



**lifeworks**

Learning disability champions

Lifeworks Charity Limited

## **Health and Safety Policy and Procedures**

September 2022

Notice to staff using a paper copy of this guidance, the Intranet holds the most recent version of this guidance. Staff must ensure they are using the most recent guidance.

Owner: Health and Safety Lead

## Policy Information Chart

<b>Title</b>	Health and Safety Policy and Procedures v1
<b>Document purpose/summary</b>	To define the responsibilities, procedures and rules that Lifeworks manages the health and safety hazards and risks associated with our business, premises and activities.
<b>Owner</b>	Health and Safety Lead
<b>Policy Department</b>	Health and Safety
<b>Ratification date</b>	September 2022
<b>Review date and frequency</b>	Annually, or earlier if there is a change in evidence
<b>Consultation process</b>	SLT PLP (Health and Safety Consultants)
<b>Ratified by</b>	Board of Trustees
<b>Target audience</b>	All Lifeworks Staff
<b>Circulation</b>	Electronic: Intranet Written: Upon request to the Policies Administrator Please contact the Policy Administrator if you require this document in an alternative format.
<b>Equality analysis checklist completed</b>	Yes
<b>References/sources of information</b>	Health and Safety at Work Act 1974 HSE
<b>Associated documentation/cross referenced policies</b>	<b>Health and Safety Policies:</b> COSHH Fire Safety First Aid/Accidents and Injuries Display Screen Equipment Immunisation Guidance Moving and Handling Buildings and Maintenance Environmental Safety and Security <b>Find list of associated Security, HR and service area specific policies in section 4.2</b>
<b>Supersedes document</b>	Health and Safety Policy v2

**Executive approval is subject to the understanding that the policy Owner has followed the organisation process for policy ratification.**

## Document Review History

Version no.	Type of Change: Major, minor, none or taken out of use	Date	Author of change	Description of change
1.0	New document	September 2022	Health and Safety Lead	Amalgamation of Health and Safety Policy and Procedures

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## **1.0 Equality, Diversity and Inclusion**

1.1 Lifeworks is committed to encouraging equality, diversity and inclusion among our workforce and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. The Charity, in providing services, is also committed against unlawful discrimination of service users or the public.

## **2.0 Introduction**

2.1 This Health and Safety manual contains our Health and Safety Policy as required by the Health and Safety at Work etc. Act 1974 and it defines the way we manage the health and safety hazards and risks associated with our business, premises and activities.

## **3.0 Purpose**

3.1 Lifeworks Charity Limited are committed to managing health and safety effectively to protect our employees and other persons with whom we interact because we recognise that we have not only a moral and legal duty but also that our employees are our greatest asset.

3.2 Our Health and Safety Policy Statement (section 7.0) sets out our commitment and the objectives we aspire to in managing health and safety. It is signed by the most senior person in our organisation to demonstrate that our commitment is led from the top.

3.3 Our approach to managing health and safety is pragmatic and proportionate and is prioritised according to risk with the objective of maintaining continuous improvement. We accept that we cannot eliminate risk from everything we do but we can manage risk in such a way that exposure to hazards is controlled as far as is reasonably practical.

3.4 We recognise that improvement in health and safety will not happen by chance and that planning to manage using a systematic approach through risk assessment is a necessary first step and an ongoing process. In moving forwards, we will wherever possible eliminate risk through selection and design of buildings, facilities, equipment and processes. Where risks cannot be eliminated they will be minimised by the use of physical controls or, as a last resort, through systems of work and personal protection.

## **4.0 Scope**

4.1 This is an overarching policy, relating to all service areas and staff.

4.2 Some areas of Health and Safety are covered in separate Lifeworks policies. Staff should read this policy in conjunction with other relevant policies to ensure they know and understand the requirements in all areas. These policies are stored on the Lifeworks intranet, in the following folders:

<b>Health and Safety Policies</b>	<b>Security Policies</b>	<b>HR Policies</b>	<b>Service Area Specific Policies</b>
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<p>Overarching Health and Safety Policies:  COSHH  Fire Safety  First Aid/Accidents and Injuries  Display Screen Equipment  Immunisation Guidance  Moving and Handling Buildings and Maintenance  Environmental Safety and Security</p>	<p>Risk Management and Assessment  Crisis Management and Business Continuity</p>	<p>Lone Working and Personal Safety  Alcohol, drugs and Substance Misuse  Flexible Working and Working From Home  Menopause Health and Wellbeing  Use of Vehicles  Environment and Sustainability</p>	<p>Offsite Activities and Visitors  Basic Life Support  Communicable Infections Management  Decontamination  DNACPR  Dysphagia  End of Life  Falls Prevention  Infection Control  Medical Devices Administration of Medicine  MRSA  Nutrition, Hydration and Food Safety  Oral Health  Out of Hours and Emergency On-Call  PPE  Pest Control  Safe Use of Bed Rails  Safe Use of Recliner Chairs  Sensory Impairment  Sepsis Awareness  Temperature Control  Wheelchair Safety  Workplace Testing for Covid-19  Personal Care</p>
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## 5.0 Definitions

