



SUTTON COMMUNITY TRANSPORT

SCT Health & Safety Policy Part 1 of 4

Health and Safety Policy & Code of Practice

HEALTH AND SAFETY POLICY & CODE OF PRACTICE

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AIM OF POLICY

AIM

TO OUTLINE SCT'S STATUTORY OBLIGATION AND COMMITMENT TO THE HEALTH, SAFETY AND WELFARE OF ITS EMPLOYEES, VOLUNTEERS AND CUSTOMERS.

OBJECTIVES

- To outline legislative framework
- To provide statement of intent
- To outline areas of responsibility within the organisation
- To clarify procedures and arrangements
- To provide guidelines on carrying out policy and provide standard forms for assessments

NB All procedures outlined in this document also apply to our volunteer drivers and PAs.

SECTION 1 - STATEMENT OF INTENT

Sutton Community Transport (SCT) recognises and accepts its responsibilities to maintain and develop high standards of health and safety for its employees in all its workplaces and working environments. SCT also wishes to maintain its commitment to the welfare of its employees and to ensure that health and safety standards apply to everyone who uses its premises and is or may be affected by its working operations.

SCT will take all reasonable steps to meet its health and safety responsibilities, paying particular attention to the provision and maintenance of:

- I. plant, equipment and systems of work that are safe
- II. safe arrangements for the use, handling, storage and transport of articles and substances
- III. sufficient information, instruction, training and supervision to enable all employees to avoid hazards and contribute positively to their own safety and health at work
- IV. a safe place of work and safe access to it
- V. a healthy working environment
- VI. adequate welfare facilities
- VII. the workplace is compliant with the Disability Discrimination Act (DDA)

The Management Board through the SCT Chief Executive has overall responsibility for ensuring that SCT as an employer meets all its health and safety responsibilities. The Chief Executive, in addition to his/her other responsibilities must be satisfied that other managers are maintaining and developing adequate health and safety arrangements.

Employees, in accordance with the duties placed on them under the Health and Safety at Work Act 1974, must take care of their own safety and that of other workers and co-operate with SCT to enable it to fully meet its own responsibilities.

In order to ensure the fullest possible involvement of all employees in health and safety matters, SCT will co-operate fully in the appointment of safety representatives by recognised trade unions and will provide them with sufficient facilities to carry out their role. SCT will also co-operate in the operation of joint consultation arrangements.

A Health and Safety at Work leaflet will be issued to all staff and a copy of this document will be in the Staff Handbook. Health and Safety at Work posters are displayed throughout our premises.

PART 2. ORGANISATION AND RESPONSIBILITY

MANAGEMENT BOARD

The Management Board has the overall responsibility for ensuring organisational compliance with relevant health and safety legislation and good practice in line with this policy and it will appoint a Trustee as Health and Safety representative. Through bi-monthly Management Board meetings it's members must ensure that they are fully informed of any health and safety issues and incidents, and that issues raised are dealt with appropriately and action taken by relevant officers.

CHIEF EXECUTIVE

The Chief Executive has day to day responsibility for the implementation of the Health and Safety Policy by SCT employees and within SCT premises on behalf of the committee. In particular s/he will be given delegated responsibility for:

- ensuring that regular safety inspections and risk assessments are conducted in premises utilised by SCT and associated projects
- ensuring that working environments are healthy and safe
- ensuring that all equipment is maintained and safe for use at all times
- ensuring that all staff have the necessary training and induction relating to health and safety and are issued with a copy of this policy statement and understand its content
- investigating, reporting and recording all incidents and accidents
- ensuring that the Health and Safety at Work poster is displayed at all times
- ensuring that the public and employee liability insurance certificate is displayed at all times
- ensuring that the Management Board's attention is drawn to new legislation on health and safety on a timely basis
- arranging public and employee liability insurance ensuring that it is current at all times and displaying the certificates on the staff notice board
- the appointment of a staff member responsible for Health & Safety issues who will report to the Chief Executive and the nominated trustee.

