

HEALTH AND SAFETY POLICY

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The Board Directors have the overall responsibility for health and safety issues in ShipShape Health & Wellbeing Centre but you have a part to play in ensuring that we make this a safe place to work.

You should make sure that you are familiar with ShipShape’s Health and Safety policies and procedures. This includes for example, fire and evacuation procedures, exit routes, first aid and security, as well as on-going health and safety and welfare awareness.

When you go out, make sure someone at the office knows where you are going and the approximate time of your return. This is not to “check up on you” but to make sure you are safe.

Your health and safety induction will give you some basic information to meet our statutory responsibilities and enable you to carry out your responsibilities safely. If you have any questions or concerns, or you have physical or medical condition of which we should be aware, you should contact the Management or the Board Director.

This policy follows the requirements of the Health and Safety at Work Act, 1974. You must read this policy, if you do not understand anything you must ask your line manager to explain. The policy will be reviewed regularly and updated when necessary.

The ShipShape Health & Wellbeing LTD Board Directors are aware of and acknowledges their statutory requirements. They believe that health, safety and welfare are important priorities and must be managed in the same manner as finance and other business performance indicators.

ShipShape makes every effort to provide a safe working environment and to prevent personal injury at work. This includes any activity at work, the operation of all plant, machinery and equipment.

It is everyone’s responsibility to co-operate with the health and safety issues and report any problems to the Management. You must act in a safe and reasonable way and you must do everything that you can to prevent injury to yourself or to your



colleagues. Your co-operation is essential in maintaining a safe working environment.

ORGANISATION

The board directors have the overall responsibility for health and safety at work and along with line managers will ensure the policy is followed. You should report any accidents or dangerous situations at work to the named person (s) who is responsible for keeping up to date records.

ARRANGEMENTS

These are general arrangements for ensuring the health, safety and welfare of staff and people visiting Sheffield Cubed premises. Your line manager will give you more detailed guidance if it is needed for a specific project or event.

TRAINING

We will ensure that you receive the information, training and supervision you need to enable you to work safely. As part of the appraisal system we will identify any gaps in your knowledge and organise training for you. We will keep up to date records of the training you receive

MANUAL HANDLING

More than a third of accidents at work are caused by not handling equipment properly. We will carry out risk assessments and provide guidance information and training where it is needed to help reduce the risk of injury.

ELECTRICITY AT WORK

We will take all reasonable steps to secure your health and safety if you use, operate or maintain electrical equipment. We regularly check all portable electrical tools and equipment. However, if you discover an electrical problem contact the Chief Executive immediately.

MATERIALS AND SUBSTANCES

We will take the necessary precautions for the use, handling, storage and transportation of any materials or substances. You must follow the manufacturers or suppliers guidance. If you handle, use or dispose of such items you must read and understand this information. You must think about the way in which items are stored. You should consider safety with regard to stacking/racking, correct loading of racking, accessibility and safe ways of handling including lifting and transportation. Special arrangements must be made for hazardous items. These must be stored in accordance with guidance given to you by the manufacturer or supplier, HSE guidance notes and legislation. Non-hazardous substances will be used whenever possible.

EQUIPMENT AND MACHINERY

All machinery and equipment will be maintained in safe working condition. You must make sure you use guards where required. If we have equipment that needs to be inspected we will ensure that it is inspected on a regular basis. We will keep up to date records of all inspections. All electrical equipment will be PAT tested annually.

SAFE SYSTEMS OF WORK

We will do all that we can to ensure a safe working environment for you. However, you must also think about working safely. If you are planning a piece of work consider the safeguards you will need to have in place. You will need to think about:

- ✓ materials and substances to be used
- ✓ guarding requirements
- ✓ personal protection
- ✓ working space
- ✓ means and security of access and exit from the work area
- ✓ adequate lighting and heating
- ✓ warning and mandatory signs warning of a specific danger
- ✓ and in some types of work, a permit to work.

FIRE PRECAUTIONS

You should make sure you know the fire procedures. Remember, safe evacuation is the key priority. Find out where the fire extinguishers are in your office and which type should be used in fighting particular types of fire. Fire extinguishers will be checked and serviced regularly. You must keep Emergency exits clear at all times. If you have visitors, it is your responsibility to make sure they also observe the procedures.

PERSONAL PROTECTION

If it is necessary for your job you will be given protective clothing and equipment. It is your responsibility to make sure that the clothing is well looked after and kept in good condition. If the clothing or equipment is lost or damaged you must report it straight away to your line manager.

VISITORS

It is your responsibility to look after your guests whilst they are visiting our offices. You must show your visitor to the door when the meeting has finished.