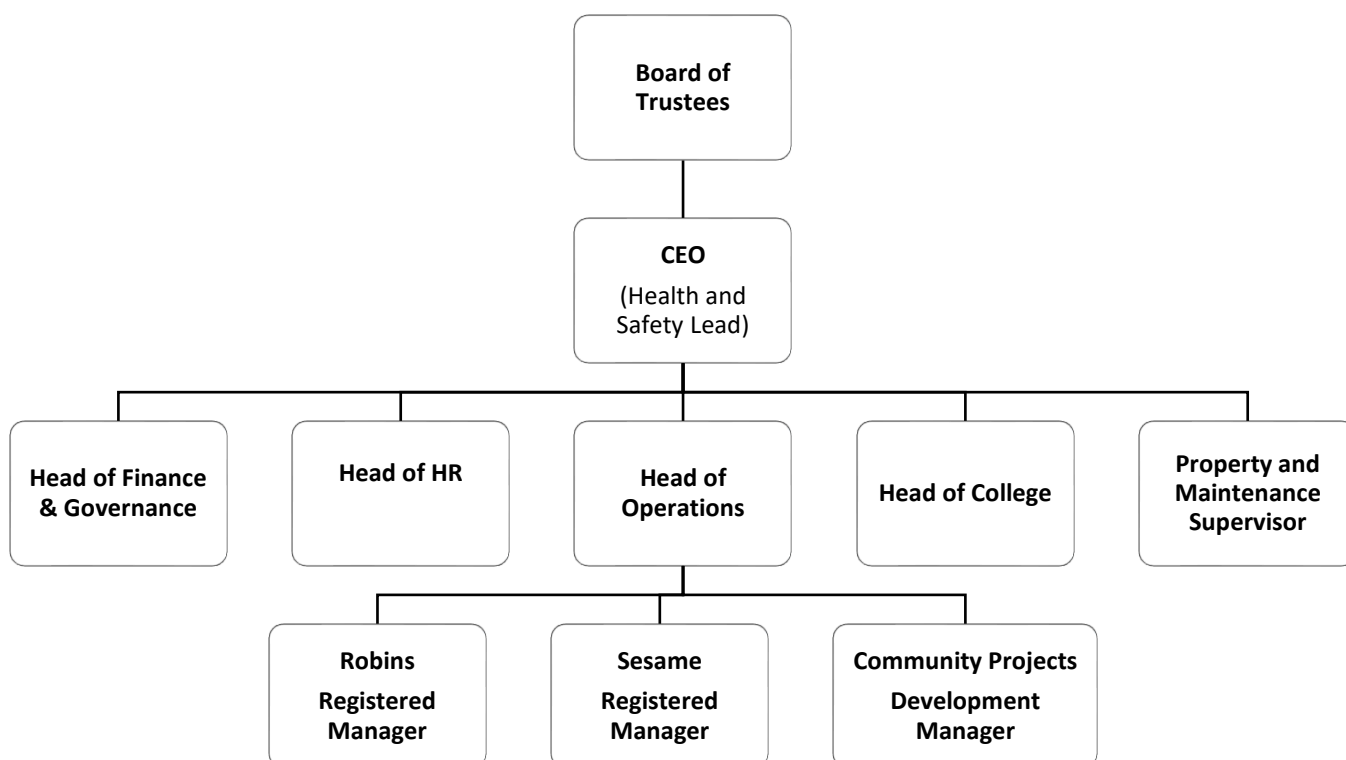
- 5.1 Risk Assessment involves identifying the hazards present in the work place or arising out of any work activity and evaluating the extent of the risks involved to employees and others, considering existing precautions and their effectiveness.
- 5.2 A hazard is something with a potential to cause harm and can include articles, substances, plant or machines, methods of work and the work environment.
- 5.3 Risk is the likelihood of harm from that hazard being realised. Risk increases with the number of people exposed to the hazard and also with the potential severity of the harm i.e. the resultant injury or ill health effect. If there are no hazards there are no risks.

## 6.0 Responsibilities

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The overall responsibility for health and safety rests at the highest management level. However, it is the responsibility of every employee to co-operate in providing and maintaining a safe place of work.

- 6.1 This part of our policy allocates responsibilities to line managers to provide a clear understanding of individuals' areas of accountability in controlling factors that could lead to ill health, injury or loss. Managers are required to provide clear direction and accept responsibility to create a positive attitude and culture towards health and safety. The organisational chart shows lines of delegated responsibilities.



## 6.2 Responsibilities of the Board of Trustees

The Trustees have the ultimate responsibility for the health and safety of Lifeworks Charity Limited but discharge this responsibility through the Chief Executive Officer down to individual managers, supervisors and employees.

The Board has nominated the Chief Executive Officer to have special responsibility for health and safety. The Board will ensure that:

- they provide a lead in developing a positive health and safety culture throughout the organisation
- all its decisions reflect its health and safety intentions
- adequate resources are made available for the implementation of health and safety

- they will promote the active participation of employees in improving health and safety performance
- they will review the health and safety performance of the Charity on an annual basis.

### 6.3 **Responsibilities of the CEO**

The CEO has overall responsibility for ensuring compliance with Health and Safety legislation but delegates the responsibility of implementation. The CEO ensures that:

- our Health and Safety Policy is implemented, monitored, developed, communicated effectively, reviewed and amended as required
- a health and safety plan of continuous improvement is created and that senior management and the Property and Maintenance Supervisor monitor progress against agreed targets
- suitable and sufficient funds, people, materials and equipment are provided to meet all health and safety requirements
- management designated with health and safety responsibilities are provided with support to enable health and safety objectives to be met
- a positive health and safety culture is promoted and that management develop a pro- active safety culture which will permeate into all activities undertaken and reach all personnel
- a system of communication and consultation with employees is established
- effective training programmes have been put in to place
- an annual report on the safety performance of the Charity is presented to the Board.

### 6.4 **Responsibilities of the Managers**

Within their area of responsibility, managers ensure that:

- they actively lead the implementation of the Health and Safety Policy
- they supervise their staff to ensure that they work safely, providing increased supervision for new workers
- safe systems of work are developed and implemented
- risk assessments are completed, recorded and regularly reviewed
- accidents, ill health and 'near miss' incidents at work are investigated, recorded and reported
- they communicate and consult with staff on health and safety issues
- they encourage staff to report hazards and raise health and safety concerns
- they report occurrences to the CEO

- To ensure that new staff are inducted into the service area's specific fire, first aid and general health and safety procedures
- safety training for staff is identified, undertaken and recorded to ensure staff are competent to carry out their work in a safe manner
- issues concerning safety raised by anyone are thoroughly investigated and, when necessary, further effective controls implemented
- premises, plant and work equipment are maintained in a safe condition
- statutory examinations are planned, completed and recorded
- personal protective equipment is provided, staff instructed in its use and that records are kept
- adequate arrangements for fire and first aid are established
- any safety issues that cannot be dealt with are referred to the Property and Maintenance Supervisor for action
- welfare facilities provided are maintained in a satisfactory state
- hazardous substances are stored, transported, handled and used in a safe manner according to manufacturers' instructions and established rules and procedures
- health surveillance is carried out and records are kept
- contractors engaged are reputable, can demonstrate a good health and safety record and are made aware of relevant local health and safety rules and procedures
- health and safety notices are displayed
- agreed safety standards are maintained, particularly those relating to housekeeping
- health and safety rules are followed by all.

#### **6.5 Responsibilities of the Property and Maintenance Supervisor**

- To ensure that all work carried out is done so safely and that any item that could present a risk is removed after work has finished
- To always communicate with the service managers to ensure that any works can be carried out safely and that risks to individuals and other personnel is minimised.
- To ensure all incidents / accidents / occurrences pertaining to works carried out are recorded and reported immediately
- To ensure that any reportable incident under RIDDOR is reported to the service manager immediately
- To undertake all health and safety statutory and regular checks in each service area including Fire (all aspects), legionella / water temperatures, temperature calibrations, COSHH, First aid, equipment auditing, window restrictor auditing, security checks, asbestos register, ladders register



- To ensure that all health and safety contracted tests and SLAs are carried out and in place including waste collections, gas and electrical safety certificates, LOLA testing, legionella RA and water testing, fire risk assessments, health and safety risk assessments
- To ensure that all elements requiring action in the service area's H&S audit carried out externally are actioned.

## 6.6 Responsibilities of All Staff

All employees must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- comply with the Health and Safety Policies
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others
- dress sensibly and safely for their particular working environment or occupation
- conduct themselves in an orderly manner in the work place and refrain from any antics or pranks
- use all safety equipment and/or protective clothing as directed
- avoid any improvisations of any form which could create an unnecessary risk to their personal safety and the safety of others
- maintain all equipment in good condition and report defects to their supervisor
- report any safety hazard or malfunction of any item of plant or equipment to their supervisor
- report all accidents to their supervisor whether an injury is sustained or not
- complete as requested any health and safety training course
- observe all laid down procedures for processes, materials and substances used
- observe the fire evacuation procedure and the position of all fire equipment and fire exit routes.

## 6.7 Responsibilities of Contractors

6.7.1 All contractors who work on the Charity premises are required to identify and control any risks arising from their activities and inform the Property and Maintenance Supervisor of any risks that may affect the staff, service users or visitors. All contractors must be made aware of this policy and the associated emergency procedures. They should always comply to these requirements. In instances where the contractor creates hazardous conditions and fails to implement remedial measures, the Property and Maintenance Supervisor or service area manager will take such actions as are necessary to prevent staff, service users or visitors being put at risk from injury.

6.7.2 All contractors must:

- take reasonable care of their own safety
- take reasonable care of the safety of others affected by their actions
- observe the safety rules
- submit their health and safety policy and relevant risk assessments to us for approval
- comply with and accept our health and safety policy
- conform to all written or verbal instructions given to them to ensure their personal safety and the safety of others

6.8 Additional responsibilities of fire wardens and first aiders are listed in the 'Fire Safety Policy' and 'First Aid Policy' respectively.

## 7.0 Health and Safety Policy Statement

### **HEALTH AND SAFETY POLICY STATEMENT**

The management of Lifeworks Charity Limited recognises that it has a legal duty of care towards protecting the health and safety of its employees and others who may be affected by the Charity's activities, and that managing health and safety is a business-critical function.

In order to discharge its responsibilities, the management will:

- bring this Policy Statement to the attention of all employees
- carry out and regularly review risk assessments to identify proportionate and pragmatic solutions to reducing risk
- communicate and consult with our employees on matters affecting their health and safety
- comply fully with all relevant legal requirements, codes of practice and regulations at international, national and local levels
- eliminate risks to health and safety, where possible, through selection and design of materials, buildings, facilities, equipment and processes
- encourage staff to identify and report hazards so that we can all contribute towards improving safety
- ensure that emergency procedures are in place at all locations for dealing with health and safety issues
- maintain our premises, provide and maintain safe plant and equipment

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- only engage contractors who are able to demonstrate due regard to health & safety matters
- provide adequate resources to control the health and safety risks arising from our workactivities
- provide adequate training and ensure that all employees are competent to do their tasks
- provide an organisational structure that defines the responsibilities for health and safety
- provide information, instruction and supervision for employees
- regularly monitor performance and revise policies and procedures to pursue a programme of continuous improvement.

This Health and Safety Policy will be reviewed at least annually and revised as necessary to reflect changes to the business activities and any changes to legislation. Any changes to the Policy will be brought to the attention of all employees.

**Signed:**

**Dated:**

**Name:**

**Position:**

## 8.0 Risk Assessment

- 8.1 The regulations require that risk assessments are **'suitable and sufficient'** in that they should identify all the significant hazards present within the business and its activities and that they should be proportionate to the risk. The assessment should cover all risks that are reasonably foreseeable.

The risk assessment must identify all those people who may be affected by the hazard, whether they are workers or others, such as members of the public.

We may be controlling risks in various ways, determining the effectiveness of those controls is part of the risk assessment process.

Health and safety law does not demand absolute safety when considering what safety controls are required but measures taken should go as far as is **'reasonably practicable'**; a balance between risk and costs, the greater the risk the greater the need to commit resources in terms of time and money to remove or control the risk.

It is a legal requirement that the significant findings of our risk assessments are brought to the attention of our employees.

## 8.2 Carrying out risk assessments

Those who are involved in risk assessments should:

- be competent
- have knowledge and experience of working procedures in practice, potential dangers and strengths and weaknesses of existing precautions
- have knowledge and experience of how to solve problems identified by the assessment
- be in a position to give the commitment, co-operation and resources required to implement the assessment results.

It is important that the person carrying out the risk assessment is competent. This means that the person must have the necessary skills and knowledge gained through experience and training and may have qualifications that enable them to make sound judgments.

Further information on carrying out effective risk assessments can be found in appendix C.

## **9.0 Health and Safety Rules**

9.1 This section of our Health and Safety Policy specifies the rules laid down for the attention of all employees. These rules are prepared in accordance with legal requirements and acknowledge safe working practices. In addition to the legal duty imposed upon employees to comply with these rules, failure to observe them will be considered to be a breach of the contract of employment and will result in disciplinary action being taken.

9.2 Employees are reminded that a breach of health and safety legislation by an employee is a criminal offence and action taken by an Enforcing Officer against an individual may result in heavy penalties.

9.3 Safety rules may vary depending upon the nature of work and the circumstances, therefore the overriding requirement is that employees are expected to act in a sensible manner and adhere to verbal instructions given by Management.

### **9.4 General**

- It is the duty of all employees to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Employees must not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.
- Employees are required to notify management of any unsafe activity, item or situation.

### **9.5 Working Practices**

- Employees must not operate any item of plant or equipment unless they have been trained and authorised.

- Employees must make full and proper use of all equipment guarding.
- Employees must not clean any moving item of plant or equipment.
- Employees under the age of 18 years must not operate any item of plant or equipment unless they have received sufficient training or are under adequate supervision.
- Employees must not make any repairs or carry out maintenance work of any description unless authorised to do so.
- Employees must use all substances, chemicals, liquids etc, in accordance with all written instructions.
- Employees must not smoke except in prescribed areas.

#### **9.6 Hazard Warning Signs and Notices**

- Employees must comply with all hazard/warning signs and notices displayed on the premises.

#### **9.7 Working Conditions and Environment**

- Employees must make proper use of all equipment and facilities provided to control working conditions/ environment.
- Employees must keep stairways, passageways and work areas clear and in a clean and tidy condition.
- Employees must dispose of all rubbish, scrap and waste materials within the working area, using the facilities provided.
- Employees must clear up any spillage or liquids within the work area in the prescribed manner.
- Employees must deposit all waste materials and substances at the correct disposal points and in the prescribed manner.

#### **9.8 Protective Clothing and Equipment**

- Employees must use all items of protective clothing/equipment provided as instructed.
- Employees must store and maintain protective clothing/equipment in the approved manner.
- Employees must report any damage, loss, fault or unsuitability of protective clothing/equipment to their supervisor.

## 9.9 Fire Precautions

- Employees must comply with all laid down emergency procedures.
- Employees must not obstruct any fire escape route, fire equipment or fire doors.
- Employees must not misuse any firefighting equipment provided.
- Employees must report any use of firefighting equipment to their supervisor.

For full policy and procedure on fire precautions, please refer to Lifeworks' 'Fire Safety' policy.

## 9.10 Accidents

- Employees must seek medical treatment for work related injuries they receive by contacting a designated first aider. Upon returning from treatment they must report the incident to their supervisor.
- Employees must ensure that any accident or injury treatment is properly recorded in the Accident Book.
- Employees must notify management of any incident in which damage is caused to property.

For full policy and procedure on accidents, please refer to Lifeworks' 'First Aid, Accidents and Injuries' policy.

## 9.11 Health

- Employees must report to management any medical condition or medication which could affect the safety of themselves or others.
- Employees must co-operate with the management on the implementation of the medical and occupational health provisions.

## 9.12 Employee's Transport

- Employees must carry out prescribed checks of Charity vehicles prior to use and in conjunction with the laid down checking procedure.
- Employees must not drive or operate any vehicles for which they do not hold the appropriate driving licence or permit.
- Employees must not carry unauthorised passengers or unauthorised loads.
- Employees must not use vehicles for unauthorised purposes.
- Employees must not load vehicles above the stated capacity.
- Employees must not drive or operate vehicles whilst suffering from a medical

condition or illness that may affect their driving or operating ability.

For full policy and procedure on employee's transport, please refer to Lifeworks' 'Use of Vehicles' policy.

### 9.13 **Rules Covering Gross Misconduct**

An employee will be liable to summary dismissal if they are found to have acted in any of the following ways:

- A serious or wilful breach of Safety Rules.
- Unauthorised removal or interference with any guard or protective device.
- Unauthorised operation of any item of plant or equipment.
- Unauthorised removal of any item of first aid equipment.
- Wilful damage to, misuse of or interference with any item provided in the interests of Health and Safety or welfare at work.
- Unauthorised removal or defacing of any label, sign or warning device.
- Horseplay or practical jokes which could cause accidents.
- Making false statements or in any way deliberately interfering with evidence following an accident or dangerous occurrence.
- Misuse of any item of equipment, utensil, fitting/ fixture, vehicle or electrical equipment.
- Deliberately disobeying an authorised instruction.

## 10.0 **Health and Safety Procedures**

### 10.1 **Communication and Consultation**

It is a legal requirement for the Charity to establish arrangements to communicate and consult with employees on issues affecting their health and safety and to take account of their views.

To achieve this objective we will:

- establish effective lines of communication
- display the 'Health and Safety Law – What You Need To Know' poster
- consult with employees when changes to processes, equipment, work methods etc. are to be introduced that may affect their health and safety.
- involve and consult with employees through:
  - individual conversations
  - notice boards

- internal publications
- staff meetings
- health and safety meetings.

Where it is not practical to consult with all employees directly and it would be more appropriate to communicate and consult through employee representatives, we will arrange for representatives of employee safety to be elected.

The Charity will allow all representatives an appropriate amount of time away from their normal duties in order to complete their duties as representatives. We will not hinder representatives in the execution of their normal functions as defined by law.

## 10.2 Contractors

When working on our premises it is considered that contractors are joint occupiers for that period and therefore we have both joint liabilities in “common areas”. In order to meet our legal obligations with regard to contractors we will ensure, prior to engaging any contractor, that they are competent and ensure during their period of employment that any works are carried out safely.

The following factors will be considered as part of our procedures for vetting contractors:

- sight of the contractor’s own safety policy, risk assessments, method statements, permits to work, etc as applicable
- clarification of the responsibility for provision of first aid and fire extinguishing equipment
- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal
- details of plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection
- clarification for supervision and regular communication during work including arrangements for reporting problems or stopping work in cases where there is a serious risk of personall njury
- confirmation that all workers are suitably qualified and competent for the work (including a requirement for sight of evidence where relevant)
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

Similarly we have a parallel duty to the contractor and must ensure that the contractor is not put at risk by our own activities for the duration of the contract.

We will stop contractors working immediately if their work appears unsafe. Staff should report any concerns to a manager immediately.



### 10.2.1 Construction work and the Construction (Design and Management) Regulations 2015

Where any construction work is carried out, to fulfil our legal duties as a “client” under the Construction (Design and Management) Regulations 2015, we will:

- make suitable arrangements for the management of the project and review those arrangements throughout the project to ensure that they are still relevant
- ensure that all duty holders that we appoint have the necessary skills, knowledge and experience to carry out their roles safely
- appoint in writing the Principal Designer and Principal Contractor sufficiently early in the project to allow them to carry out their duties properly
- notify the HSE in writing for projects that require it
- ensure that relevant pre-construction information is passed to all designers and contractors
- ensure that the Principal Designer and Principal Contractor carry out their duties
- ensure that adequate welfare facilities are provided for the contractors
- ensure that no construction commences until an adequate health and safety plan and construction phase plan covering the work has been prepared
- ensure that any health and safety file passed to us is kept securely and readily available for inspection by anyone who requires it to fulfil their legal duties and , if we choose to dispose of the building, to pass the file to any person or Charity who acquires the building.
- cooperate fully with all other duty holders and provide all relevant information and instruction promptly and clearly.

### 10.3 Disabled Persons

The Charity will give full and proper consideration to the needs of disabled employees and visitors. To achieve this, the Charity will:

- treat all disabled employees and visitors with respect and dignity, both in the provision of a safe working environment and in equal access to the organisation’s facilities
- ensure that risk assessments are undertaken of the special needs of the disabled and carry out reasonable adjustments to the premises and/or employment arrangements

- encourage employees with special needs to suggest any premises or task improvements to their line managers
- discipline any employees found treating their disabled colleagues with less than the expected standards of respect and dignity
- ensure suitable plans are in place which will assist disabled people to leave the premises swiftly during an emergency evacuation.

#### 10.4 **Electricity**

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the Charity will:

- ensure electrical installations and equipment are installed in accordance with the Wiring Regulations (BS 7671, 18<sup>th</sup> edition) using the most current edition published by the Institution of Engineering and Technology (IET)
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit to work system must be used
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records.

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager / supervisor
- not use defective electrical equipment
- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods

- not bring any electrical item onto the Charity premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

## 10.5 Lifting Operations and Equipment

All reasonable steps will be taken to ensure lifting operations and equipment are suitably managed with regards to health and safety.

### 10.5.1 Definition

Lifting equipment includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it.

### 10.5.2 Implementation

The Charity will ensure that

- lifting equipment is suitable for the intended use with adequate strength and stability, including whatever guards are necessary to prevent:
  - persons or equipment falling from the lift
  - the lift falling from its restraints
  - persons or equipment being trapped, crushed or struck by objects when using the lifting equipment.
- an examination scheme is drawn up by a competent person
- lifting operations will be properly planned by a competent person, appropriately supervised and carried out in a safe manner
- lifting equipment is maintained in a safe condition and examined/inspected by competent persons annually (or every six months if lifting people) to ensure correct installation and safe operation
- lifting equipment will be re-examined following relocation or conditions that may cause deterioration
- safe working load (SWL) is clearly displayed on all lifting equipment
- suitable training, instruction and information is provided for operators and supervisors.

### 10.5.3 Records

All thorough examination reports will be kept for as long as the equipment is being used except for lifting accessories reports and reports carried out due to deterioration in condition, which must be kept for 2 years.

### 10.5.4 Lifts

All reasonable steps will be taken to maintain all lifts throughout the Charity premises.

The Charity will ensure that:

- an examination scheme is drawn up by a competent person for each lift
- all lifts are fitted with appropriate barriers and interlocking gates to prevent passengers or cargo from falling from the lift, coming into contact with the lift machinery or entering/exiting the lift when it is not at a designated landing
- suitable equipment and mechanisms are installed to prevent the lift from:
  - leaving its landing when the doors are unlocked and/or open
  - falling (including its maximum working load) in the event of a failure in the lifting mechanism
  - overrunning its furthest intended point of travel
  - being operated from more than one position at any one time
  - being overloaded or exceeding its maximum number of passengers.
- lifts are maintained in a safe condition and examined/inspected by competent persons (annually for goods lifts and every six months if lifting people)
- the safe working load (SWL) is clearly displayed inside each lift
- notices are posted adjacent to each lift opening advising against the use of a lift in the event of a fire
- arrangements are made for the emergency evacuation of persons in the event of lift failure
- lift motor rooms are kept locked and entry kept restricted to authorised persons.

All thorough examination reports will be kept for a minimum of 2 years

## 10.6 Manual Handling

10.6.1 To prevent injuries and long-term ill-health from manual handling the Charity will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the Charity will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy the organisation will ensure that:

- manual handling assessments are carried out where relevant and records are kept
- employees are properly supervised
- adequate information and training is provided to persons carrying out manual

handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution

- any injuries or incidents relating to manual handling are investigated, with remedial action taken
- employees adhere to safe systems of work
- safety arrangements for manual handling operations are monitored and reviewed
- where relevant, employees undertaking manual handling activities are suitably screened for reasons of health and safety, before doing the work
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations.

### 10.6.2 Reducing the risk of injury

In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Techniques of risk reduction will include:

- mechanical assistance
- redesigning the task
- reducing risk factors arising from the load
- improvements in the work environment
- employee selection.

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

### 10.7 New and Expectant Mothers (NEM)

The Charity recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their being a NEM, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers the Charity will ensure that:

- employees are instructed at induction to inform their relevant manager of their being a NEM at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times
- risk assessments are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, revised

- new and expectant mothers are informed of any risks to them and/or their child and the control measures taken to protect them
- any adverse incidents are immediately reported and investigated
- appropriate training etc is provided where suitable alternative work is offered and accepted
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their being a NEM
- where relevant a suitable rest area is provided to enable the new or expectant mother to rest in a degree of privacy and calm
- where risks cannot be eliminated or reduced to an acceptable level then consideration will be given to adjusting working conditions and/or hours or if necessary providing suitable alternative work or suspension with pay.

## 10.8 Training

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the Charity to enable them make a far more effective contribution to health and safety, whether as individuals, teams or groups.

Competence of individuals through training helps individuals acquire the necessary skills, knowledge and attitude which will be promoted by managers and supervisors throughout the organisation.

Our training objectives will cover three areas, that of the organisation, the job and individuals. All employees will need to know about:

- the health and safety policy
- the structure and system for delivering this policy.

Employees will need to know which parts of the system are relevant to them, to understand the major risks in our activities and how they are controlled.

Managers' and supervisors' training needs will include:

- leadership and communication skills
- safety management techniques
- skills on training and instruction
- risk assessment
- health and safety legislation

- knowledge of our planning, measuring, review and audit arrangements.

All our employees' training needs will include:

- relevant health and safety hazards and risk
- the health and safety arrangements relevant to them
- communication lines to enable problem solving.

All employees will receive **induction training**. Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas, Manual Handling, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

## 10.9 Visitors

10.9.1 In the interest of safety and security, the Charity will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to enter the premises or accompanied

- they adhere to applicable health and safety instructions and rules during their visit
- adequate information is passed to ensure their safety including emergency information
- any protective clothing required is provided and worn
- any accidents / incidents involving visitors are reported through the accident reporting arrangements.

Employees aware of people on the premises who may be unauthorised should report these to their manager for action.