HEALTH AND SAFETY OFFICER

The named Health and Safety Officer will conduct the following duties, report to the Chief Executive and be responsible for:-

- Conducting risk assessments on premises utilised by SCT on an annual basis using the standard form. Identified areas of risk must be recorded on the form and a clear plan formulated to deal with problem areas. This must then be agreed with the Chief Executive and results reported at the following Management Board meeting.
- ensuring that working environments are safe and healthy at all times
- ensuring the maintenance of equipment and report faults to the CEO
- issuing new staff and volunteers with the Health and Safety leaflet, ensuring that they have read and understood its contents. Ensure that new staff and volunteers have signed the required induction form indicating they have received and have understood the policy
- ensuring that accident books and incident reports are kept centrally and are accessible to the Chief Executive and Management Board as required
- keeping up to date with new health and safety legislation and policy nationally and at EC level informing the Chief Executive and Management Board
- attending necessary training in health and safety as required
- ensuring that SCT has the appropriate number of qualified first aiders in line with statutory obligations at all times

- ensuring that the first aid box is fully stocked and accessible at all times.

QUALIFIED FIRST AIDERS

The First Aiders are responsible for dealing with accidents and incidents of ill health with employees, volunteers and visitors to SCT offices.

The First Aiders will:

- deal with accidents and ill health in line with training received
- refer for medical/hospital consultation where deemed necessary
- complete necessary paperwork recording the incident including Accident Book and RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 F2508) forms where necessary
- inform the Health and Safety Officer of occurrences
- wear protective gloves and masks as required when dealing with incidents
- carry out procedures as covered in their training

PROCEDURE IN THE EVENT OF AN ACCIDENT

In the event of an accident resulting in injury or damage, the following steps should be taken: -

- I. In the case of injury the appointed person should administer first aid. If in any doubt about the nature and extent of the injury the person should be referred to their GP or taken to hospital.
- II. All details regarding the incident should be recorded in the Accident Book within 48 hours. The Accident Book is kept with the first aid box in the office.
- III. In case of damage to clothing or property, report the accident to the appropriate manager who will refer any claim to the Chief Executive.
- IV. If an employee is absent from work for more than three days as a result of an accident (or as a result of violence) at work a RIDDOR (RIDDOR '95 means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into force on 1 April 1996.) report should be completed and sent to the local health and safety office. In the event of a death or serious injury it should be reported forthwith to the relevant enforcing authority. If something happens that could have resulted in a reportable injury, then it may be a dangerous occurrence. Details relating to RIDDOR can be found at www.riddor.gov.uk and the form can be completed online.

First Aid Box: Stored in the Office and also on each minibus.

Accident Book: Stored by the Office

All incidents must be reported immediately to the Chief Executive or Health and Safety Officer, who will investigate and conduct an appropriate risk assessment in order to identify improvements and future prevention. Each investigation shall be reported to the Executive at the next available meeting.

FIRE

All staff, volunteers and those attending the SCT meeting room must be informed of the fire procedures. Staff and volunteers must have the procedure explained, equipment identified on the first day of employment/volunteering. An induction sheet must be signed stating that they have had the procedure explained and have understood fully. Those carrying out the induction must be confident that new staff members have fully understood the procedures; giving opportunity to think about and ask questions where necessary, before requesting their signature.

All equipment must have appropriate maintenance contracts. The maintenance cost of extinguishers and fire alarm is covered as part of our lease.

Procedure in case of fire

If you discover a fire:

- I. Operate the fire alarm immediately by breaking the glass on the fire call point and pushing the button
- II. DIAL 999, give the operator your telephone number and ask for Fire Service
- III. When the Fire Brigade reply give the name and address of the premises slowly and clearly

DO NOT REPLACE THE RECEIVER UNTIL THE FIRE BRIGADE HAS REPEATED THE ADDRESS.

On hearing the fire alarm:

- I. Leave the building by the quickest available route
- II. Do not stop to collect personal belongings
- III. Go to the fire assembly point – on the pavement outside the kitchen area of the day centre.
- IV. Do not leave the assembly point until told to do so by the Health and Safety Officer at the Day Centre.
- V. Do not return to the building until told to do so by the Fire Brigade, Health and Safety Officer.