ACCIDENTS AND FIRST AID

You must enter all accidents, however small, into the accident book. We will look at the book regularly to see if action can be taken to prevent similar accidents happening in the future. We will act in accordance with the First Aid regulations and the Injuries, Diseases and Dangerous Occurrences Regulations.

So that we know who is in the office, you must make sure that you let your colleagues know if you leave the premises.

LONE WORKING

We have a duty of care to make both the workplace and working practices as safe and without risk as is reasonably possible. We operate zero tolerance of abuse of any kind, and will take action against anyone causing harm to anyone within our organisation.

Paid and unpaid workers also have responsibilities to take reasonable care of themselves and others affected by their work, both on and off our premises. To be able to carry out our work it is possible and may be necessary to take a degree of risk. Lone working situations are those where potential risk levels need to be minimised.

Lone Workers are those who operate without close or direct support from others, including those whose duties require them to work away from the main office base that may sometimes include service user's homes. However, other members of staff (particularly those who are office based) may well be lone workers for at least part of the time. The following guidelines apply to all staff who are responsible for carrying out regular risk assessments with regard to lone working, and to potential situations. They should especially note the following, which applies to everyone working for us, lone working or otherwise:

You have the right to end any meeting with a colleague, service user or supplier and remove yourself if:

- ✓ **You are subjected to verbal or physical abuse of any kind or**
- ✓ **If you believe that the meeting is raising a level of distress for one or more of the people you are meeting that alters the risk level or**
- ✓ **If at any time you feel unsafe or potentially at risk.**

Guidelines:

- ✓ **Do not meet with others in your own home – ever**

- ✓ Try to avoid meeting in other people's homes
- ✓ Keep your personal address and other contact details confidential. We will never give out this information to a colleague or service user or to other service providers
- ✓ When meeting with a person at their home or office make sure you have given sufficient details in advance – name, address, contact number and time and expected length of meeting – to your line manager/another team member.
- ✓ Give a time you are due to leave that person's home or office. If you are not coming back into our offices telephone to confirm that you have left the home or office of the person you were meeting.
- ✓ Record any incident or concern, however minor, and discuss with your line manager at the earliest opportunity
- ✓ Intuition is a combination of human defence and survival mechanisms, with professional knowledge and experience. Don't ignore it.
- ✓ Keep key telephone numbers in your phone on speed dial. Key numbers should include emergency numbers 999 and your line managers.
- ✓ In someone else's home sit near a door so you can make a quick exit if necessary.
- ✓ Agree with the person you are leaving your details with a password that means you are in danger and require a police presence immediately. It is recommended that the password involves children e.g. can you pick up the children from nursery, I am running late.

'WHEN IN DOUBT DON'T' CHECKLIST

Before meeting a person or using a new location/premises consider:

- ✓ Is it necessary to work alone?
- ✓ Is there an alternative venue, where direct support is available if need be?
- ✓ Are the premises suitable for your work?
- ✓ Do you have enough information about the person you are meeting / the location to assess the level of risk?
- ✓ Is it possible to develop a better understanding/rapport by letter, telephone or email before meeting?
- ✓ Do you expect anyone else to be present in the home / office of the person you are meeting?

- ✓ Have you informed another team member of your plan to meet, and discussed any concerns with them
- ✓ Have you been clear and explicit with the person you are meeting about the nature of your meeting, the time duration, and the boundaries of what you are able to do?
- ✓ Have you pre-arranged a contact time with us to let someone know when you leave the home / office of the person you are meeting?

If you are working outside of our normal office hours, an on call arrangement with another team member is usually available. Where this is not possible please ensure that your family/another person is aware of where you are going, and when to expect you back. They should also be given contact details of your Line Manager and be willing to contact them if they are concerned about you.

In the extremely unlikely event of you being held at a meeting against your will at any venue, be assured that the police will be informed, every effort to inform and support your family will be made, and that we will support you during and after the situation.

Your line manger is available to discuss any concerns or anxieties you may have about any aspect of your work which you feel involves a risk.

We aim to develop safe working practices in response to new working situations through collaborative exploration with team members and service users.

Where risk assessment raises a significant possibility of harm or where actual harm occurs we will withdraw services from service users for such time as is necessary to ensure the safety of you and your colleagues. In extreme circumstances this may lead to a refusal to provide services to an individual at all, or only in situations that alleviate risk.

STRESS POLICY

Introduction

We are committed to protecting the health, safety and welfare of all of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

This policy will apply to everyone in ShipShape Health & Wellbeing Ltd. The Directors are responsible for implementation and the organisation is responsible for supporting implementation by providing the necessary resources.

Definition of stress

The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an



important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

Policy

- ✓ ShipShape Health & Wellbeing Ltd will identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- ✓ ShipShape Health & Wellbeing Ltd will provide training for all managers and supervisory staff in good management practices.
- ✓ ShipShape Health & Wellbeing Ltd will provide confidential counselling for staff affected by stress caused by either work or external factors. Where appropriate and within resource restrictions
- ✓ ShipShape Health & Wellbeing Ltd will provide adequate resources to enable managers to implement our stress management strategy.

