

Barnstondale Centre

HEALTH, SAFETY ENVIRONMENTAL

POLICY & PROCEDURES

Issued – April 2021

Review Date – April 2024

COMPANY DETAILS

Name: Barnstondale Centre

Company Number: 04201418

Registered Address: Storeton Lane, Barnston, Wirral, Merseyside

Postcode: CH61 1BX

Telephone No: 0151 648 1412

ULTIMATE RESPONSIBILITY for health, safety, quality & environmental matters within the company lies with the Board of Trustees, with day-to-day responsibilities falling to the Centre Director.

HEALTH AND SAFETY POLICY STATEMENT

The Barnstondale Centre acknowledges and accepts its statutory responsibilities under The Health and Safety at Work Act 1974 in so far as is reasonably practicable, for securing the health, safety and welfare of its employees, volunteers, service users, contractors, visitors, and members of the public on the premises.

All employees have a legal responsibility for their own safety and that of others who may be affected by their acts or omissions and not to interfere or misuse anything provided in the interests of health and safety.

The Trustees (Business Directors), CEO and Operations Manager accept responsibility for implementing, monitoring, and maintaining this Policy throughout the business including its managed premises within the Barnstondale Centre. All duty holders identified on our Health & Safety Organisational Chart must ensure that health and safety considerations are always given priority in the planning, safe working practice and day-to-day supervision of work.

All employees, volunteers, of Barnstondale Centre and specialist sub-contractors are required to co-operate with the company they are contracted to, in carrying out this policy and must ensure that their own work, so far as is reasonably practicable, is carried out without risk to themselves or the health and safety of others.

Duty Holders within the Barnstondale Centre will, so far as is reasonably practicable, ensure that:

- adequate resources are provided to ensure that proper provision can be made for health and safety.
- risks arising from work activities are assessed effective control measures implemented and suitable policies and procedures are provided, put in place, and regularly reviewed.
- safe systems of work are provided and maintained.
- arrangements for use handling, storage and transport of articles and substances for use at work are safe and without risks to health.
- all employees receive information, instruction, training, and supervision to reduce risk to their safety and health whilst at work and the safety of others who may be affected by their actions.
- an appropriate level of information and instruction is provided to visitors, service providers and occupiers.
- where appropriate, health and surveillance will be provided to employees.
- provision and maintenance of all plant, machinery and equipment is safe and without risk to health.
- the working environment of all employees is safe and without risks to health and that adequate provision is made regarding the facilities and arrangements for their welfare at work.
- work related accidents, ill health and safety performance are regularly monitored

This Health and Safety Policy will be reviewed at least annually, or when there is a significant

change within the Barnstondale Centre or relevant legislation and if any changes are made, they will be communicated to all employees.

The Barnstondale Centre will ensure that there are established and maintained effective procedures for consultation and communication between all levels of management employees and volunteers on all matters relating to health and welfare.

Signed: 

Position: CEO

Date 1st April 2024

Environmental Policy Statement

Protection of the environment in which we live and operate is part of our company values and principles and we consider it to be sound business practice. Care for the environment is one of our key responsibilities and an important part of the way in which we do business.

In this policy statement we commit our company to:

- ❖ Complying with all relevant environmental legislation, regulations, and approved codes of practice.
- ❖ Protecting the environment by striving to prevent and minimise our contribution to pollution of land, air, and water.
- ❖ Seeking to keep wastage to a minimum and maximise the efficient use of materials and resources for both ourselves and the clients and their contractors we come into contact within the furtherance of our business activities.
- ❖ Managing and disposing of all waste in a responsible manner.
- ❖ Providing training for our staff so that we all work in accordance with this policy and within an environmentally aware culture,
- ❖ Regularly communicating our environmental performance to our employees and other significant stakeholders.
- ❖ Developing our management processes to ensure that environmental factors are considered during planning and implementation.
- ❖ Monitoring and continuously improving our environmental performance.

The policy statement will be regularly reviewed and update, as necessary. The CEO and the Operations Manager will endorse these policy statements and are fully committed to their implementation.

Signed by _____ Director

Title _____ Date _____

Environmental safety arrangements

There are many things we can do as employers and employees to reduce the energy and material consumption of the business. Listed below are just some of the ways in which we can have a positive impact in reducing our energy consumption and material usage and reduce our impact on the environment.

HAZARDOUS SUBSTANCES

- When delivered ensure all hazardous substances are stored correctly on site in their designated storage area / container. Do not accept and items if the labels are missing or illegible. Examples of hazardous substances are paint thinners, resins and oil-based paints.
- All employees who use hazardous substances must ensure that they are aware of the Risk Assessment, Safe System of Work and COSHH Assessment in place for that substance before using it.
- Employees must ensure that they wear any required personal protection equipment (PPE) as identified by the Risk Assessment.
- Only trained and competent persons will work with hazardous substances. Those employees identified as working with hazardous substances will be suitably trained in its storage, transport, handling, use, safe disposal of any waste created and emergency / spillage procedures.
- Before use ensure there is a suitably sized spills kit close to hand whilst using hazardous substances.
- All hazardous waste must be disposed of correctly. All waste receptacles must be made of the correct material for the hazardous substance they will hold. They must also be suitably labelled and stored in a designated bunded area outside.
- Only suitably licensed hazardous waste carriers will be used for the disposal of hazardous waste from all Momentum Group sites.

ON SITE

- Be aware of any site-specific rules on the disposal of waste. If removing waste from site, ensure it is suitable bagged up or placed in a suitable receptacle and labelled where necessary.
- Only take the amount of materials you need to complete the task.
- Ensure any liquids taken on site are suitably stored in the correct containers, bunded where necessary and suitably labelled.
- Where liquids are used on site ensure a suitable spills kit is available at all times.
- If liquids / gas bottles are to be transported they must be in suitable containers, labelled and secured where necessary.
- Return any unused material to the factory so they can be reused.
- Keep noise to a minimum where possible.
- Maintain a clean and tidy work area at all times

- Reduce dust to a minimum where possible.
- Report any spillages or other environmental incident to the site supervisor and if required a decision will be made on whether the Environmental Agency require notification, depending on the level of the spillage and risk to others.

DRIVING

The Barnstondale Centre is self-reliant and self-sustaining, therefore there is a limited requirement to drive for the business. Arrangements for food and materials, means items are delivered to site rather than there being a need to retrieve goods for use. The Barnstondale Centre location reduces requirement for travel by car for business reasons, reducing our carbon footprint as a business.

When it is required that travel by vehicle is necessary, ensure:

- The vehicle tyres are inflated to the correct pressures.
- Keep within the speed limits at all times. Speed has a big effect on fuel consumption of the vehicle. The optimum speed for fuel efficiency is between 50-60 mph (subject to speed limits and driving conditions) travelling at 70mph will use 25% more fuel than travelling at 50mph.
- Reduce weight by removing unnecessary items that do not need to be carried.
- Do not leave the engine idling for long periods of time switch it off whilst in traffic jams or whilst waiting for long periods of time.
- Avoid harsh acceleration as this can increase the fuel consumption of the vehicle by up to 30%. And avoid harsh braking which will wear the breaks out sooner than if used gently.
- Keep windows closed to reduce drag.
- Avoid or limit the use of the air conditioning where possible. Using the air conditioning can increase the fuel consumption by up to 10%
- Plan your route to ensure the most cost effective one is used. And if possible, avoid travelling at peak times.
- Consider sharing a car for work. Two or more people sharing a car will make considerable savings on fuel and vehicle repair bills over a year and reduce your carbon footprint.
- If possible, use public transport.
- When choosing vehicles for business or personal use choose ones which are environmentally friendly with low carbon dioxide emissions. Cars with low carbon dioxide emissions have reduced road tax and offer better fuel consumption and are better for the environment.

GENERAL

- Aim to source all services and consumables for the business from companies that are also environmentally friendly, look for ISO 14001 certification.
- Report any item of concern that could potentially become an environmental incident immediately.
- Come forward with any ideas or suggestions on how the company can improve its environmental performance.
- Help us to minimise our environmental impacts, everybody can contribute and a difference.

- All personnel who attend any site are asked to separate waste into the appropriate waste disposal facility so that recyclable waste ends up being recycled and not sent to landfill.

Employees and volunteers are encouraged to remember



- Reduce the amount used.
- Replace existing products for more environmentally friendly ones.
- Reuse products where possible.
- Recycle.

TRAINING

The Charity will ensure that any employee charged with the responsibility for managing, supervising, or taking part in this process to any and all degrees, is adequately trained sufficient for and dependent upon their needs.

FINANCIAL PROVISION

The Charity will ensure that reasonable, adequate financial provision is made available to fund the management, supervision and implementation of the Environmental issues laid down in this Policy.

SUPPLIERS

Barnstondale use sustainable suppliers who provide coverage to the Northwest area and abide by environmental legislation and best practice. This means Barnstondale can support the local economy by using suppliers who only operate in the Northwest. Rather than hire equipment for maintenance work, Barnstondale Centre will appoint an external contractor to undertake the work, so the risk is managed and environmental impact remains low.

No Smoking Policy Statement

Introduction

We as a company consider ourselves responsible employers and we take our obligations to our employees very seriously. Therefore, we have set out this policy to help us ensure the health, safety and welfare of our employees and to help us comply with our legal duties. Smoking cause's serious damage to the health of smokers, but research has shown that second-hand smoke causes cancers, heart and respiratory diseases in non-smokers as well.

❖ Section 2(2) (e) of the Health and Safety at Work Act 1974 places a duty on employers to provide a safe and healthy working environment. ❖ Section 2(2) of the Health Act 2006 prohibits smoking in all public premises including workplaces and vehicles.

Aims of the Policy

This policy aims to:

- ❖ Provide a safe and healthy working environment for all staff, customers and visitors;
- ❖ Comply with all of the requirements imposed by law;
- ❖ Raise awareness of the dangers associated with tobacco smoke;
- ❖ Guarantee the right of non-smokers to breathe air free of smoke; and
- ❖ Support staff who wish to give up smoking.

Restrictions on Smoking

- ❖ Smoking is only permitted in one location on the company grounds: the smoking hut by the staff gate
- ❖ All visitors, customers, contractors and deliverers are required to abide by the no smoking policy on the rest of the company site.
- ❖ Smoking is not permitted in any company vehicles or in any vehicles being used or hired for Company business.
- ❖ No smoking signs must be displayed by the Company in all its vehicles.
- ❖ Smoking on customer premises or in Company vehicles constitutes an offence under the Health Act. In the unlikely event that a member of staff does not comply with the Company's No Smoking Policy (outside of the only designated smoking hut) disciplinary action will be taken in accordance with the Company's disciplinary policy.

Support for Smokers

- ❖ Reasonable requests from staff for time to attend smoking cessation groups will be treated sympathetically.
- ❖ The company is responsible for maintaining the policy and will provide the staff who wish to give up smoking with details of where to seek help.

❖ All requests for help will be treated in the strictest confidence. Written information will be stored in accordance with the Data Protection Act 1998.

❖ Nothing in this policy should be taken as excusing an employee if their conduct falls within the scope of the Company disciplinary procedures.

Signed:



Title CEO Date April 2024

DRIVING POLICY STATEMENT

The company understands that as part of its day-to-day activities Employees / Subcontractors are required to drive.

It is therefore the policy of the company as far as is reasonably practicable to comply with the requirements of the Road Traffic Act, The Health and Safety at Work Act 1974 and The Management of Health & Safety at Work Regulations 1999.

In doing so the company requires that all employees / sub-contractors are suitably qualified and insured and that all vehicles are fit for the purpose for which they are being used. It will be necessary for the company to check and record information provided by any Employee / Subcontractor to ensure this provision is carried out adequately.

The company recognises that communication equipment will in some circumstances be required to be used. It is therefore a requirement of the company that a suitable hands-free system which complies with current UK law should be used. In cases where such equipment is not available communication equipment should be switched off.

In all cases, where seat belts are fitted to vehicles, plant or machinery it is always to be worn during its operation.

The company will provide adequate information to allow all Employees / Sub-contractors to comply with the legal requirements placed upon them whilst driving at work in addition where necessary directions and route planning will also be provided.

It is the responsibility of all Employees / Subcontractors to comply with any provisions under the Road Traffic Act. The company will not be held responsible for

any breach of this Act.

Policy for Health, Safety & Environmental Training

We believe that our success in the management of Health, Safety & Environment will be assured by the competence of our staff. We will therefore ensure the competence of our staff by:

- a) Developing and maintaining or otherwise procuring training appropriate to the needs of our business.
- b) Providing training in a timely manner.
- c) Ensuring that all staff and sub-contractors receive induction training before they are allowed to commence work.
- d) Ensuring that all staff receive certificated training and maintain a continuing professional development programme where appropriate.
- e) Ensuring that employees and sub-contractors are given appropriate operational briefings and updates on tasks, which involve significant Health, Safety & Environmental Risks.
- f) Reviewing and updating training needs through:
 - ❖ Appraisals of performance
 - ❖ Workplace inspections
 - ❖ Accident/incident investigation
 - ❖ And wherever there is a significant change in the task or the workplace

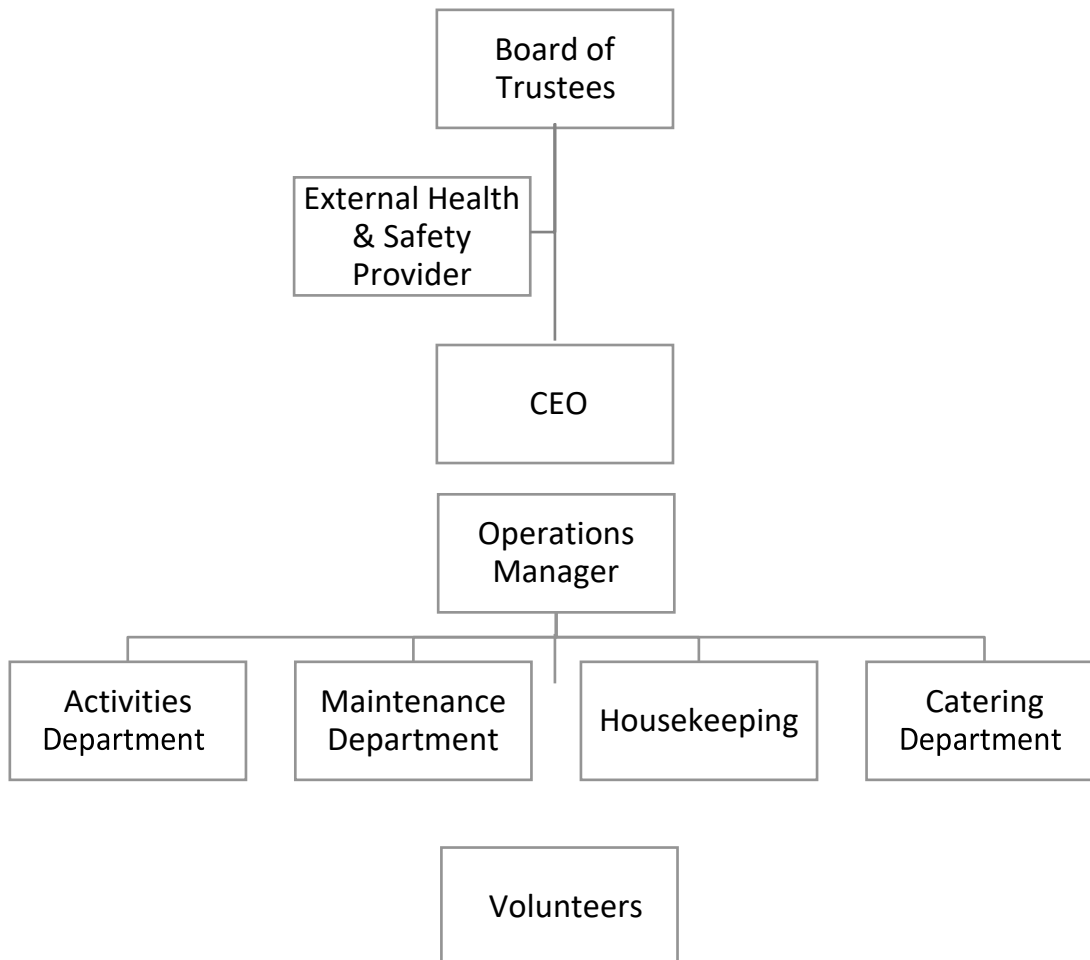
Signed by the CEO



Title CEO Date April 2024

ORGANISATION CHART – Barnstondale Centre

The organisation chart shown below shows the health & safety management structure of the Barnstondale Centre and the allocation of day-to-day responsibility for health and safety issues is shown in the responsibility explanation which appears later in this document. Although the key responsibilities fall to senior management all employees and volunteers have a legal responsibility for their own safety and that of others who may be affected by their acts or omissions and not to interfere or misuse anything provided in the interests of health and safety.



RESPONSIBILITIES AND DUTIES

A. Trustees (Board of Directors)

The overall responsibility for Health, Safety & Environmental matters rests with all the Trustees (Board of Directors).

The Chair of Trustees will ensure that the Directors are aware of these responsibilities and will ensure there is an Annual Health & Safety Plan in place and regularly review its progress in this policy.

The Directors have overall responsibility for providing Barnstondale Centre with clearly defined responsibilities which shall develop and implement effective management of Health, Safety & Environmental issues. These will be subject to continual measurement and review.

They can delegate the following to the CEO:

- ❖ Providing an organisation with adequate resources – encompassing all functional aspects of our undertakings – with clearly defined responsibilities, that shall plan, implement, measure and review our management of Health, Safety & Environment in order that it is subject to progressive improvement.
- ❖ Making provision for safe working procedures. Ensuring the provision of adequate resources including the appointment of competent persons to apply risk assessment techniques and thereafter to produce complementary control measures.
- ❖ Arranging for the assessment of competence of Sub-contractors to carry out and/or manage the work involved.
- ❖ Ensuring that the company's undertakings are conducted in compliance with legislative requirements.
- ❖ Completing all workplace Health and Safety tours and audits.
- ❖ Carry out investigations of serious accidents and incidents, maintain accident book and notify HSE/EHO as required.
- ❖ Promoting Health, Safety & Environmental awareness amongst all employees through leading by example and monitoring corrective actions subsequent to review of the various monitoring systems.
- ❖ Liaising with the companies Safety & Environmental Advisor on the progressive development of the Health and Safety management arrangements.
- ❖ Responding to the Regulatory Authorities on any appropriate correspondence or communication.

B. Operations Manager

- ❖ Maintaining a programme of operations and organising the Workplace such that work is carried out, to the correct standard of safety with minimum risk to employees and other persons affected by our activities
- ❖ Encouraging all employees to contribute towards good Health, Safety & Environmental management within their areas of activity and influence.
- ❖ Ensuring that Sub-contractors identify hazards and assess the risks in their operations and that their assessments are checked for adequacy by nominated staff, and that any risks to others are notified to the appropriate employer.
- ❖ Ensuring that before hazardous operations commence Sub-contractors and Supervisory Staff produce method statements to detail the preventative and protective measures required to control significant risks.
- ❖ Ensuring that Employees under their control are adequately informed on risk controls, trained and competent for the operations, which they are required to perform. Particular attention must be given to the provision of induction, operational briefing and update training.
- ❖ Ensuring that emergency procedures are implemented with practice drills (where relevant) under the control of competent persons and made known to all employees.
- ❖ Ensuring that all statutory and company examinations and inspections of any plant, machinery, or other equipment etc. are carried out and the relevant registers are completed, maintained and audited.
- ❖ Providing adequate supervision to ensure that the workplace is maintained in a safe and tidy condition, and that safety devices are provided, and utilised, protective equipment worn, safety rules observed, and safe-working practices enforced.
- ❖ Ensuring full co-operation of Workplace personnel with Safety Advisor guidance, including prompt response to their recommendations.
- ❖ Ensuring that the relevant statutory notices, regulations etc. are displayed and maintained at relevant locations.
- ❖ Ensuring that the arrangements for first aid and other emergency services are provided and are known to all employees.
- ❖ Ensuring compliance with established Health, Safety & Environmental procedures by regular examination of documentation.
- ❖ Carrying out workplace inspections to monitor the effectiveness of control measures identified by risk assessment.
- ❖ Ensuring remedial actions identified by workplace inspections, audits and incident investigations are agreed and implemented.

- ❖ Ensuring that all employees at risk and their supervisors are informed immediately of any serious situation of imminent danger or shortcoming in the prescribed risk control measures become apparent. The danger area is to be evacuated and the matter reported to a Senior Manager.
- ❖ Acting upon any Health, Safety & Environmental matter which has been brought to their notice and which demands their attention.
- ❖ Investigating and reporting in accordance with Company Procedure all accidents and dangerous occurrences with a view taking such measures as will prevent recurrences.
- ❖ Carrying out regular workplace Health and Safety tours.
- ❖ Promoting Health, Safety & Environmental awareness through leading by example.
- ❖ Maintaining the 'Workplace Accident Book' (BL510)
 - ❖ Ensuring that sufficient safety protective equipment is available and where necessary, operatives are given personal instruction in its use.
- ❖ Ensuring through our supervision that the workplace is maintained in a safe and tidy condition, all safety devices are provided, and utilised, protective equipment worn, safety rules observed and instructed preventative and protective measures enforced.
- ❖ Ensuring full co-operation of Workplace personnel with Safety & Environmental Advisors and complying promptly with their recommendations.
- ❖ Acting upon any Health, Safety & Environmental matter which has been brought to their notice and which demands their attention.
- ❖ Ensuring that all statutory and company examinations and inspections of plant, machinery, equipment etc. are carried out and that the relevant registers are completed, maintained, and audited.
- ❖ Ensuring that the relevant statutory notices, regulations etc. are displayed and maintained at relevant locations.
- ❖ Ensuring that the arrangements for first aid and other emergency services are provided and are known to all employees.
- ❖ Ensuring that emergency procedures are made known and practised by all employees affected.
- ❖ Investigating accidents, near misses and dangerous occurrences with a view to taking such measures as will prevent recurrences.
- ❖ Ensuring remedial actions identified by workplace inspections, safety audits and incident investigations are agreed and implemented.
- ❖ Ensuring that all Employees at risk are informed immediately any serious situation of imminent danger or shortcoming in the prescribed risk control measures becomes apparent.

- ❖ Encouraging Employees to report unsafe and near miss incidents by developing a workplace in which the entire workforce, including sub contractor's employees, feel able to enhance our safety performance by the avoidance and control of risk.

- ❖ Promoting Health, Safety & Environmental awareness through leading by example.

D. Workplace Personnel (Applies to all employees and volunteers)

All operatives in the Workplace shall

- ❖ Perform their work activities in the manner in which they have been instructed and trained such that they do not place themselves or anyone else at risk.

- ❖ Not attempt to carry out work of any dangerous nature nor perform any tasks, nor operate any equipment unless they have been correctly trained, authorised and competent to do so, in accordance with recognised procedures.

- ❖ Use the correct equipment for their work, ensuring that it is maintained in a safe condition and immediately report any known defects to their Supervisor.

- ❖ Use the protective clothing and equipment provided for their safety and ensure that it is maintained in a safe condition. All queries on this matter must be directed towards their immediate supervisor.

- ❖ Report any unsafe conditions, incidents and near misses to their immediate Supervisor so that remedial action can be taken to eliminate risk.

- ❖ Report any shortcomings in the instructed protection arrangements to their immediate supervisor as soon as these become apparent.

- ❖ Report all accident and personal injuries to their immediate Supervisor and if necessary, receive medical attention.

- ❖ Use any access ways as provided, comply with relevant safety notices, and not enter any area where they may be placed at risk or do not have authorisation to enter.

- ❖ Keep their workplace in a safe and tidy condition.

- ❖ Conform with the fire fighting and emergency procedures applicable to their place of work.

- ❖ Develop a personal concern for safety and if they have any doubt as to their ability to perform a task safely, they must inform their immediate Supervisor.

- ❖ Check with their Doctor the risk of any prescribed drugs affecting their fitness for work and inform their Department Leader.

- ❖ Shall not report for duty or enter the workplace having taken illegal substances (drugs) or consumed alcohol or be under the influence of alcohol.

❖ Be aware that the quality of their workmanship and materials must be right first time to prevent the possibility of dangerous situations. Any concern must be notified to their immediate Supervisor.

E. External health and Safety Advisor

The External health and Safety Advisor will when appointed, aid the implementation of the Policy by:

- ❖ Assist in Risk Assessments and the production of Health, Safety & Environmental Plans.
- ❖ Assist with the production of specific Method Statements detailing protective and preventative measures.
- ❖ Assisting in the implementation of safety training programmes.
- ❖ Advising Management on all safety, occupational health, welfare & environmental issues and keeping them apprised of the success or otherwise of their measures, and where necessary advising Management of possible alternative arrangements.
- ❖ Conducting workplace inspections to identify non-compliance to health & safety legislation and hazards in the workspace.
- ❖ Reporting the findings and recommendations from workplace inspections to Senior Management.
- ❖ Monitoring the Company's Health, Safety & Environmental activities and issuing formal reports, recommending corrective action, as necessary.
- ❖ Carrying out full investigations into serious accidents, and issuing reports detailing causes and recommended actions.
- ❖ Liaising with Management and the Authorities and the notification of accidents and dangerous occurrences, and the reporting/recording of these incidents.
- ❖ Attending, where appropriate, management safety meetings, pre-tender/preplanning contract meetings and workplace safety committees.
- ❖ Carry out an annual audit of Health and Safety Management systems and procedures.

ARRANGEMENTS INDEX

All safety arrangements apply to Barnstondale and have been documented to show health & safety responsibility and how the topic or process is managed to reduce risk to employees, volunteers, service users, contractors and visitors.

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1. First Aid Arrangements

The Health and Safety (First Aid) Regulations 1981 (as amended 2013)

We have a duty to provide suitable first aid arrangements for our staff whilst at work and visitors who may be affected by our activities. We have taken steps to provide first aid arrangements that meet this requirement.

We do this by:

- ☐ Senior management to identify our needs and ensure continuing arrangements for first aid provision.
- ☐ Assessing the reasonable level of first aid provision required for our business at our workplace.
- ☐ Recruiting sufficient members of staff to undertake first aid training as a first aider or appointed person, as appropriate.
- ☐ Arranging approved training for those people and keeping records of their training.
- ☐ Providing adequate numbers of trained personnel to be available always during business hours.
- ☐ Providing and maintaining sufficient quantities of first aid equipment and consumables.
Displaying names and locations of first aid trained personnel or appointed persons in prominent positions throughout the premises.
- ☐ Routinely reviewing our first aid arrangements for suitability and ensuring that where we have trained first aiders qualifications are up to date.

2. First Aid Training

Barnstondale Centre will ensure that first-aid training is given by persons or organisations qualified to do so. This shall be made available to any members of the workforce expressing an interest, provided that there is a need for additional first aiders.

3. Accident Reporting – Reporting any Injury, Disease or Dangerous Occurrence

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

In the event of an injury, disease or dangerous occurrence, the staff member will immediately inform their Dept. Lead, who will then input all the details onto an Accident Record Book (held in the main office) and a copy given to the Operations Manager.

Depending on the severity, the Operations Manager will notify the appropriate emergency services.

The Operations Manager will also be responsible for conducting any 'lessons identified' or learning accounts from the accident/incidents to ensure the Centre reacts accordingly.

❖ Reporting online www.hse.gov.uk the details to the enforcing authority, a copy of which will be sent to you for record.

Every serious incident will be notified to and thoroughly investigated by the Operations Manager, in consultation with the Company Health and Safety Advisor, in order to identify the cause of the incident and to plan and implement measures to prevent recurrence.