### 10.9.2 Emergency Procedures

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

### 10.10 Working at Height

The Charity will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

The Charity will ensure that:

- all work activities that involve work at height are identified and assessed
- the need to undertake work at height will be eliminated whenever it is reasonably practicable to do so
- adequate and secure working platforms with guard rails and toe boards will be used in preference to ladders which will be used for light, short duration work only and secured to prevent displacement
- when necessary, only scaffolds and scaffold towers that have been erected by a competent person will be used
- roof lights and other fragile surfaces will be protected to prevent falls
- fall arrest equipment will be used if other means of prevention (safety nets, harnesses with running lines, etc.) are not practical or justified
- risks associated with those activities where work at height cannot be eliminated are evaluated and steps are taken to control them
- all the necessary equipment to allow safe access to and egress from the place of work is provided
- all the necessary equipment to ensure adequate lighting and protection from adverse weather conditions is provided



- suitable plant is provided to enable the materials used or created in the course of the work to be safely lifted to and from the workplace and stored there if necessary
- any working platform and its supporting structures are selected and/or designed in accordance with current standards
- regular inspections of all equipment required for working at height are undertaken
- competent persons are appointed to be responsible for the supervision of all work at height and associated activities
- any contractors from whom they procure services comply with this policy.

The Charity shall provide any information, instruction and training required to work in a safe manner when working at height.

#### 10.11 Work Equipment

The Charity will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective the Charity will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees
- inspect all equipment at installation and prior to first use
- regularly inspect work equipment in accordance with the manufacturer's recommendations
- maintain work equipment in accordance with the manufacturer's recommendations
- keep records of all inspections and maintenance
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely
- provide refresher training as appropriate and as determined necessary by workplace inspections.

## 10.12 Young Persons

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasions when different and/or additional measures will be necessary due to their lack of experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below

the age of 18 years. To ensure the safety of

young persons the organisation will:

- carry out risk assessments to cover the activities of young persons
- implement the actions determined by the risk assessment process
- inform the young persons of any risks associated with their work and the control measures taken to protect them
- provide additional appropriate information, instruction, supervision and training, etc as determined by the risk assessment.

## 11.0 Monitoring compliance

There are two types of performance monitoring, active and reactive.

### 11.1 Active Monitoring

Monitoring is a line manager's responsibility and each of the key management positions are expected to play their part in monitoring achievement against relevant health and safety standards. Managers will be expected to provide evidence that they have carried out monitoring within their areas of responsibility and they are reinforcing their commitment to health and safety objectives in general and helping to develop a health and safety culture.

This approach to proactive monitoring gives the Charity feedback on its performance before an accident, incident or case of ill health.

Managers and supervisors with defined health and safety responsibilities must monitor in detail the areas for which they have day to day control. Much of this checking will be informal and not recorded but formalised, structured checks are also essential to ensure all areas are covered and to demonstrate compliance to senior managers who must in turn seek assurance that first line monitoring is taking place.

Employees who take a proactive interest or represent groups for health and safety can also be involved with monitoring and may take the format of a health and safety tour or if more formally via a devised checklist.

Most daily, weekly and other checks are covered by the organisation as part of

shift handover checks at each location. An annual audit by the CEO is included in this policy to allow this person to maintain an oversight of H&S performance that can be reported back to the Charity Trustees (see Appendix A).

## **11.2 Reactive Monitoring**

Reactive monitoring of events including accidents, incidents, cases of ill health or property damage provide an opportunity to check performance and learn from mistakes and improve control measures.

Trends and common features arising from accident and incident investigation can identify jobs or activities where future health and safety initiatives would be most beneficial. Investigations may also provide valuable information in the event of legal action or an employee claim.

## Appendix A: Chief Executive Officer Health and Safety Audit

Subject	Yes	No	Comment
<b>Health and Safety Management</b>			
Is the Health and Safety Policy statement current and up to date?			
Is the Health and Safety Policy statement displayed?			
Does the management structure within the Policy reflect the current organisation?			
Is the 'Health and Safety Law" poster and Employers Liability insurance certificate displayed?			
Are arrangements in place to ensure health and safety training is provided throughout the Charity?			
Has a Health and Safety Plan for the next 12 months been prepared?			
Is the Safety Action Plan being completed in line with agreed timescales?			
<b>Health and Safety Performance</b>			
How many accidents/incidents have been reported under RIDDOR within the last 12 months?			
Have annual accident /incident statistics been compiled?			
Have near miss statistics been compiled and analysed for the last 12 months?			
Have any enforcement notices been served on the Charity within the last 12 months?			
<b>Communication and Consultation</b>			
Has Health and Safety been discussed regularly at meetings within the last 12 months?			
Have all issues raised been addressed or programmed for action?			
<b>Fire and Emergencies</b>			
Do all sites have a fire risk assessment in place?			
Has the fire risk assessment been reviewed within the last 12 months?			
Have all the actions from the fire risk assessment been completed?			

Appendix B: Key Personnel Information

Chief Executive Officer and Health & Safety Lead	Laura Fraser-Crewes
Chair of the Board	Paul Clarkson
Health and Safety Advisor	Andrew Young (PLP)
Charity Administrator	Emma King
IOSH Managing Safely Trained Person	Laura Fraser-Crewes
Key Risk Assessor/support writers	Laura Fraser-Crewes/Service area managers
Training Co-ordinator	Amanda Gavin
COSHH Control Officer	Property and Maintenance Supervisor
Display Screen Equipment Co-ordinator	Amanda Gavin
Control of Contractors Co-ordinator	Property and Maintenance Supervisor
Manual Handling Co-ordinator	Property and Maintenance Supervisor
Work at Heights Co-ordinator	Property and Maintenance Supervisor

### *The five stages of risk*

#### *assessment*

### **STEP 1 - IDENTIFY**

#### **THE HAZARDS**

Look for hazards by walking around the workplace. List the hazards that could reasonably be expected to cause harm. Ask for the opinion of employees as they may have noticed things that are not immediately obvious.