Responsibilities

Line Manager/s

- ✓ Conduct and implement recommendations of risk assessments within their jurisdiction.
- ✓ Ensure good communication between management and staff, particularly where there are organizational and procedural changes.
- ✓ Make sure you are trained to discharge your duties.
- ✓ Monitor your workload ensure people are not overloaded.
- ✓ **Monitor working hours and overtime to ensure you are not overworking.**
- ✓ **Monitor holidays to ensure you are taking your full entitlement.**
- ✓ Attend training as requested in good management practice and health and safety.
- ✓ Ensure that bullying and harassment is not tolerated within their jurisdiction.
- ✓ Be vigilant and offer support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.
- ✓ The board will give guidance to managers on the stress policy
- ✓ Help is available to monitor the effectiveness of measures to address stress by collating sickness absence statistics.

- ✓ Advise Line Managers and individuals on training requirements.
- ✓ Provide continuing support to managers and individuals in a changing environment and encourage referral to external occupational workplace counsellors where appropriate.

Employees

Raise issues of concern regarding stress with your line manager.

Accept opportunities for counseling when recommended.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

C.O.S.H.H. Regulations

COSHH stands for The Control of Substances Hazardous to Health. The regulations were introduced in October 1989 and became effective on the first of January 1990.

The basic principles are:

- 1. To ensure that all employers assess all the materials they use and separate them into two main categories: those which come under the regulations and those which do not.**
- 2. To ensure that employers make employees aware of the hazards associated with the materials being used, and any precautions necessary whilst handling, using, transporting and disposing of such materials.**
- 3. To ensure that employees or other people are not exposed to hazards from hazardous materials.**
- 4. To ensure that where necessary, employers use adequate control measures.**
- 5. To ensure that employers monitor exposure of employees to substances hazardous to health.**



Substances, which are hazardous to health, are those labelled as dangerous (i.e. very toxic, toxic, harmful, irritant or corrosive) under any of the statutory requirements.

Harmful micro-organisms, any substantial quantities of dust and any materials, mixture or compound used at work or arising from work activities are also included.

The Trust has completed a COSHH assessment and all staff must see this information. If you are a manager or supervisor you have a responsibility to ensure that your team understand the implications of the regulations.

First aiders must know the recommended procedures should an accident involve a COSHH substance and be aware of any dangers to themselves when dealing with casualties.

Cleaners' supplies, which are under the direct control of the contract cleaning staff, will be stored in a locked cabinet storeroom when not in use and you must not be using them. Many of the substances cleaners use require special training, handling procedures, and the use of protective clothing to ensure safety.

Please also bear in mind the implication of the regulations if equipment or consumable items are to be purchased.

HEALTH & SAFETY CHECKLIST

The following checklist is to make sure that you and the organisation have a record of what you have been shown and told.

General safety, fire precautions and health	
Understand action to be taken on discovering a fire	
Understand fire/evacuation warning system	
Know the fire evacuation assembly point	
Know the location of the evacuation routes	

Know the location of fire extinguishers; fire alarms call points; have a basic understanding of their use (in work area)	
Understand accident reporting procedures, know the location of the accident book	
Know how to contact first aiders	
Kitchen areas: hot water boiler/ kettles/fridge/dish washer	
Electrical equipment safety and use	
Understand the need to report unsafe situations	
View Health and Safety Law Notice	
Assessment of seating position at desk – including chair position, IT equipment and any equipment needs – complete workstation assessment	
Assessment of lighting for work desk	
Assessment of office temperature	
Manual handling safety	
Any access problems for the office	

I have received instruction/training/information as described above.

Name: _____ Signature: _____ Date: _____

Manager: _____

Date: _____

EMERGENCY PROCEDURE – FIRE

If you discover a fire

- do not attempt to tackle it yourself, unless you are in a position where you are trapped by the fire and have access to an appropriate extinguisher
- **get out of the building by the most direct route**
- try to close a door on the fire
- on your way out sound the fire alarm
- go to the assembly point
- at the assembly point report to your line manager
- Ensure someone has called the fire brigade

If you hear the fire alarm -

- get out of the building by the most direct route
- go to the assembly point
- at the assembly point report to your line manager
- do not go back into the building until the Fire Officer tells you it is safe to do so.



For your own information make a copy of this completed form and keep it in a safe place. When you have completed this, give a copy to your line manager.

1. My assembly point is:

2. The fire alarm call point nearest to where I work is:

3. The nearest fire exit route for me is:

4. The location of the nearest fire extinguisher is:

NAME:
