintenance of firefighting equipment

Evacuation

Bomb Threat

Fire Risk Assessment

Major Business Loss / Interruption (Disaster Recovery)

Flooding

10.8 The Workplace

Spurgeons recognises the importance of having a workplace that is safe so far as is reasonably practicable and to that end compliance of the **Workplace (Health, Safety and Welfare) Regulations** is only referred to as a minimum standard.

The Workplace Safety Procedure covers many generic workplace Health and Safety elements, e.g. slips; trips and falls; temperature; drinking water; ventilation; sanitation etc. A full listing of elements (Hazards) can be found in the generic building risk assessment, available on the intranet.

Safety in the office environment must also be considered in addition to safety in service delivery settings. The Generic Office Risk Assessment and the Workstation Risk Assessment form cover the following specific areas:

Workstation assessments

Electrical Safety

Slip and Trip Hazards

Gas appliance safety

Manual Handling

10.9 Personal Protective Equipment (PPE)

Spurgeons undertakes to eliminate any hazard(s) / risk(s) where it is reasonably practicable to do so, and in accordance with the hierarchy of controls within the Risk Assessment procedure.

However, where this is not the case, the next best controls will be considered, with PPE only being applicable once other control options have been exhausted. This is because the effectiveness of PPE is reliant on behaviour of the wearer and is therefore vulnerable to failure. It must also be recognised that as it very often supplements other controls, the wearing of PPE is essential. (Generally PPE does not prevent the accident but minimises the injury).

When designated as a requirement following a risk assessment, the employee has a legal duty to comply with wearing the PPE provided.