



## **Health and Safety Policy**

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## Health & Safety Policy

Age UK Sutton is a registered charity no.1085875 and a registered company limited by guarantee no. 4175500. Age UK Sutton leases offices from Sutton Housing Partnership (SHP) who hold overall responsibility for premises health and safety. Age UK Sutton is a member of the Landlords' Leaseholder User Group. This policy is intended to cover all the aspects of Age UK Sutton's work/workplace health and safety policies, procedures and practices.

Age UK Sutton is an equal opportunities employer and any discrimination or harassment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation and other unjustified reasons will not be tolerated.

This policy refers to 'staff' – for the purposes of this document 'staff' refers to all employees, workers, whilst they are carrying out paid work for Age UK Sutton including on full time, part time, zero hours or fixed term basis.

This policy applies to staff, volunteers, people that Age UK Sutton supports (clients/beneficiaries) and people involved in Age UK Sutton's activities on our premises, at other venues, or in the community. For the purpose of this policy, people who are not staff or volunteers but are covered by this policy are referred to as 'participants'.

### 1. Statement of General Policy:

1.1. The purpose of this policy is to set out Age UK Sutton's commitments:

- to provide adequate control of the Health and Safety risks arising from Age UK Sutton's work activities;
- to consult with our staff volunteers and participants on matters affecting their health and safety;
- to provide and maintain safe equipment used for work and in the workplace;
- to ensure safe storage, handling and use of substances;
- to provide appropriate information, instruction and supervision to staff volunteers and participants;
- to ensure all staff and volunteers are competent to do their tasks, and are given adequate training;
- to prevent accidents and cases of work related ill-health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

## **2. Health and Safety Policy Aims**

- 2.1. Age UK Sutton is committed to ensuring the health, safety and welfare of its staff and volunteers and participants, and it will so far as is reasonable practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations as well as any requirements of any commissioned contract or grant funded activity guidelines on health and safety.
- 2.2. Age UK Sutton will take all reasonably practicable steps to ensure that the Health and Safety of its staff, volunteers, and participants are not jeopardised as a result of its activities.
- 2.3. To that end, it is the Age UK Sutton policy that, so far as is reasonably practicable, all its staff, volunteers and participants shall be able to work in, or visit the premises controlled by Age UK Sutton in an environment, free from health, safety and welfare risks. It is the responsibility of staff to familiarise themselves and comply with the organisational procedures and systems on health and safety, and the responsibility of staff to ensure that volunteers and participants have adequate information and support to comply.
- 2.4. In recognition of those staff and volunteers who conduct their activities from home or outside a fixed workplace, Age UK Sutton will so far as is reasonably practicable, also exercise such control possible with regard to the application and implementation of the Health and Safety Policy and any consequent Age UK Sutton rules, directions or procedures to ensure that such staff and volunteers are not unreasonably discriminated against or disadvantaged in respect of standards of health and safety.
- 2.5. Age UK Sutton also recognises its duty to protect the health and safety of all visitors to the organisation, including contractors and temporary workers as well as any members of the public who might be affected by the organisation's work operations. Age UK Sutton also seeks the co-operation of all service users/clients and contractors in complying with this Health and Safety Policy and noncompliance may result in the service being withdrawn or the contract cancelled.

