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HEALTH & SAFETY POLICY AND MANUAL

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HEALTH & SAFETY POLICY

1.1 Purpose

Age UK Cambridgeshire & Peterborough (AUKCAP) will ensure, so far as is reasonably practicable, the health and safety of all members of staff, volunteers and others who come into contact with our organisation's activities, and will also exercise its duty of care in respect of the health and safety of all persons visiting AUKCAP's premises.

AUKCAP's principal health and safety objectives are to avoid all accidents and to ensure no one suffers ill health as a result of working for, or receiving a service from, AUKCAP.

This policy provides an overall framework, which has been and will be built upon to create a health and safety programme appropriate to the activities of AUKCAP as a whole.

1.2 Scope

This policy applies to all employed staff and volunteers and it will be included in their induction packs.

1.3 Definitions

3.1 "The Organisation" refers to Age UK Cambridgeshire & Peterborough (AUKCAP).

3.2 "Employee" refers to any worker, whether paid or voluntary.

3.3 "Users" (Service Users) refers to those who directly or indirectly use any one of our services. They may be individuals or other organisations.

1.4 Responsibilities

This section outlines the Health and Safety responsibilities of key personnel in the organisation. These people will create a positive culture that ensures participation and involvement at all levels.

The Chairman:

The Chairman has overall responsibility for all AUKCAP operations.

The Chairman is responsible for ensuring that:-

- The Board achieve AUKCAP's Health and Safety objectives
- Responsibilities are appropriately delegated
- Suitable measures are implemented
- Setting a personal example

The Board (Trustees):

The Board is responsible for:-

- Ensuring AUKCAP's operations comply with Health and Safety requirements

- Ensuring Health and Safety are incorporated into the future plans, and day to day activities with suitable preventative and protective measures.
- Considering regular reports and monitoring of Health and Safety.
- Making resources available to address Health and Safety issues.

The Chief Executive:

The Chief Executive is responsible for:-

- Ensuring the effectiveness of Health and Safety policy and procedures, ensuring these are regularly appraised to identify any necessary changes.
- The overall Health and Safety of all employees.
- Ensuring that all operations are performed in accordance with Health and Safety policy and procedures.
- Ensuring protective and preventative measures are implemented.
- Progress and issues relating to Health and Safety are reported to the Board and resources are sought from the Board to address Health and Safety issues.
- Setting a personal example.

The H&S Manager:

The H&S Manager is responsible for the day to day implementation of the H&S Policy and for monitoring safety matters generally throughout the Organisation's premises.

The H&S Manager's responsibilities include:

- Providing the Chief Executive with information and advice on implementing current legislation and regulations.
- Providing advice and guidance on health and safety matters to all members of staff.
- Ensuring Employees are provided with adequate Health and Safety training.
- Developing policies, safety management plans and procedures, including emergency procedures.
- Devising and implementing a risk assessment system in all premises in which the Organisation operates.
- Leading the investigation of accidents, incidents, near misses and cases of potentially work related ill health and ensuring that reporting, recording and remedial actions are carried out.
- Monitoring safety performance within the organization and recommending improvements when necessary.
- Staying up to date with current legislation, technology and standards.
- Setting a personal example.

Line Managers:

Line Managers are responsible for ensuring within their areas:-

- That channels are maintained for effectively communicating information regarding Health and Safety.
- The day to day compliance with Health and Safety requirements.
- The maintenance of areas and equipment in a condition that's safe and without risk to health, so far as is reasonably practical.

- That Employees are provided with adequate Health and Safety training.
- That recommendations on Health and Safety, including future action and resource needs, are made to the Chief Executive and the H&S Manager.
- Setting a personal example.

Employees:

Employees are the most important asset of AUKCAP. AUKCAP will do all that is reasonably practical to safeguard their well-being. However, employees also have a responsibility for the Health and Safety of themselves and others.

Employees shall:-

- Work in accordance with instruction and training, as appropriate to their role.
- Correctly use any protective clothing and equipment provided.
- Identify and bring to the attention of line Managers any work situation which may be considered hazardous including any shortcomings in protective arrangements.
- Keep their workplace clean and tidy.
- Set a personal example.