INSURANCE

All premises occupied by SCT personnel must have public and employee liability insurance. A copy of the certificate must be displayed in the premises according to HASAWA 1974 regulations at all times.

VDU OR DISPLAY SCREEN EQUIPMENT

SCT will ensure the adherence to the 1992 Display Screen Equipment Regulations. SCT will as far as possible ensure that all workstations comply with standards laid down and follow these guidelines. All new equipment purchased will be placed upon suitable desks and workstations offering wrist support, suitable distance from screen and foot rests.

Those employees who spend the majority of their working day at display screen will be entitled to have the cost of an eye test funded by SCT every two years. SCT will not contribute to the cost of spectacles or contact lens.

INDIVIDUALS WITH SPECIFIC NEEDS

SCT is committed to providing a safe and healthy environment for all. We acknowledge that certain individuals have specific needs and these will be considered when developing policies and procedures for health and safety.

PREGNANT WOMEN

The European Directive amended to the Management Regulations on 1st December 1994 requires employers to take particular attention to risks that could affect the health and safety of expectant or new mothers and their babies. We acknowledge that pregnant workers are especially at risk from manual handling activities and other potential risks such as long working hours, unrealistic targets, and other factors inducing stress. SCT is committed to making reasonable adjustments in order to avoid these risks.

PEOPLE AFFECTED BY DISABILITY

The Disability Discrimination Act 1995 defined disability and introduced new laws relating to ending the discrimination that many people with disabilities face in their day to day lives. The employment provision of the Act came into force in December 1996. This only affects employers with more than 20 employees. Although this legislation does not apply to SCT the organisation is committed to the principles of the regulations. SCT will therefore strive to make reasonable adjustments to ensure the working conditions are suitable for staff and volunteers with a disability.

VIOLENCE TOWARDS STAFF AND VOLUNTEERS

SCT acknowledges that many of its staff and volunteers are working directly with the public and all sections of the community and may therefore be at risk of threats or violence. SCT does not underestimate the effect that verbal abuse; threats or actual violence can have on staff and volunteers. Training, advice and support for those at risk or affected by such events will be provided to help alleviate the effects of violence and verbal aggression.

SCT acknowledges its legal obligations to: -

- Report all incidents, which lead to major injury, three days absence from work, or if the person assaulted or involved in the incident is unable to do their normal work for three days as a result of the incident under RIDDOR Regulations.
- To carry out systematic risk assessment and record significant findings under the Management of Health and Safety at Work Regulations 1992.
- To provide a procedure document to cover lone working and the treat of violence to staff and volunteers

To this end SCT will include the threat of violence in their risk assessment procedures. If the threat of violence arises from this assessment SCT will take the following steps: -

- Look at potential hazards
- Determine who can be harmed
- Develop procedures to eliminate or reduce risk of hazard
- Record all findings and action taken informing all staff and volunteers and reporting to the Management Board.
- Review procedures regularly.

COSHH REGULATIONS

Under the Control of Substances Hazardous to Health (COSHH) Regulations 1994, all workplaces with employees must carry out an assessment relating to the risks from substances at the workplace.

Hazardous substances can be liquid, solid, dust, powder or gas, which can damage health when it; comes into contact with skin or eyes; enters the body through the skin; inhaled, swallowed or even transferred to the mouth via contaminated hands.

SCT will strive to prevent employees being exposed to hazardous substances by using less harmful substitutes or different methods of working to reduce risk. This also links in with the organisation's commitment to LA21 sustainable business principles.

To this end SCT will include risk from hazardous substances in their risk assessment procedures. If risk from hazardous substances arises from this assessment SCT will take the following steps:

- Look at potential hazards
- Determine who can be harmed
- Develop procedures to eliminate or reduce risk of hazard
- Record all findings and action taken informing all staff and volunteers and reporting to the Management Board.
- Review procedures regularly.

RISK ASSESSMENT

Risk assessment is a requirement of the Management of Health and Safety at Work Regulations 1992. All risk assessments must be recorded.