### 3. Responsibilities

- 3.1. At Age UK Sutton we encourage everyone to take responsibility for their own Health & Safety and it is everyone's responsibility to ensure that all Health and Safety policies and procedures are upheld and are reported, and general safety rules (see section 29.1) are maintained. Also, it is important that any concerns identified around Health and Safety are promptly reported to the Line Manager or to a Member of the SMT. **Please see Appendix A Health and Safety Responsibilities for more details** about the role of staff, volunteers and Managers in Health and Safety requirements
- 3.2. Age UK Sutton's Board of Trustees has the overall and final responsibility for Health and Safety in Age UK Sutton. This incorporates all aspects of health, safety and welfare and for ensuring that satisfactory arrangements are made to comply adequately with statutory requirements for the health, safety and welfare of employees, volunteers and users.
- 3.3. The Chief Executive Officer (CEO) will act as advisor and representative to the Board of Trustees on matters of Health and Safety and has responsibility for overseeing, implementing and monitoring health and safety procedures on a regular basis. This policy forms part of the Health and Safety manual within Age UK Sutton and is accessible to all staff and volunteers (who will be given a paper/electronic copy when they start their role with Age UK Sutton). It is the responsibility of the Business Support team to ensure that it is kept up to date. **Please see Appendix A Health and Safety Responsibilities for more details**
- 3.4. Summary of responsibilities of the Board of Trustees:
- The Board of Trustees has overall and final responsibility for Health and Safety. The Board have responsibility for ensuring that the Health and Safety policy enables Age UK Sutton to
    - fulfil its legal duties and emphasise the determination to manage its activities so that standards of health and safety are continuously improved.
    - monitor conditions and the health and safety performance to determine whether the policy is effective and is being developed to meet changing requirements.
    - Ensure systems are in place to review and update this policy annually, and health and safety objectives for the charity are set and monitored
    - Ensure safe systems of work are in operation and staff and volunteers receive adequate and appropriate training
    - Ensure the implications of relevant legislation are raised with, and understood by the relevant staff and volunteers
    - Ensure adequate resources are made available to allow the effective implementation of the health and safety policy
  - The CEO is delegated day to day responsibility for ensuring this policy is put into practice
  - The Business Support Manager reports premises health and safety issues to Age UK Sutton's CEO and Health and Safety responsible officer (currently the Deputy Director

of Services / COO) as well as to the nominated officer at Sutton Housing Partnership (SHP), the Landlord.

- An annual report for Health and Safety is reported to the Board on an annual basis
- The Health and Safety responsible officer has responsibility to co-operate with The Landlord's management in ensuring the implementation of local Health and Safety procedures.
- The Senior Management Team are responsible for ensuring the implementation of Health and Safety procedures at Age UK Sutton.
- First Aiders have responsibility to administer basic first aid and contacting medical persons to attend more serious accidents or incidents
- Fire Wardens have responsibility of ensuring wherever possible that all employees, volunteers and visitors evacuate the building safely in the event of fire
- Staff and volunteers have responsibility and a legal requirement to co-operate with supervisors and management on Health and Safety matters
- Staff, volunteers, and participants are required to also take responsibility for their own health and safety as far as they are able, and following direction

**For more information about Age UK Sutton's procedures around Health Safety and Welfare, please refer to [Appendix B Health Safety and Welfare](#)**

Should any member of staff have any concerns around implementation or procedures around Health and Safety, they should contact the Business Support Manager for a confidential conversation, who can escalate that to the SMT or directly to Trustees as appropriate.

#### **4. Consultation with Staff and Volunteers**

- 4.1. Health and Safety will be a standard item on the agenda of senior management meetings, leadership team meetings and staff meetings. Such items will be presented to enable allowing a two-way dialogue on Health and Safety matters.
- 4.2. Heads of Service and Service Managers will discuss Health and Safety with volunteers at support and supervision sessions allowing volunteers the opportunities to raise any issues they may have.
- 4.3. The CEO will report to the Quality Committee every year on any Health and Safety matters including any accidents or "near misses", performance of fire drills, results of audits plus any issues raised by the employees and volunteers and the Safety Officer.

#### **5. Risk Assessment**

5.1. The *Management of Health and Safety at Work Regulations 1999* applies to every workplace and requires employers to undertake, record and control all risk assessments (see [Appendix C Risk Management](#)). The assessment of risks cannot be undertaken properly without the co-operation and involvement of all staff and volunteers and at times, participants.

