

HEALTH & SAFETY POLICY AND PROCEDURES

1. Introduction

1.1 This document is intended to outline the responsibilities, systems and processes required to ensure that Age UK Wigan Borough (AUK WB) meets its responsibilities for the health and safety of trustees, staff, volunteers, service users, contractors and visitors.

1.2 Nothing in this policy will contravene the effective implementation of the Equality, Diversity and Inclusion policy (P15/08) of AUK WB. The organisation will seek to implement all relevant legislation and develop best practice in equality and diversity and other organisation policies will support this objective.

1.3 The following policies also relate to health and safety issues and should be read in conjunction with this policy:

- Alcohol drugs and solvent abuse (P72/15)
- Emergency procedures for company vehicles (P63/08)
- Food hygiene (P19/08)
- Homeworking (P89)
- Lone working and personal safety (P29/08)
- Managing stress at work (P91)
- Menopause (P90)
- Safeguarding adults (P41/08)
- Safeguarding children (P64/10)
- Smoking (P43/08)
- Transporting service users in private vehicles (P83)
- Unacceptable Behaviour in the Workplace (P48/08)

1.4 This policy and procedures do not form part of any contract of employment or other contract to provide services and we may amend it at any time.

2. Policy Statement

2.1 Age UK Wigan Borough (AUK WB) recognises its duty to comply with Health and Safety legislation, including the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999. We also recognise that good standards of health, safety and welfare are an integral part of good management.

2.2 AUK WB will, as far as is reasonably practicable:

- Provide effective leadership and adequate resources to ensure safe and healthy working conditions;
- Clearly defining roles and responsibilities so that all members of the organisation are clear about the contribution they are expected to make to

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secure their own health, safety and welfare and that of others who may be affected by their acts or omissions.

- Carry out risk assessments and review them on a regular basis, acting on the finding by implementing sensible and proportionate control measures
- Implement a safety management system and associated arrangements, including consulting employees to secure continuous improvement.
- Provide and maintain systems of work which are safe and without risk to health;
- Provide personal protective equipment where required to ensure the role is carried out safely;
- Establish arrangements for the use, handling, storage and transport of articles and substances provided for use at work, which are safe and without risk to health;
- Provide employees with such information, instruction, training and supervision as is necessary to secure their safety and health at work and that of other who may be affected by their actions;
- Arrange for health surveillance to be carried out, where required;
- Ensure that all machinery/ equipment is maintained in a safe condition;
- Ensure there are clear evacuation procedures in case of fire or other incident;
- Monitor safety performance to maintain agreed standards.

2.3 To ensure that this policy is effective AUK WB will:

- Review the policy regularly and on significant changes in our business;
- Make any such changes known to employees;
- Maintain procedures for communication and consultation between all levels of staff on matters of health, safety and welfare;
- Report to external authorities when necessary.

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3. Roles and Responsibilities

3.1 Board of Directors

- To agree the overarching Health and Safety Policy and Procedures;
- To receive an annual report on health and safety performance and ensure that that is satisfactory;
- To review serious incidents or concerns raised by monitoring to ensure that they have been reported appropriately, including to the Health and Safety Executive, Age UK and to the Charity Commission and to ensure that appropriate remedial action has been taken.

3.2 Chief Executive Officer

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- Overall responsibility for implementation of H&S policy, strategy and actions;
- To ensure that effective systems are in place to support implementation;
- To ensure that consultation is undertaken through regular meetings of the staff consult group.

3.3 Central Services Manager (CSM)

- To review Health & Safety Policy on a regular basis and make any recommendations for change;
- To regularly review sources of information to ensure that AUK WB remains up to date in health and safety matters;
- To develop a schedule of risk assessments and ensure that they are kept up to date providing support as required;
- To provide frameworks within which effective risk or COSHH (Control of Substances Hazardous to Health Regulations 1992) assessments can take place;
- To review safety systems and work with line managers to develop safe systems of work;
- To ensure line managers and staff receive appropriate training to undertake their health & safety responsibilities within the policy;
- To ensure PAT (Portable Appliance Testing) occurs for all electrical equipment;
- To ensure safety training records are maintained for all staff and volunteers;
- To monitor accidents /accident recording across the organisation and ensure any remedial action is taken in relation to any commonly occurring accidents;
- To ensure that RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) reporting is undertaken as required;
- To maintain the Health and Safety noticeboard.

3.4 Line Managers

- To review current risk assessments with teams and individuals, annually, when work activities change or when additional safety risks are raised by staff or volunteers, whichever is the soonest;
- To undertake new risk assessments when the need is identified;
- To communicate the outcomes of risk assessment to their team or individuals;
- To take any remedial action required to eliminate or minimise risks;
- To notify key outcomes of risk assessment to CSM, outlining any additional support required to eliminate or minimise risk;
- To work with their teams to identify any specific machinery and equipment maintenance requirements;
- To ensure that essential maintenance is carried out effectively in accordance with agreed schedule;
- To work with their teams and individuals to identify all substances needing a COSHH assessment and to notify the CSM;

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- To effectively supervise employees, students and volunteers, including checking if they have any health and safety issues during performance review sessions;
- To ensure all employees, students and volunteers within their teams have access to relevant health & safety information;
- To undertake workplace induction, including health & safety for new employees, students and volunteers;
- To identify health and safety related training needs for staff and volunteers;
- To undertake return to work interviews;
- To report any accidents that have occurred in relation to members of their team to the CSM. Where required to undertake investigations.

3.5 Fire Marshals (A list of representatives is displayed on the notice board)

- To work with CSM, to undertake annual fire risk assessments and to carry out procedures identified through fire risk assessments;
- To ensure that site fire doors are kept closed and escape routes are kept clear;
- To co-ordinate and supervise emergency evacuation procedures;
- **To ensure the Emergency Services are informed in the event of fire;**
- To assist with Fire evacuation procedures in the event of a fire;
- To undertake roll call following site evacuation to ensure everyone in the building is accounted for;
- To liaise with Groundwork as required following site emergency evacuation;

3.6 First Aiders (A list of representatives is displayed on the notice board)

- To identify First Aid requirements for the site, liaise with CSM regarding training requirements and ensure site first aid boxes are maintained;
- To provide First Aid following an accident, ensuring an ambulance is called if required;
- To notify CSM of any accidents or incidents occurring, completing accident or near miss reports.

3.7 All employees

- To take reasonable care of their own health and safety, and that of others who may be affected by their acts or omissions at work;
- To ensure that the environment is free of waste, trip and slip hazards but maintaining good housekeeping standards and proper waste disposal;
- To co-operate with others in the organisation to fulfil our statutory duties;
- Not to interfere with, misuse or wilfully damage anything provided in the interest of health and safety;
- To report any health and safety concerns;

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- To inform AUK WB of health issues that may affect their ability to perform their role;
- To comply with all health and safety policies and procedures.

4. Consultation with employees

4.1 Consultation with employees is provided through a variety of means, including team meetings, open staff meetings and via the staff consult group.

5. Monitoring

5.1 To check our working conditions and ensure our safe working practices are being followed AUK WB will actively:

- Carry out regular inspections of sites (CSM)
- Submit annual Health & Safety reports to Board (CEO)
- Carry out spot check visits (CSM)
- Investigate any accidents or health and safety related absences that occur (Line Managers, CSM)
- Review safety systems (CSM)
- Keep up to date risk assessments (Line Managers /CSM)

6. Risk Assessment

6.1 Risk assessments are carried out for all activities which are regular features of working within AUK WB. The CSM will provide risk assessment templates to staff undertaking risk assessments and copies of all risk assessments should be given to the CSM.

6.2 Risk assessments will be carried out for the following activities and will be reviewed annually. This is not an exclusive list and other areas may be identified:

- COSHH (Substances hazardous to health);
- Workstations/ Display screen equipment (if staff/volunteers use it for more than three hours a day), in the office and for home workers
- Fire risk for each premises
- Lone workers
- Office risks for each premises
- Pregnant workers
- External venues
- Service user home visits
- Service specific hazards
- Staff /volunteers with health issues

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- People at special risk if there is a fire (in order to draw up a Personal Emergency Evacuation Plan)

6.3 Six steps to risk assessment should be taken:

- Look for hazards (i.e anything that could cause harm)
- Decide who might be harmed and how
- Assess the risk by considering the existing precautions
- Identify any additional precautions that can be taken and if necessary, re-assess the risk
- Record the findings
- Review the assessments

6.4 Assessments will be reviewed every 12 months, when the work activity changes or when concerns are raised by members of staff, whichever is the sooner. Normally they would include staff input where they are involved in the activity or risk.

7. Safe machinery, equipment and vehicles

7.1 The responsibility for identifying all machinery/equipment maintenance and for ensuring effective maintenance procedures (including vehicle licencing, MOTs etc.) are in place and implemented will be Line Managers. This will be reported to the Finance Manager who will keep a central log.

7.2 Staff will report any problems with machinery/equipment to Line Managers. Line Managers will be responsible for checking that all new machinery/equipment meets relevant health & safety standards prior to purchase.

7.3 Any new equipment will be notified to the CSM (for Equipment Maintenance logs) and Finance Manager (for Fixed Asset Register).

8. Safe handling and use of substances

8.1 The Central Services Manager will co-ordinate COSHH assessments across the organisation. The responsibility for ensuring that all relevant employees are kept informed about the COSHH assessment will be Line Managers.

8.2 The responsibility of checking that new substances can be used safely before they are purchased will be the Manager responsible for purchasing the item. All new substances will be reported to the Central Services Manager.

8.3 COSHH Assessments will be reviewed every 12 months, when work activity changes or when concerns are raised by members of staff/volunteers whichever is the soonest.

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8.4 Any hazardous items will be identified and storage arrangements agreed appropriate for the work environment.

9. Information, instruction and supervision

9.1 The Health & Safety Law poster is displayed prominently at the office. There is also a health and safety noticeboard which is kept up-to-date by the CSM. Health & Safety advice is available from Line Managers and the CSM.

9.2 The responsibility of ensuring that AUK WB employees working externally are given relevant Health and Safety information will be the designated Line Manager.

10. Competency for tasks and training

10.1 Job specifications will be provided for all staff and regularly reviewed by Line Managers.

10.2 Training, including induction and on the job training, will be identified, arranged and monitored by line managers supported by the CSM. All new staff complete a programme of e-learning within their first three months, which includes relevant health and safety modules. Additional training will be given to staff taking on wider health and safety responsibilities or undertaking roles that require specialist training.

10.3 Training records are kept by the CSM and copies are placed in HR files annually.

10.4 Where there are concerns about a member of staff's safety when performing tasks because of health conditions or a disability, a risk assessment will be undertaken and reasonable adjustments made. If appropriate, a referral for occupational health support will be made.

10.5 Where there are specific tasks which are considered a higher risk to health and safety, a method statement will be developed and shared with the relevant staff.

11. Visitors and Contractors

11.1 Visitors and contractors are expected to co-operate with AUK WB in the implementation of this policy.

11.2 Before employing anyone as a contractor, AUK WB will request a copy of their Employer's and Public Liability insurance and relevant industrial certification or kite marks.

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12. Accidents, first aid and work-related ill health

12.1 Back to work interviews are held by line managers and all back to work documentation retained in the individual's HR file.

12.2 First aid boxes are kept at the office and there are qualified First Aid staff available. A list of first aiders and the location of the first aid box is on the health and safety noticeboard.

12.3 All accidents at work, whether on or off site must immediately and accurately be recorded in the accident book. This includes accidents to employees, volunteers, contractors, visitors and service users.

12.4 When an accident is off-site, the person should contact their line manager as soon as possible so that they can complete the accident book on their behalf.

12.5 All accident reports must then be detached from the book and passed to the CSM who will maintain a central record.

12.6 Any accidents reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) must be notified immediately to the CSM who is the designated RIDDOR reporting officer. In the absence of the CSM, the Chief Executive Officer should be informed.

12.7 Near misses should be reported to the CSM using a standard form.

13. Fire Safety

13.1 It is the responsibility of all employees to prevent a fire by observing the following:

- No smoking is allowed.
- Rubbish should not be allowed to accumulate, particularly around sources of heat and doorways;
- A clear space of one metre should be kept around heaters, light fittings etc.;
- Electrical appliances should be switched off and disconnected at the end of the day, whenever possible;
- Power points should not be overloaded;
- Fire extinguishers should not be used to prop doors open.

13.2 The CSM supported by the Fire Marshal will ensure that an annual fire risk assessment is undertaken. This will include:

- Identifying any hazards and actions to reduce the risk;
- Ensuring fire exit routes and doors are clear of obstruction;
- Ensuring internal fire doors are kept closed;

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- Ensuring fire safety signs are displayed in appropriate positions;
- Ensuring fire extinguishers have been checked.

13.3 If a fire is discovered, the following procedure must be followed:

- Break the glass of the nearest fire alarm.
- In the event of an electrical fire, turn off the power supply to the item if possible, without endangering yourself.
- Evacuate the building.
- Call the fire brigade, giving the full name and address of the organisation and specifying the location of the fire within the building.

13.4 All employees, volunteers and students will be trained by the Fire Marshal on what to do in the event of a fire as part of their induction. The designated assembly point is by the Unite office. Fire drills will be undertaken by Groundwork at least annually.

13.5 All staff, volunteers and visitors are required to sign in and out of the premises. In the event of an emergency, members of staff are required to ensure that visitors are escorted from the building.

13.6 Fire extinguishers are provided by Groundwork and regularly maintained. However, employees are not expected to fight fires – the priority is to raise the alarm and evacuate the building. Extinguishers should only be used if there is immediate personal danger and you have been trained in their correct use.

14. Manual Handling

14.1 Manual handling should be reduced to the lowest reasonable level. This will be achieved through:

- Eliminating the need for manual handling wherever this is reasonably practicable;
- Assessing all manual handling tasks where there is a risk of injury;
- Monitoring accidents involving manual handling and reviewing procedures if necessary;
- Providing appropriate equipment to assist with manual handling.

14.2 Staff who undertake manual handling will be required to complete an e-learning course within the first three months of their employment.

14.3 Staff should let their team leader know if there are any concerns about manual handling.