1.5 Statement of Intent:

- ◆ The organisation will comply with all relevant legislation which is designed to ensure good standards of health and safety.
- ◆ The organisation will ensure as far as reasonably practicable, safe and healthy working conditions, safe plant, equipment, vehicles and systems of work. Appropriate protective clothing and equipment will be provided as necessary.
- ◆ The organisation will provide such information, training and supervision as are necessary to ensure health and safety at work and make the necessary funds available.
- ◆ The organisation requires the full co-operation of its Employees and Volunteers in meeting their objectives.
- ◆ Responsibility for health and safety at work within the organisation and its workplaces lies ultimately with the Chairman of the Board of Trustees. He/she delegates responsibility for the overall organisation and administration of health and safety to the Chief Executive, who then delegates responsibility to the HR Manager and line managers of services/premises on a day to day basis.

1.6 Arrangements:

A manual has been established that covers all Health and Safety aspects of AUKCAP's operations. This will be continually developed to control activities in a safe manner and without risk to health.

The Safety manual has two levels

Level 1	Health and Safety Policy
Level 2	Health and Safety Procedures

The Health and Safety Manual defines and documents how the requirements for health and safety will be met.

Signed _____ Dated _____
Chairman

Signed _____ Dated _____

1.7 Organisation – Structure chart (appendix 1)

2.0 **OBJECTIVES OF AUKCAP’S HEALTH AND SAFETY MANUAL**

- 2.1 To provide a reference for the policy and procedures used within AUKCAP to assess and audit the levels of health and safety achieved.
- 2.2 To provide evidence of the policies and procedures to ensure health and safety objectives are met, and have been thought out and documented, in order to help those who must execute them.
- 2.3 To provide a control document to record the evolution of AUKCAP’s Health and Safety Policy, necessary due to changing business environment.
- 2.4 To help identify training requirements that need to be fulfilled, in order to generate suitably qualified personnel, to carry out the policy and procedures contained within the manual.
- 2.5 To provide instruction and guidance to employees on safe working practices.
- 2.6 To provide assurance that compliance with legal requirements for Health and Safety are being met.

3.0 **HEALTH AND SAFETY PROCEDURES:**

3.1 **Risk Assessment**

AUKCAP will carry out and record risk assessments for all activities and services.
Risk Assessment involves:

1. Identifying the hazards resulting from AUKCAP’s activities which could effect anyone, including employees, trustees, clients and the general public. A hazard is anything that has a potential to cause harm.
2. Assessing the risk of hazards occurring. Risk is the likelihood of a hazard causing harm.
3. Evaluating the severity of the outcome.
4. Eliminating the hazards if present or reducing them to the lowest level of risk that is reasonably practical.
5. Recording the findings (*see a model risk assessment form at appendix 2*).
6. Reviewing the assessments depending on the timescale for actions identified, or at least annually.

Carrying Out Risk Assessment:

Risk assessments will be carried out by all Service Managers and the Office Manager with involvement of their teams, including volunteers.

The assessment will involve a critical look at the surroundings of each activity to see what would potentially cause harm to any person. It is important to ask other people’s opinions during this process.

A review of the assessment must be undertaken for any new activities or practices that are introduced.

All risk assessments must be recorded.

All risk assessments must be reviewed annually, or in accordance with actions specified in the assessment.

AUKCAP Employees:

Everyone is involved in ensuring that AUKCAP meets the legal requirements of Health and Safety at work.

AUKCAP employees are expected to:

- Work to procedures specified and in accordance with safeguards highlighted in risk assessments.
- Co-operate with training and instructions.
- Inform AUKCAP about hazards at the workplace.

3.2 Health Safety and Well-Being:

All premises used, leased or donated for the use of AUKCAP will be required to comply with the following standards:

Ventilation: all workplaces will have adequate ventilation (toilets will be ventilated to the outside).

Temperature: a reasonable temperature of at least 16°C. When extremes of temperature occur in any workplace, a suitable means of controlling it should exist.

Lighting: natural light should be used where possible. Lighting must be adequate in all work places for the type of work undertaken. Defective lighting is to be reported immediately, repairs and replacement lighting should be undertaken within a reasonable time.

Manual Handling:

- A risk assessment will be carried out in all cases where employees of AUKCAP are required to carry, lift, push or pull items as part of their employment.
- Any manual handling operation involving risk of injury should be avoided. If the operation cannot be avoided then AUKCAP must take steps to reduce the risk of injury (e.g. system of work, information about the object to be moved).
- Checks will be undertaken to ensure that where necessary, all employees involved in manual handling will have (1) special information and/or training. (2) personal protective equipment.
- Employees of AUKCAP will not lift if they consider the load to be:
 - too heavy;
 - too bulky or unwieldy;
 - too difficult to get hold of;
 - of a dangerous nature (e.g. hot, sharp or hazardous).

- Individual circumstances must be taken into account, e.g. women who are pregnant, people with health problems.
- The assessment of manual handling will consider whether the job involves movements that increase the risk of injury:
 - load being held away from the body;
 - twisting;
 - bending;
 - reaching upwards;
 - carrying the load on one side of the body;
 - carrying the load for a long distance;
 - too much pushing or pulling;
 - repetitive handling;
 - movements where the site of work is outside the operator's control.

All AUKCAP employees must have rest and recovery periods from manual handling.

Personal Protective Equipment:

- In all cases where a risk assessment has identified the need for personal protective equipment, AUKCAP will ensure adequate equipment and clothing is provided.
- All personal protective equipment (PPE) will be in a good condition, replaced when found defective and stored in a suitable place when not in use.
- Users of PPE will be provided with information about the equipment and instruction or training in its use.
- Service managers will take reasonable steps to ensure that the equipment is used.
- AUKCAP employees supplied with PPE are obliged to use it and to report any loss or defect.

Noise:

Where noise levels in excess of 80dBA are identified a risk assessment should be completed and noise control measures implemented. Ear protection will be provided and **must be worn** where noise levels exceed 85dBA, (where an informal voice cannot be interpreted clearly at a distance of 4 metres)

Cleanliness:

All workplaces including floors, walls, furniture, ceilings, windows and fittings must be clean and cleanliness regularly maintained.

Food Hygiene:

- Services within AUKCAP who provide food/refreshments on a regular basis, even if there is no charge, must register with the Local Authority's environmental health dept.
- All relevant AUKCAP employees will undertake food hygiene training, as appropriate, based on the 7 Hazard Analysis Critical Control Points (HACCP) principles (*see appendix 3*).

Infectious Diseases:

- AUKCAP seeks to ensure that employees are aware of the issues relating to infectious diseases at work. Infectious diseases can be airborne (for example,

meningitis or TB), blood borne (for example, hepatitis) and faecal-oral borne (for example, gastroenteritis).

- AUKCAP has a duty of care to maintain a healthy and safe working environment. This includes taking steps to minimise the risk of employees contracting an infectious disease from colleagues, customers or clients.
- Employees with infectious diseases will not be excluded from work, nor have their duties restricted, as long as they are physically and mentally fit for work and their continued attendance in the workplace does not present a significant risk of disease transmission to other employees, customers or clients.
- The decision as to whether or not an employee with an infection should stay away from the workplace will take into account:
 - how the infection is transmitted and the ease of transmission;
 - the typical duration of the infection; and
 - the potential harm that the infection can cause to other employees, customers or clients.
- Employees have a responsibility to minimise the risk of disease transmission to work colleagues, customers and clients and are expected to perform good hygiene control measures and use personal protective equipment where provided.
- Employees are encouraged to adopt effective hand hygiene practices and to sterilize shared kitchen utensils.
- In the event of a disease outbreak affecting a significant number of employees, a working group of line managers and other designated individuals will be formed to monitor and coordinate activities to control the outbreak. The work of this group will include developing work rules in the event of an outbreak, including exclusions/restrictions from work and the reassignment of duties.

Workspace:

- Adequate workspace provided (minimum of 3.7 sq, metres (40 sq feet) of floor space, 11 cubic metres (400 cubic feet of air space).
- No undue reaching, bending or stretching is required when using equipment or machinery.
- Adequate seating is available if work is to be undertaken sitting down.

Safety From Hazards:

- AUKCAP will ensure premises, floors and stairs are safe tidy and free from tripping hazards.
- All walkways will be free from obstructions and people must be able to enter and leave safely.

Storage: all materials and goods must be stored safely.

Equipment:

- Equipment must be suitable for the nature of the work carried out.
- All equipment or machinery must be suitably maintained
- Written information, supervision and training must be available, where necessary, for the correct use of the equipment.
- Protective equipment necessary for the safe operation of machinery must be provided.
- All defects must be reported immediately and no unsafe machinery must be used.

Welfare:

- A sufficient number of toilets must be available for the number of people on the premises.
- Suitable washing facilities with hot and cold water, soap and towels are available.
- Accessible drinking water.

Lone Working: See also Lone Working Policy

A Lone Worker is anyone working on a one-to-one basis either in the office or out in the community.

AUKCAP should be aware of the special risks involved in Lone Working and follow best practice guidelines. Risk assessments for the safety of Lone Workers follow the same principles and processes as all other work place hazards.

Risk factors to look out for:

- The culture of the organisation and how it approaches Lone Worker safety
- Risks from irate or violent clients, their carer or pets, either in an interview situation or out in the community
- Risks when visiting clients in areas which have been identified as high risk either by experience or by the police
- Risks when visiting clients in isolated rural areas
- Relationships - including bullying, harassment or other forms of abuse
- Role - are workers aware of their role and that conflict should be avoided
- Training given to workers to provide the skills to avoid or deal with difficult situations
- Support from colleagues and managers
- Individual factors; being respectful of individual differences
- Awareness of the past history of the client

These factors will help to identify whether employees at AUKCAP are at risk.

When a risk to a Lone Worker is identified:

The relevant Service Manager must undertake a risk assessment. Having identified and evaluated the risk, it must be recorded and procedures put in place. The risk and procedures should be reviewed regularly and a review date recorded on the risk assessment.

Recommended Prevention Techniques:

- Allowing for personal space – 6ft when seated and 10ft when standing
- Allowing access to exits: -
 - ◆ Sitting in the correct position for a quick exit
 - ◆ Making sure that exits are accessible
 - ◆ Parking in the direction of the traffic for a quick exit from the area
- Using Personal Protective Equipment (PPE) – Personal alarms are available
- Access to back-up : -
 - ◆ Having a speed dial number in your mobile phone to call for help
 - ◆ Having a telephone code for help e.g. Can you bring me the 'yellow file'
- Report all concerns to the appropriate Manager immediately.

Actions:

- Risk assessment - If a risk is identified Lone Workers should leave details of visits ie, location and duration with their line manager or a member of the service team.
- Guidance to Lone Workers - e.g. handbooks.
- Offer of PPE - personal alarms.
- Issue of a company Mobile Phone to staff who spend the majority of their working day out in the community visiting clients on a one to one basis.
- Staff to enter visit details and contact numbers on Outlook Calendar prior to arranged visit.
- Whenever possible staff to come back to the office as opposed to end of day appointment.
- Review of risk assessment, at least annually or when circumstances change.

Work Related Stress (WRS):

WRS occurs when the demands of the work environment exceed the worker's ability to cope with (or control) them.

Being under pressure can improve performance and give satisfaction when challenges are achieved. But when demand and pressures get too much they lead to stress.

Stress is associated with changes in behaviour and may contribute to physiological or psychological disorders such as headaches, anxiety, muscular tension and pain, hypertension and chest pain, ulcers, dry skin, rashes and rapid tiredness.

A European Commission Directive (89/391) makes employers responsible to ensure employees are not harmed by work, including WRS.

Risk assessment for WRS follows the same principles and process as other workplace hazards.

Risk factors to look out for are:

- The culture of the organisation and how it approaches WRS
- Demands such as work load or physical hazards
- Control: how much influence workers have in the way they do their work
- Relationships: including bullying and harassment
- Change: how organisational change is communicated and managed
- Role: whether workers understand their role and that conflict in their role is avoided
- Support from colleagues and managers
- Training to give workers the skills to perform their tasks
- Individual factors: taking account of individual differences

When a risk of WRS is identified the relevant Service Manager must undertake a risk assessment. The risk assessment must identify the hazards, who might be harmed and how, the level of risk must be evaluated. The risk assessment must be recorded and procedures put in place for a review.

Display Screen Equipment:

- When an AUKCAP employee is using VDU (desktop computer or laptop) as a significant part of their work, an assessment of their work station must be undertaken, (*model DSE Risk Assessment Appendix 4*).
- The assessment must be reviewed if there is any change and steps taken to reduce risks identified in the risk assessment.
- Their Manager must ensure work is interrupted by breaks and changes.
- Eyesight tests by a competent person will be completed every two years.
- Training and information will be available to avoid unnecessary risks.
- The following conditions must be achieved to prevent risks to health:

The Equipment:

- a) Display screen
 - The screen image should be stable not flickering.
 - The brightness/contrast control should be easily adjustable.
 - The screen must tilt and swivel easily.
 - The screen height must be adjustable.
 - The screen must be free from glare.
 - The screen should be regularly cleaned.
- b) Keyboard
 - The keyboard should be adjustable to allow a comfortable working position.
 - There must be sufficient space in front of the keyboard to support the user's hands.
- c) Work desk
 - The work desk should be large enough to allow flexibility in the positioning of all the equipment.
 - The surface must not cause reflective glare.
 - A document holder should be available if needed.
- d) Work chair
 - The chair must be stable.
 - It must allow the operator freedom of movement.
 - The height of the chair must be adjustable.
 - The back must be adjustable for both height and tilt.
 - A foot-rest must be provided if required.

The work environment:

- a) Space requirements
 - Sufficient space must be provided around the work station.
- b) Lighting
 - The lighting has to be satisfactory and suitable for the vision requirements of the user.
 - Disturbing glare and reflection on the display screen from light fittings, windows and walls must be avoided.

- c) Power
 - Cables must not provide tripping hazards.
 - Sufficient electrical sockets should be available to prevent overloading and unnecessary trailing cables.
- d) Noise
 - The equipment noise should be low and not distract attention or disturb normal speech.

Heat emission and radiation

- The heat emitted from the equipment must be dissipated equally in the work environment and not cause concentrated hot-spots.

The software

- The software should be easy to understand.

The users

- Training is required on:
 - use of the work station
 - health and safety aspects of the work station
 - ergonomics
- Employees need to:
 - understand eye and eyesight testing
 - be aware of changes in eye discomfort, especially if contact lenses are worn and seek advice as soon as any change is noticed.
 - understand that regular work breaks must be taken when there are lengthy periods at the VDU.

The details covered above are not comprehensive, but give you a good idea of the areas which have to be considered.

Electrical Equipment:

- Defects in electrical equipment should be reported to your manager and rectified within 24 hours.
- On no account should an AUKCAP employee attempt to repair faulty electrical equipment. Faulty equipment should be switched off and taken out of use.
- Plugs and cables must be regularly inspected for faults (loose connections or fraying).
- Regular visual monitoring of all electrical equipment will be undertaken at least annually and all relevant portable electrical equipment will be PAT tested by a qualified electrician annually in accordance with Health & Safety regulations.
- Cables must be positioned to avoid tripping hazards.

Hazardous Substances:

- AUKCAP will assess the risks to health from substances used at any workplace used by the charity. All necessary steps must be taken to control any risks identified.
- A hazardous substance can be liquid, solid, dust, powder or gas which can damage health when it comes in contact with the skin, eyes, is breathed in swallowed or even transferred to the mouth via contaminated hands.

Hazard data sheets must be obtained from the manufacturer or supplier for all hazardous substances used. This information can then be used to complete the COSHH assessment.

The COSHH assessment follows the same steps as risk assessment:

1. Look for the hazard.
2. Decide who might be harmed and how.
3. Evaluate the risks arising from the hazard and decide whether existing control measures are adequate.

If it is not possible to replace the substance, exposure should be limited by improving ventilation, reducing the number of people exposed or providing appropriate protective equipment,

The suppliers safety data sheet will identify how to reduce the risks of using the substance.

Training should be provided as required.

4. Record your findings and include these in your health and safety management document. Inform all employees.
5. Review your assessment from time to time and make changes if necessary

(Sample COSHH Assessment appendix 5)

3.3 Fire:

- AUKCAP will make arrangements to assess the risk of fire to both people and property in all premises used, leased or donated for use by AUKCAP.
- Steps will be taken to minimise the risks of fire.
- AUKCAP must inform and train all employees on the remaining fire hazards in order to enable them to be safe.

Fire Risk Assessment:

- AUKCAP is required to take account of general fire precautions including fire fighting, fire detection, emergency routes, exits and their maintenance.
- AUKCAP is required to have “competent assistance” to be known as ‘Fire Officers’ to deal with general fire safety risks.
- AUKCAP must provide information for employees and users on fire provisions.
- Fire hazards to be included in the risk assessment (if appropriate) are:
 - flammable liquids (e.g., cleaning fluids), flammable gases (e.g. aerosols), electrical equipment producing red heat (e.g. fires, toasters), damage to electrical flexes, over loading of electrical sockets.
- Storage of materials near sources of ignition, including smoking and matches, emergency heating/lighting (e.g. portable gas fires and candles).
- All fire exits and routes will be inspected on a regular basis.
- The fire alarm will be tested once a week and recorded.
- Fire fighting equipment will be inspected by a competent person on an annual basis.

Fire Procedures:

AUKCAP will appoint a minimum of two Fire Officers (a named postholder and a deputy) in each location to maintain and review emergency fire procedures and complete the check of attendees in the event of fire. Employees, Users and Contractors will also be made aware of AUKCAPs fire procedures.

On Discovering a Fire:

- Sound the alarm.
- Call the fire service.
- Go to the fire assembly point.
- Do not re-enter the building
- Check that everyone is out of the building.
- Do not attack the fire or use fire fighting equipment unless training has been given and the fire poses a limited risk.

Fire Alarm Signal:

- All premises occupied by AUKCAP have a fire alarm system with a loud auditory warning or the use of fire horns.
- At the Lindens and the Orton Day Care Centre there is an automatic link to the fire service.

When the Alarm is heard:

- Leave the building, the only exception to this at the Day Care Centre where clients and team members should remain in the common room unless fire is in the immediate vicinity.
- Close doors behind you.
- Switch off equipment, if possible, without taking personal risks.
- Report to the assembly point.

Fire Exits and Assembly Points:

- All fire exits are clearly marked with signs that must not be covered up. Information about assembly points in each AUKCAP premises will be clearly displayed at strategic points throughout the building.
- Fire exits must be kept clear and unlocked while the premises are occupied, taking security into account.
- Inspected on a regular basis.

The Roll Call Procedure:

The on site manager in other locations will be responsible to ensure that in the event of fire:

- A check is undertaken to ensure all people have left the premises and are accounted for.
- The requirements of the local fire service are met and if necessary, a report is given to the fire brigade.

Re-Entry to the Building:

- No person will be allowed to return to the building until the fire service has confirmed that it is safe to do so.
- At the Day Care Centre, in the case of a false alarm, the advice of the scheme manager will be followed.

Fire Evacuation Drills:

- A fire practice will take place every 6 months in all premises used by AUKCAP (unless not required by local guidance from the fire service). The fire practice is to ensure that, should a fire occur, everyone can be quickly and safely evacuated from the premises.
- AUKCAP must ensure that the owner of the premises checks the fire alarm system regularly.

Fire Equipment:

- Fire Extinguishers are situated in all AUKCAP areas.
- AUKCAP must ensure that the owner of the premises checks the Fire Extinguishers on an annual basis.
- A Fire blanket is available in the kitchen areas.
- No person is expected to use fire equipment unless they have been trained and are confident to do so.
- Equipment must not be used in any circumstances where the person using it would be put at significant risk.

3.4 HANDLING SERVICE USERS MONEY

- Employees collecting cash or cheques from service users have a responsibility to ensure that such monies are kept in a secure place and paid into the office at the earliest opportunity.
- The receipt of cash/cheques at the office, either from employees or via incoming post will be recorded in the format required by the Finance Manager and must clearly identify where the sum should be coded and how used.
- At no point should any income received at the office be held in an unlocked place or left on a desk
- Handling of cash/cheques by office staff will be in accordance with procedures set out in the AUKCAP Finance policy document.

3.5 DRIVING:

- AUKCAP is responsible for ensuring that all company vehicles are suitable for their intended purpose.
- AUKCAP will ensure that company vehicles, where applicable, hold a current MOT test certificate and are presented for testing as legally required.
- AUKCAP is responsible for ensuring that company vehicles are only driven by persons holding a current, full licence for the type of vehicle and who have been authorised to do so.
- Before being allowed to drive a company vehicle employees will be required to present their driving licence to their line manager.
- AUKCAP need to ensure that employees using their own vehicles for AUKCAP business (*includes traveling from home to a location other than your normal place of work, this could include training, client visits or other company sites*) are properly insured for business use and the vehicle is properly and regularly maintained. Employees driving a vehicle where they are not legally compliant could find criminal charges being brought against not only themselves as driver/owner but also the charity and their line manager. Any employee claiming business mileage must present their driving licence, insurance documents, and MOT certificate (if

appropriate) to their line Manager annually, or sooner if changes have been made including any prosecution for driving offence.

- Employees are required to sign a disclaimer when claiming mileage expenses. The disclaimer reads “I confirm that my vehicle is adequately insured and maintained in a roadworthy condition.” AUKCAP reserve the right to withhold mileage expenses where the disclaimer has not been signed. (*see appendix 7*)
- Employees are responsible for paying any fines for driving or parking offences committed while in charge of their vehicle.
- Employees driving a company vehicle or their own vehicle on AUKCAP business are instructed to obey the Highway Code at all times.

3.6 MOBILE PHONES

- Employees must not use a hand held phone while driving on AUKCAP business. This includes picking up a phone to speak, listen or access any sort of data.
- Mobile phones can be switched on, but employees must safely park their vehicle and switch off the engine before picking up the phone. Being stopped at traffic lights or in a queue of traffic does not qualify as being safely parked.
- It is recommended that employees switch their mobile phones to voicemail before starting their journey.
- A hands free kit can be used provided the phone is held in a fixed cradle and you are in full control of the vehicle. Hands free equipment will not be supplied by AUKCAP.
- Employees can make an emergency 999 call on a hand held phone, but only in a genuine emergency and if it would be unsafe to stop.
- Employees have a duty to report incidents where they have witnessed a representative of AUKCAP using a mobile phone while driving on AUKCAP business.
- Reports of any breaches of this policy should be made to your Manager, as soon as possible after the incident. All breaches of this policy will be investigated and may result in disciplinary action being taken.
- Employees must inform their Manager if they are liable for a penalty or conviction as a result of using a mobile phone when whilst driving. AUKCAP will not accept responsibility or offer any assistance towards the costs.

3.7 SMOKING

AUKCAP operates a no smoking policy in its buildings, gardens, car parks and other premises and company vehicles.

Smoking is allowed only in designated areas in the grounds managed or controlled by the Charity. Smoking is not allowed in the homes of older people.

3.8 CONFLICT IN THE WORKPLACE:

AUKCAP will undertake a risk assessment to establish whether violence or the threat of violence is a problem in our workplaces. This could involve members of the public, other AUKCAP employees or users.

The Health and Safety Executive has defined violence as “any incident in which an employee is abused threatened or assaulted in circumstances arising out of the course of his or her employment”.

AUKCAP will consult with employees to identify the potential for violence in our workplace, assess who might be harmed and how to evaluate the risks.

AUKCAP will record the findings of this exercise and inform employees. A review of the assessment will be taken from time to time.

3.9 FIRST AID:

AUKCAP has a duty under the law to provide first aid facilities and equipment that are adequate and appropriate for each workplace.

First Aid Boxes:

AUKCAP's assessment is that a first aid box will be available in all premises used by the charity for its activities. A first aid box will be available in each vehicle used and maintained by the charity. First aid supplies for individuals working at the homes of older people, where appropriate.

All first aid boxes must be in an easily accessible location and fully equipped.

Employees should be informed about its location.

At least one notice will be displayed telling people the location of the first aid box and the identity of the appointed person (and deputy).

A minimum stock of items is:

- A leaflet giving general advice on first aid.
- 20 individually wrapped sterile adhesive dressings (assorted sizes)
- 2 sterile eye pads.
- 4 individually wrapped triangle bandages.
- 6 safety pins.
- 6 medium sized individually wrapped sterile un-medicated wound dressings approx 12cms x 12cm.
- 2 large sterile individually wrapped un-medicated wound dressings approx 18cms x 18cm.
- 1 pair disposable gloves.

All first aid boxes must be regularly checked, by the appointed person (at least once a month), to ensure that they are fully equipped and the contents are not out of date.

Evidence of these checks must be recorded.

AUKCAP will have an appointed person and a deputy in each location where 5 or more staff are working.

The appointed person is someone with basic first aid knowledge and is available whenever people are at work.

One day training courses must be undertaken to train appointed persons.

The gardening service will have an appointed person available to be contacted at all times the teams are operating.

3.10 SUPPORTING SERVICE USERS WITH MEDICATION *(only applicable to Day Care Centre employees):*

- Day Care Centre employees directly working with service users **should:**
 - Purchase over the counter remedies on behalf of service users.
 - Give medication, as directed, to people who need support to ensure it is taken as prescribed.
 - Administer eye drops.

- Day Care Centre employees must follow advice and instruction as set out in the Day Care Centre manual.
- AUKCAP employees (other than Day Care Centre employees) should not be involved with service user medication unless discussed and authorised by their Service Manager. This would be in exceptional circumstances only.

3.11 REPORTING AND RECORDING INCIDENTS & ACCIDENTS:

The reporting of incidents and accidents is an essential part of AUKCAPs health and safety procedure.

Incidents that could have been an accident:

Even if there is no injury, reporting “near misses” and, where appropriate, investigating them may prevent a future accident. All employees are encouraged to report “near misses”. When a Manager has received several similar reports, or there is significant risk of a future accident, the Manager must investigate and consider any reasonable measures that could prevent a future accident.

Accidents and dangerous occurrences:

There is a legal duty on all employees to report accidents and dangerous occurrences, however minor, that occur on AUKCAP premises or vehicles and that arise from work or activities carried out on behalf of AUKCAP.

Any accidents which result in personal injury must be reported to your Manager and investigated by AUKCAP, failure to do so may affect our ability to support claims for benefit from the Department of Work and Pensions.

When an Accident Occurs:

Report it as soon as practicable to your manager.

Ensure that it is recorded in the accident book held at your main place of work or base for reporting.

Ensure the following information is recorded:

- Name, address and occupation.
- Date/time of incident/accident.
- Place where incident/accident took place.
- Cause and nature of incident/accident.
- Name, address and occupation of the person giving the notice (if other than the injured person).
- If required, write a report on the incident/accident.
- Assist with any investigation of the incident as required by AUKCAP or the investigating body.

Reporting of Injuries, Diseases and Dangerous Occurrences:

AUKCAP is required to report some work related accidents, diseases and dangerous occurrences, resulting in an absence from work.

The following must be reported:

- Death or major injury.
- An “over seven day injury” (i.e. the injured person is unable to work for more than 7 days)

- A work related disease.
- A dangerous occurrence.

Major injury accidents cover: fractures (except fingers, thumbs and toes), amputations, dislocations of shoulders, hips, knees, spine, loss of sight (temporary or permanent), electrical shocks resulting in unconsciousness, admittance to hospital for 24 hours or more or require resuscitation, any acute illness from inhalation or absorption of any substance.

Any injury which results in a member of the public being taken to hospital is also reportable.

A reportable accident/injury must be reported to the Health & Safety Executive (HSE) within 15 days from the date of the accident/injury.

There is a new single contact point to report all cases:
The Incident Contact Centre (ICC) based at Caerphilly in Wales.

Incident Contact Centre
Caerphilly Business Park
Caerphilly
CF83 3EE
Tel: (8.30 – 5.00) 0845 300 9923
Fax: 0845 300 9924
Email: riddor@natbrit.com

3.12 INFORMATION, TRAINING AND INSTRUCTION:

AUKCAP is committed to informing and involving employees on health and safety matters. In some circumstances, AUKCAP has a duty to consult with our employees.

Safety Committee:

In order to assist this process AUKCAP has established a Safety Committee to oversee health and safety within the organisation. The Safety Committee has terms of reference approved by the Board of Trustees. Membership of the Committee includes representatives of our staff, volunteers and trustees (see appendix 6).

Notices:

AUKCAP will display at all premises (where appropriate) copies of:

- A current certificate from our insurance company showing we have employer's liability insurance.
- The health and safety law poster.
- Details of action to be taken in the case of fire.
- The location of the first aid box and appointed persons and deputies (where appropriate).
- The Health & Safety policy.

Information and Training:

AUKCAP will ensure that all employees have access to our health and safety policy and procedures.

All employees must have information and training on:

- Emergency evacuation procedures.

- Accident reporting.
- First aid treatment.
- Arrangements for health and safety issues relating to their work including:
 1. rules and regulations.
 2. risk assessment of the workplace.

Health and Safety Guidance:

AUKCAP will maintain and develop a list of data sources, leaflets and information on health and safety issues.

3.13 MONITORING AND REVIEW

The effective operation of this policy and procedures will be monitored by the Safety Committee. The Safety Committee will report to the Board of Trustees, as a minimum, at least every 12 months.

This Policy and Procedures will be reviewed every 24 months.

Appendices

1. Structure Chart
2. Model risk assessment form
3. HACCP guidelines.
4. Display screen equipment – risk assessment.
5. COSHH Assessment – sample.
6. Safety committee – terms of reference and membership.
7. Mileage Claim form

DECLARATION

I understand that AUKCAP has a Health & Safety policy which I have read and understood.

I hereby agree to follow its requirements.

Name (please print)

Signed

Date

.....

I understand that AUKCAP has a Health & Safety policy which I have read and understood.

I hereby agree to follow its requirements.

Name (please print)

Signed

Date

Please sign this form and return it to:
Human Resources Manager
AUKCAP
The Lindens
86 Lincoln Road
Peterborough PE1 2SN