5.2. It is the policy of Age UK Sutton to provide as far as is reasonably practicable a safe and healthy environment. Age UK Sutton will use a risk assessment process to:

- prevent any unnecessary harmful incidents
- make sure no one gets hurt or becomes ill
- identify any significant hazards and take precautions to minimise the risk of anybody being harmed by the hazard

## **6. Insurance**

6.1. It is a requirement of the *Employers Liability (Compulsory Insurance) Act 1969* that Age UK Sutton has at least a minimum level of insurance coverage against any health and safety injuries claim by employees who are injured at work or may become ill as a result of work while in employment, if Age UK Sutton is found responsible.

6.2. If there is any significant change to the model of service delivery and additionally on an annual basis Age UK Sutton will communicate with their insurer and broker to keep them up to date, and ensure the organisation is fully covered.

6.3. Insurance coverage levels will be discussed and approved by the Finance, Risk and Audit committee, which will advise the Board of any items for Board discussion, or significant changes.

## **7. Emergency Procedure – Fire And Evacuation**

7.1. A detailed fire risk assessment is carried out at the Age UK Sutton premises annually by SHP Managers and any risks acted upon. Age UK Sutton will document all agreed actions and who is responsible, and timeframes for completion of these actions.

7.2. All staff and volunteers have a duty to conduct their operations to minimise the risk of fire and to report any smoke, fire or potential fire hazards immediately. Staff and volunteers should never attempt to repair or interfere with wiring or electrical equipment or any other item that may present a fire risk themselves. The Landlord is responsible for making sure the maintenance and testing of fire alarms and fire fighting, prevention and detection of equipment takes place as per contract and reporting back to the CEO.

7.3. Fire doors are located at strategic points throughout the premises and must never be blocked or wedged open. Fire exit doors and corridors must never be locked, blocked or used as storage space. All staff and volunteers must ensure they are familiar with the evacuation route and designated assembly point in case of emergency. Quarterly audits and practice fire drills will be conducted, as part of the SHP procedures, to ensure staff and volunteers' familiarity with emergency evacuation procedure. Health and Safety and Fire certificates are clearly displayed in the office. **(See Appendix D Fire Safety for further details)**

## **8. First Aid**

8.1. First aid boxes that are adequate and appropriate are located at strategic points around the workplace. All employees and volunteers must be aware of the location of the nearest first aid box and the designated first aid personnel. Records are crucial to the effective monitoring of health and safety procedures and must be accurate and comprehensive. All accidents will be investigated as necessary, with any required action being taken to prevent a recurrence of the problem. All injuries, however small, sustained by a person at work, a service user, contractor or visitor must be reported to the line manager or in their absence an appropriate substitute, and recorded on an accident or incident form.

## **9. Employees At Potential Risk**

9.1. Age UK Sutton recognises that some people may from time to time be at increased risk or injury or ill-health resulting from work activities. Age UK Sutton requires all staff, and volunteers to advise their immediate line manager if they become aware of any changes in their personal circumstances, which could result in their being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

9.2. As an equal opportunities employer, Age UK Sutton will ensure that it makes reasonable adjustments of its premises and/ or employment arrangements to accommodate disabled or special risk employees as and when required. **Further detail on Age UK Sutton's approach can be found in the charity's HR policies.**

## **10. Home Visits**

10.1. Age UK Sutton's Health and Safety Policy also applies to home visits. Staff and volunteers must practice reasonable care for their own health and safety, and ensure the beneficiary / participant's safety at all times.

10.2. When working in the community, undertaking home visits and/or lone working, the contractual responsibilities of both Age UK Sutton and staff and volunteers around hours of operation, and taking reasonable breaks apply.