For SCT the risk assessment will involve: -

- Identifying the hazards resulting from the organisations activities
- Assess the likelihood of injury to health occurring as a result of exposure to the identified hazards
- Evaluate the likely severity of the outcome
- Eliminate the hazards if possible, or else reduce them to the lowest level of risk that is reasonable practicable.

SCT will carry out a risk assessment annually and review as required throughout the year. The assessment will be recorded on the standard form along with action taken. Attached is a possible template for risk assessment. This information will be passed to staff and reinforced through supervision. Volunteers will be passed information through supervision. The results of the risk assessment will be discussed at the following Management Board and approval sought for expenditure where required. In cases where a high-risk rating is allocated and urgency required, the Chief Executive will seek approval from the Chairperson to take appropriate action.

MANUAL HANDLING

A risk assessment must be carried out under the Manual Handling Operations Regulations 1992 in all cases where employees have to carry, lift, push or pull items as part of their employment.

The majority of SCT operations do not include manual handling that involves a risk. Although on occasions there are activities which do such as moving conference room furniture, carrying boxes of publications etc. These cannot be avoided and therefore SCT is committed to reducing the risk of injury. SCT will include manual handling operations as part of its risk assessment and those activities, which are identified as having a risk, if possible will be avoided. If this is not possible appropriate information, training and safe systems of work will be provided to minimise risk.

SAFE AND HEALTHY WORKING ENVIRONMENT

SCT is committed to the principles of The Workplace (Health, Safety and Welfare) Regulations 1992 protecting employees health from long term illness; their safety by protection from immediate danger and their welfare by providing facilities for personal comfort.

Health aspects will be addressed by ensuring: -

- that adequate ventilation is provided in the office environments
- reasonable temperatures(at least16C)
- suitable lighting
- clean floors, walls, furniture, windows and fittings
- adequate seating
- no undue reaching bending or stretching
- enough space for each person

Safety will be addressed by:-

- safe premises
- suitably maintained equipment
- space for safe movement of persons – including those affected by disability
- safe storage of all materials and goods

Welfare will be addressed by the following: -

- sufficient number of toilets for the number of people
- suitable washing facilities with hot and cold water, soap and towels
- accessible drinking water
- suitable facilities for eating and resting
- SCT operates a non-smoking policy in all its premise

STRESS MANAGEMENT

- Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work, and cause major disruptions to the organisation.
- Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.

- SCT will do all it can to eradicate problems relating to stress at work.
- SCT will ensure that all policies, working practices, conditions of employment etc. do not contradict with the above statement.
- Employees should become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others.
- Employees must respect other members of staff, and ensure that interpersonal conflicts are avoided or dealt with sensibly.
- Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.
- Employees should participate with [organisation name]'s intention to maintain a co-operative, supportive workplace environment.
- If an employee is suffering from stress at work, they should discuss this with their manager at the first opportunity. Where practicable and reasonable, SCT will seek to provide assistance to the employee.

KEY RESPONSIBILITIES

A list of the names of the Trustees, Chief Executive, Health and Safety Officer and First Aiders is available in the SCT Office and is reviewed annually.

RISK ASSESSMENT

The standard risk assessment form should be used on all occasions whenever an assessment is conducted. The category of risk should be assessed carefully using the following coding system: -

- I. High risk of serious injury, physical harm, death.
- II. Medium risk of injury, physical harm, verbal abuse, threat of violence and aggression.
- III. Low risk of injury, physical harm, verbal abuse, threat of violence and aggression.

Those activities falling within category 1 should be stopped immediately. If these activities are core areas of SCT work then alternative methods should be found. Those activities falling into this category should be reported to the Management Board Chairperson within 48 hours.

Those activities falling into category 2 should be addressed and steps taken to reduce the risk. A time-scale of two months should be set to address these issues.

Those activities falling into category 3 should be explored to see if alternative ways of working could be found in order to reduce risk. Action must be taken and reported to the Management Board at the next available meeting.

The SCT Risk Assessment **must** cover: -

All risks including:-

- COSHH
- Threat of violence or aggression

All assessments must be signed by the person conducting the assessment and counter signed by the Chief Executive before being forwarded to the next Executive. This will ensure that all responsible parties consider assessed risk and appropriate action.

Risk Assessments must be completed annually.

COSHH ASSESSMENTS

COSHH assessments must be completed annually as part of the risk assessment. All substances identified as being a risk to health and welfare must have an information sheet completed attached to this policy as an appendix and copied to the staff member who uses the substance. If protective clothing is required for its use SCT must supply this immediately.

Dealing with an Incident

Plan Ahead

If you anticipate that a meeting or an enquiry may involve aggression and violence of any kind:

- Have another member of staff sit in with you or,
- Have another member of staff stand outside or near the door so they can intervene if necessary, or leave the door open if appropriate.
- Remember to think carefully about your position and safety in the room before starting. Place yourself nearest the exit and do not let yourself become cornered.
- If you are in a place where a number of people are gathered:
- Draw the potentially aggressive or violent person aside to a less stimulating, more private environment, but see above first.
- Ask other people to leave the room

Recognise any triggers for the individual to become violent and aggressive and take appropriate action.

- Remove possible weapons from the area discreetly
- Do not invade the other person's personal space, avoiding physical contact
- Monitor your own self control
- In the build-up to a possible incident, potentially violent people can be frightened by their own potential for violence and respond to fear of others. Be aware of your self-control mechanism. Aim for:
 - A relaxed body posture
 - A firm, clear, quiet, calm voice at a steady pace
 - Good, but non-confrontational eye contact indicating a willingness to communicate
 - Short clear statements

During an Incident

DO NOT PUT YOURSELF AT UNNECESSARY RISK AND BE PREPARED TO ESCAPE/RUN AWAY IF NECESSARY. GET OTHER STAFF, CUSTOMERS AND PEOPLE OUT OF HARMS WAY.

Be aware of your level of skills, experience and training. Do not attempt to intervene in an incident where you will be at risk.

CALL THE POLICE IF NECESSARY

If actual violence is impending, has occurred, or is continuing, be prepared to call the police. Don't hesitate too much over this – err on the side of caution. But be clear about what you want the police to do:

- To remove the person
- To restore order/or maintain safety
- To witness and support action taken by staff
- To investigate, if a crime appears to have been committed

**DO NOT PUT YOURSELF IN A POSITION FROM WHICH YOU CANNOT ESCAPE
DO USE METHODS OF CALMING AND DISTRACTION TO PACIFY THE PERSON
WHERE THERE IS VERBAL ABUSE**

Be aware verbal abuse can lead to physical abuse. Be clear what is and is not acceptable and ensure that the person is aware of this boundary

WHERE THE ATTACK IS ON AN OBJECT

Do not attempt to intervene, as you are more important than the furniture! Keep a safe distance

Immediately Following an Incident

Ensure the physical well being of everyone concerned: -

- Is first aid needed?
- Does anyone need hospital attention?
- Ensure that anyone who needs to, is advised to visit their GP
- Staff and volunteers may need to go home – do they need to be accompanied?

ENSURE THE SAFETY OF OTHER PEOPLE

Where has the person gone? If they have left the building are other persons at risk – who needs to know about the incident?

If the person is still in the building, what is their current mental state? Just after an incident they may still be in an aroused state, and may 'blow-up' again. Ensure they are not provoked and that their environment is not over stimulating.

ENSURE THE EMOTIONAL WELL BEING OF EVERYONE CONCERNED:

- Allow time to talk and to wind down
- If appropriate, offer reassurance
- Give people who are silent or quiet the chance to speak, as well as those who are more articulate
- Be aware that some people, although not directly involved in an incident, may still feel distressed – perhaps because of their own, earlier experiences of violence and aggression

Inform the Chief Executive at the earliest opportunity

Record the incident in the accident book and other appropriate places. Records should be factually accurate. Record the time, place, those involved, sequence of events and action taken after the event. Choose words with care in case of future legal cases.

If deemed appropriate the Chief Executive will convene a sub committee to examine the incident. This will explore the course and circumstances of the event, the needs of staff and volunteers involved, liaison with other agencies, what information should be made public about the incident and also the emotional support and training needs of the staff.