Examples of hazards include:

- cables trailing over floors
- fire
- chemicals
- work benches which are too high or too low
- electricity
- loads which have to be moved manually
- work equipment
- working environment e.g. ventilation, lighting, heating.

### **STEP 2 - IDENTIFY WHO MAY BE HARMED AND HOW**

List groups of people and individuals who may be affected by the hazards e.g.:

- staff
- members of the public
- contractors on the premises.

Pay particular attention to vulnerable persons, e.g. those with disabilities, visitors, female employees who are pregnant or who have recently returned to work after having a baby, inexperienced employees or young persons.

### **STEP 3 - EVALUATE AND CONTROL THE RISK**

Evaluate the risks arising from the hazards and decide whether existing precautions are adequate or if more should be done. When evaluating the extent of the risk, account should be taken of the chance of some harm occurring (likelihood), the likely severity of this, and the number of people who could be affected. More information on Lifeworks' agreed formula for assessing risk can be found in the Risk Management policy.

Even after all precautions have been taken some risk may remain. Ensure the precautions in place meet standards set by legal requirements comply with a recognised standard, represent good practice and reduce the risk as far as is reasonably practicable.

Where additional controls or further action are necessary to reduce the risk, decide what more could reasonably be done by adopting the following principles:

- avoid the risk completely
- evaluate risks which cannot be avoided
- combat risks at source
- adapt work to the individual
- make use of technical progress replace the dangerous with none or less dangerous
- develop an overall prevention policy
- give priority to measures which protect the greatest number of people
- give appropriate instructions to employees.

#### IMPLEMENTING AN ACTION PLAN

Once the level of risk has been determined and the control measures needed to reduce or eliminate the risk established, an action plan should be drawn up with timescales for implementation of the control measures.

#### STEP 4 - RECORD YOUR FINDINGS

The significant findings of the assessment must be recorded since these provide evidence that something has been done, it is also a legal requirement. Keep any written assessments for future reference and ensure that employees are informed of the findings and control measures, either existing or additional, that have to be observed and used. In some circumstances the findings of the risk assessment should also be given to others who could be affected, for example agency workers, contractors etc.

#### Hazards and example controls

Hazard	Example control measures
Manual handling	Mechanical aids, hoists, getting assistance, breaking loads into smaller units, training
Hazardous substances	Substitution for less hazardous alternatives, extract ventilation, personal protective equipment, training
Work equipment (machinery, tools, etc.)	Guarding, demarcation of danger zones, restricted operation and use planned preventative maintenance, training
Ladders	Avoid working at height. correct type of ladder/stepladders, maintained, training
Electricity	Insulated tools, residual circuit breakers, fuses, earthing, inspection and testing of systems and appliances

Stairs, etc	Good lighting, handrails, non-slip surfaces, slightly raised/highlighted front edges
Fire	Detection/warning systems, fire drills, extinguishers, signs, suitable storage facilities for substances and goods, fire retardant furniture and fittings
Noise	Reduction at source, isolation, ear protection, demarcation of danger zones
Stress	Reduce/increase workload, more control over work, work suitable for the individual, avoidance of monotonous repetitive work
Work environment	Good lighting, ventilation, redesign layout of area, heaters/coolers

#### STEP 5 - MONITOR AND REVIEW THE ASSESSMENT

It is important that the control measures are monitored and that records are kept. A regular review of the assessments should be made to take into account any changes to the methods or systems of work. You should also review the assessment following an accident, where there has been a significant change to the work, if new information comes to light, or if there is any other reason to believe that it may no longer be valid. Following the review, additional control measures should be implemented if required. Even if there are no significant changes since the original risk assessment, it should be regularly reviewed to confirm that it is still relevant and valid.



**Legislation (click on each underlined link to open)**

- [The Health and Safety at Work etc. Act 1974](#), which sets out the general duties' employers have towards employees and duties relating to lettings
- [The Management of Health and Safety at Work Regulations 1992](#), which require employers to assess the risks to the health and safety of their employees
- [The Management of Health and Safety at Work Regulations 1999](#), which require employers to carry out risk assessments, make arrangements to implement necessary measures, and arrange for appropriate information and training
- [The Control of Substances Hazardous to Health Regulations 2002](#), which require employers to control substances that are hazardous to health
- [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#), which state that some accidents must be reported to the Health and Safety Executive and set out the timeframe for this and how long records of such accidents must be kept
- [The Health and Safety \(Display Screen Equipment\) Regulations 1992](#), which require employers to carry out digital screen equipment assessments and states users' entitlement to an eyesight test
- [The Gas Safety \(Installation and Use\) Regulations 1998](#), which require work on gas fittings to be carried out by someone on the Gas Safe Register
- [The Regulatory Reform \(Fire Safety\) Order 2005](#), which requires employers to take general fire precautions to ensure the safety of their staff
- [The Work at Height Regulations 2005](#), which requires employers to protect their staff from falls from height