Please refer to the **Lone Working policy** and **Home Visit and personal safety procedure (Appendix E)** for safety guidance

## 11. Lone Working

11.1. All Age UK Sutton's Health and Safety procedures will also apply to those staff and volunteers who visit clients in their own homes whilst undertaking any duties on behalf of Age UK Sutton. Employees, contractors and volunteers that work alone in Age UK Sutton premises or other activities and projects, must ensure that they take due care and regard as laid out in the **Lone Working Policy** and **personal safety procedure (Appendix E)**

11.2. It is recognised that from time to time some staff will work alone both at Age UK Sutton premises and other venues. It is acknowledged that guidelines cannot cover all eventualities or circumstances, which are not possible to anticipate. However all staff and volunteers have a duty to ensure that priority is given to their own safety and to that of colleagues, service users, contractors and the public wherever possible. Staff and volunteers are encouraged to discuss plans and concerns with their manager, and managers are required to proactively discuss health and safety on a regular basis.

## 12. Smoking

12.1. The Smoke Free policy is to protect all staff, volunteers and participants from exposure to second hand smoke and to assist compliance with the *Health Act 2006*. Exposure to second hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

12.2. It is the policy of Age UK Sutton that all our workplaces are smoke free, and staff and volunteers and participants have a right to be in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles. The policy applies to all staff, volunteers and participants.

12.3. Appropriate 'no-smoking' signs will be clearly displayed at the entrances to and within the premises, and in all smoke free vehicles.

12.4. Staff and volunteers visiting clients in their home are not directly covered by the provision of the Health Act; however Age UK Sutton wishes to ensure they are protected.

- Staff and volunteers should not smoke when visiting service users/clients' homes.
- Service users/clients should be asked not to smoke during a visit and for a period of at least 1 hour beforehand in order to clear second hand smoke.
- Service users/clients who are visited on a regular basis should agree to smoke free conditions as part of their agreement.

12.5. The policy around smoking in the workplace also refers to the use of e-cigarettes

12.6. Disciplinary procedures will be followed if a member of staff does not comply with this policy. Staff and volunteers who do not comply with the smoke free law may also be liable to locally administered fixed penalty fines and possible criminal prosecution. (see [Rules about tobacco, e-cigarettes and smoking: 1 October 2015 – GOV.UK \(www.gov.uk\)](#) for details of the government's current fixed penalty fine guidance to councils).

### 13. Access And Egress

13.1. Walkways, passageways and exits must be kept clear and free from obstructions at all times. It is the responsibility of all staff and volunteers to comply with this regulation:

- If a walkway or passageway becomes wet, it should be clearly marked with warning signs and any liquid spilt on the floor should be wiped up immediately.
- Trailing cables should not be left in any passageways or walkways
- Where objects are stored in or around a passageway or walkway, care must be taken to ensure that no long or sharp edges jut out.
- Where vehicles or other moving machinery is using an access route, an alternative route should be used where possible. If no alternative route is available, the area must be clearly marked with warning signs.

### 14. Driving And Transport

14.1. All drivers of cars carrying out activities on behalf of Age UK Sutton must be aware of and must follow Age UK Sutton driving at work procedures and guidelines (**See Appendix F Driving and Transport**).

14.2. All staff are required to hold relevant insurance to cover for business use if they are using their car for business usage. This will need to be agreed with their Line Manager with evidence of appropriate insurance shown.

### 15. Display Screen Equipment/VDU

15.1. Age UK Sutton will comply with the requirements of the *Health & Safety (Display Screen Equipment) Regulations 1992*.

15.2. All staff and volunteers at Age UK Sutton who regularly use Visual Display Units must undertake a VDU assessment, taking into account the following areas:

- The equipment
- Work environment
- Heat emission and radiation
- Software
- The users

In accordance with legislation, staff who regularly use a VDU are entitled to:

- Regular eye tests paid by the employer
- Free corrective eye appliance (cost of NHS lenses) if necessary, to use a VDU.

15.3. A suitable and sufficient assessment of workstations will be completed for all users, with the user consulted throughout the process. Where risks are identified these will be reduced to the lowest extent reasonably practical, this includes the way in which work is organised.. A workstation assessment will also be carried out for those who may be working from home.

15.4. Further information and guidance is outlined in **Appendix G Display Screen Equipment.**

## **16. Tools and Equipment**

16.1. Company machinery, tools and equipment are only to be used by qualified and authorised staff. It is the responsibility of all staff to ensure that any tools or equipment they use are in a good and safe condition. Any tools or equipment, which are defective must be reported to the line manager. No tools and equipment should be used outside of the manufacturer's guidance. Staff are prohibited from using any tool or piece of equipment for any purpose other than its intended purpose. Approved personal protective equipment must be properly used where appropriate. Persons using machine tools must not wear clothing, jewellery or long hair in such a way as might pose a risk to their own or anyone else's safety.

## **17. Electricity**

17.1. SHP are responsible for arranging the testing and inspection of fixed electrical wiring as required periodically as per good practice guidance.

Age UK Sutton is responsible for electrical items that are not included in the lease, and for arranging regular PAT testing for relevant equipment. Inventory of hardware (including that used off site) and PAT testing is the responsibility of the Systems Manager, who reports to the Finance Director.

17.2. Staff and volunteers must use electricity in the safest possible way:

- Never tamper with electrical equipment or electrical powered equipment.
- Do not attempt to repair or to remedy an electrical problem.
- Do not overload sockets
- Do not use taped joints to connect cables
- Do not ignore obvious tell-tale signs such as faulty switching or intermediate stopping.
- Do not adjust, move or otherwise tamper with any electrical equipment or machinery in a manner not within the scope of their job duties.
- Do not handle electrical appliances, plugs, and sockets with wet hands.
- Do switch off electrical equipment before cleaning, plugging and unplugging.

17.3. Equipment users must help by reporting any damage or defects they find and must be aware of the safety precautions.

## 18. Manual Handling

- 18.1. Manual Handling at work is governed by the *Health and Safety Act (Manual Handling Operations Regulations 1992)*.
- 18.2. Manual Handling Operations Regulations 1992, amended in 2002 (**please refer to the HSE guide [Health and Safety guides - OneDrive \(sharepoint.com\)](#)**), applies to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. The load may be either animate, such as a person or an animal, or inanimate, such as a box or a trolley.
- 18.3. In all cases where Age UK Sutton staff and volunteers have to carry, lift, push or pull items as part of their duties, a risk assessment should be undertaken and recorded to identify unnecessary operations and potential risks. Lifting and moving should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand. The direction which the load is to be lifted should be inspected to ensure it is free of obstructions.
- 18.4. Manual handling operations which involve the risk of injury should be avoided. Employees should not attempt to lift or move a load which is too heavy to manage comfortably but to seek assistance if there is any danger of strain. Training in lifting techniques will be provided for employees if applicable. Employees should not attempt to obtain items which are beyond their reach by climbing or using chairs or other inappropriate makeshift device, appropriate equipment such as a ladder or stepping stool must be used.
- 18.5. Due to the requirements outlined in the *Health and Safety Act (Manual Handling Operations Regulations 1992)* we are unable to lift a person should they have a fall. More importantly, however, because we are not medically trained, we may also be causing more damage after the fall itself. If a member of staff or a volunteer is in a situation where a client or any individual has fallen over, emergency services should be called and the procedure outlined in Appendix M Manual Handling (of a vulnerable adult) should be followed.
- 18.6. Should a client fall over whilst an employee is in attendance then the employee is able to provide a “helping hand” for stability if the client is able to support themselves.

Please refer to **Appendix H Manual Handling** for further information

## 19. Stress Management

19.1. Age UK Sutton recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors. This policy will apply to everyone in the organisation and the CEO and Managers are responsible for the implementation and monitoring the efficiency of the policy and other measures to reduce stress and promote workplace health and safety. Under the *Management of Health and Safety at Work Regulation 1999*, it is Age UK Sutton's policy:

- To identify workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- To provide training for all managers and supervisory employees in good management practices.
- To provide confidential counselling for employees affected by stress caused by either work or external factors.
- To provide adequate resources to enable managers to respond to employees affected by stress.

**Further information about Stress management is found in [Appendix I Stress Management](#)**

## **20. Conflict In The Workplace**

20.1. Conflict in the workplace should be resolved using guidance outlined in the **Bullying and Harassment** and the **Disciplinary and Grievance** policies and procedures or, in the case of volunteers, the **volunteer problem solving procedure**.

20.2. Age UK Sutton must report violent incidents including incidents that may lead to major injury, absence from work, or if the person assaulted or involved in the incident is unable to do their normal work as a result of the incident. **For the policy and procedure for resolving or reporting incidents or serious incidents, refer to the [Incident Management Procedure](#) and the [Serious Incident Policy](#).**

## **21. Alcohol, Drugs Or Substance Misuse**

21.1. Any staff thought to be under the influence of alcohol or drugs may be subject to a disciplinary action in accordance to Age UK Sutton's Disciplinary and Poor Performance Policy. Volunteers thought to be under the influence of alcohol or drugs will be subject to the volunteer problem solving procedure. Should there be a reasonable belief that a member of staff or volunteer is under the influence of alcohol or drugs whilst conducting Age UK Sutton business or activities, they will be asked to stop and leave the premises where they are conducting the activity.

## **22. Infection Control**

22.1. Infection prevention and control is vital to protect staff, volunteers, and participants from the risk of transmissible disease.

22.2. Age UK Sutton has a number of principles to ensure we mitigate the prevention and spread of infection as far as possible:

- No staff or volunteers of Age UK Sutton should undertake the personal care of clients. Personal care includes washing, dressing, intimate care and feeding.
- All staff should follow all guidance outlined in Appendix I Prevention of Infection to ensure any spread of infection is controlled and managed, and ensure that volunteers they supervise are appropriately advised and supervised.
- Staff must follow any emergency guidance issued by Senior Managers and CEO that respond to any emergency situation in the Community (e.g. in the response to the Covid pandemic), and ensure that volunteers are appropriately advised and supervised.
- The Senior Management Team and the CEO must be informed if any member of staff, volunteer or participant suspects they have diagnosed as having a contagious disease which may be passed to others in everyday occurrences. If the employee or volunteer is diagnosed as carrying a contagious disease, medical advice should be sought before continuing any employment service.

22.3. Once the member of staff or volunteer has sought medical advice, they should inform their line Manager of the circumstances and discuss the implications with them. Their individual confidentiality and dignity will be respected and details of their condition will not be revealed to any third party without their agreement unless there is a significant risk to a third party. Age UK Sutton will take appropriate care to prevent cross infection or contamination in the workplace.

22.4. Where a participant is diagnosed with an infectious disease, appropriate risk assessments will be carried out, and information shared if appropriate, ensuring that the person's dignity and confidentiality is respected.

**For more information please refer to [Appendix J Infection Control](#)**

## **23. COSHH**

23.1. Age UK Sutton is required to carry out an assessment under the *Control of Substances Hazardous to Health (COSHH) regulations 2002* in order to assess the workplace risk to health from substances used on their premises, and to prevent and adequately control those risks.

23.2. A hazardous substance can be liquid, solid, dust powder, or gas which can damage health when it comes into contact with skin or eye; enters the body through the skin; is breathed in, swallowed or transferred via contaminated hands. To comply with the COSHH regulation, the following steps are to be taken:

- Identify the hazardous substance present.



- Consider the risks they present to people's health if the risk is significant.
- Decide who might be harmed or if others might be affected indirectly.
- Evaluate the risk arising from the hazard and decide whether existing control measures are adequate or if more should be done.
- Record findings and arrange for details to be inserted into the health and safety manual and inform all staff and volunteers.

23.3. Assessments should be reviewed annually or until new guidance is given whichever is sooner. Staff and volunteers who need to use certain substances and chemicals will be required to comply with the following procedures:

- To use substances and chemicals in accordance with the manufacturer's instructions. If in doubt, do check before use with immediate manager.
- To use protective clothing, footwear, gloves, masks and eye protection as appropriate.
- To clean any spillage or soiling of such substances in appropriate manner
- To report any accidents or injuries to immediate line manager.

23.4. Should hazardous substances be used during the course of service delivery then any accidents or spillages should be notified immediately to the line manager

## **24. RIDDOR**

24.1. The *Reporting of Injuries and Dangerous Occurrences Regulations 1995 (RIDDOR)*, place a legal obligation on Age UK Sutton to externally report such incidents.

24.2. The CEO will be responsible for overseeing the investigating, recording and reporting accidents and incidents (including violence, deaths and diseases) at the Age UK Sutton premises and projects:

- Recordable dangerous accidents and incidents under RIDDOR must be reported to the CEO immediately.
- The CEO will take the appropriate action (The Board of Trustees action may be used if appropriate) to record under RIDDOR legislation.
- A record of any reportable injury, disease and or dangerous occurrences must be kept. This must include the date, time and place of the event; personal details of those involved and a brief description of the nature of the event or disease. Reporting can be submitted online through the Health and Safety Executive website <http://www.hse.gov.uk/riddor/online.htm>

## 25. Medication

25.1. Although Age UK Sutton is dedicated to providing the best possible support to our clients in any service, we are not legally able to help administer any medication to our clients. Failure to comply with rules regarding this may result in disciplinary action.

25.2. A service is required to be CQC Regulated to provide medication administration to clients. As Age UK Sutton does not offer any regulated services we are not legally able to administer any medication to any client. Guidance on this is given in induction to all staff and for volunteers in relevant roles and training is refreshed regularly.

25.3. If clients ask for help taking or administering medication (including for example, preparing medication), our staff and volunteers should decline and call their line manager for a course of action to support the client to manage self or professional administration of medication.

## 26. Health And Safety Training

26.1. Health and safety training is a priority for all staff and volunteers, and training is an integral part of an effective health and safety programme. It is essential that every member of staff and volunteer is trained in safe working practises and procedures to perform their role safely. Training will include the instruction on the safe use of equipment and all related health and safety issues such as First Aid and Risk Assessments. All staff and volunteers will undergo induction training relevant to their specific role and responsibilities at the commencement of their work, and is to be retaken on an annual basis.

## 27. General Safety Rules

- Staff and volunteers must be aware of and adhere to Age UK Sutton's policy and procedures on health and safety.
- Staff and volunteers must report immediately of any unsafe working practices or conditions, and areas where risk could emerge, to their line manager or to the CEO.
- Acts which might jeopardise the health and safety of any other person, for example but not limited to practical jokes, horseplay, or using inappropriate materials or equipment for the sake of speed or cost saving are forbidden.
- Staff and volunteers whose level of alertness have declined due to ill health, fatigue, alcohol or drugs may affect the health and safety of co-workers or other people in contact at the workplace. They will not be allowed to work until condition is fit to work. This may require the advice of their General Practitioner or other professional medical consultant and Age UK Sutton reserves the right to request relevant assessments.
- No staff and volunteers should undertake a task which appears to be unsafe
- No staff and volunteers should undertake a task until they have received adequate safety instruction and are then authorised to carry out the task.
- All waste materials must be disposed of carefully in the receptacles provided and in such a way that they do not constitute a hazard to other people.



- All materials, equipment and tools must be used safely and when not in use must be kept properly and securely according to manufacturer's guideline and organisational rules.
- Appropriate protective clothing must be worn as and when required for example relevant PPE as directed by management.

Appendices (filed separately in the Policies folder):

- App A: Health and Safety Responsibilities
- App B: Health Safety and Welfare
- App C: Risk Management
- App D: Emergency procedures and Fire Safety
- App E: Home visits and personal safety procedure
- App F: Driving
- App G: Display Monitoring and VDU
- App H: Manual Handling
- App I: Stress Management
- App J: Infection Control

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