Events, which are reportable:

- ☐ The death of any person as a result of an accident arising out of or in connection with work – including the death of an employee, if this occurs sometime after the reportable injury, which led to that employee's death (but not more than one year afterwards).
- ☐ Any of the following specified injuries to a person at work as a result of an accident arising out of or in connection with work:

a) fractures, other than to fingers, thumbs and toes.

b) amputations

c) any injury likely to lead to permanent loss of sight or reduction in sight

d) any crush injury to the head or torso causing damage to the brain or internal organs

e) serious burns (including scalding) which: - covers more than 10% of the body - causes significant damage to the eyes, respiratory system or other vital organs

f) any scalping requiring hospital treatment

g) any loss of consciousness caused by head injury or asphyxia & any other injury arising from working in an enclosed space which: - leads to hypothermia or heat-induced illness - requires resuscitation or admittance for more than 24 hours:

- ☐ Incapacitation of a person at work (i.e., an employee, a self-employed person or a person receiving training for employment) from his or her normal work for more than 7 days as a result of an injury (an 'over 7 day' injury) caused by an accident at work – to be reported on the appropriate online form. The 7 day does not count the day on which the accident happened and employers and others with responsibilities under RIDDOR must still keep a record of all-over three-day injuries. The deadline by which all over seven-day injuries must be reported is 15 days from the day of the accident. Accidents must be recorded, but not reported where they result in

a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an accident book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

- ☐ Any injury to a person not at work, e.g. public, resulting from an accident arising out of or in connection with work, which results in them being taken to hospital, from the accident premises, for treatment in respect of that injury.
- ☐ Any dangerous occurrence as defined in the Reporting of Injuries Diseases and Dangerous Occurrences Regulations. (RIDDOR).
- ☐ Any occupational disease as defined in the Reporting of Injuries Diseases and Dangerous Occurrences Regulations. (RIDDOR).
- ☐ Any gas incident as defined in RIDDOR.

NOTE: For the purposes of the Reporting of Injuries and Dangerous Occurrences Regulations 2013 at work.

The persons responsible for reporting all reportable accidents and injuries within the workplace are: **Mark Radcliffe – Operations Manager, Jon Muspratt – CEO**

***In the event of an accident in the workplace the Trustees (Board of Directors) will be informed.**

A record must be made and kept of all reportable injuries and dangerous occurrences. The record must contain in each case:

- 1 The date and time of the accident-causing injury.
- 2 The following particulars about the person affected:
 - (a) Full Name.
 - (b) Occupation or group name if a minor.
 - (c) Nature of injury or condition.
- 3 Place where the accident happened.
- 4 A brief description of the circumstances.

The nature of the record is not stipulated by “RIDDOR”. It is left to the responsible person to use a form of record considered to be appropriate.

4. Health and Safety Training

The Health and Safety at Work Act 1974 – Section 2

The Directors, in conjunction with the Health, Safety & Environmental Advisor, will carry out annual assessments to ascertain what training is required. Records will be kept and a training programme will be established giving priority to the most hazardous areas, and the needs of young and/or new employees.

No person will be permitted to drive any company vehicle or drive on company business until they have provided a copy of their licence to show they are competent to drive and their licence has been assessed to ensure there are no penalty points on their licence. Staff will not be allowed to operate articles of plant unless they are selected, trained and competent to do so.

In addition, they will not be permitted to operate any machine, apparatus or plant until appropriate training has been provided.

Arrangements will be made where necessary, to train staff in the use of firefighting equipment and its proper use and maintenance.

All employees are required to assist and co-operate with the Centre in any arrangements made for their training requirements. The Directors in conjunction with the Centre's external Health & Safety Advisor will maintain a record of all training that is undertaken.

The training needs of employees will be continually monitored in relation to the Charity's activities, including changes to legislation, introduction of new technology and work methods, etc.

Appropriate information, instruction and training will be provided for all employees and others, for example, sub-contractors employees, where necessary and appropriate.

Training will encompass site induction, topical toolbox talks, specific job training, management seminars etc. The Company's training programme will utilise both in-house and external training facilities. Certificates of attendance/competence will be issued where appropriate.

Training records will be maintained on the company training matrix.

Training

The Charity is aware of the need to make provision for adequate training in order that employees are competent to discharge their health and safety responsibilities.

The Directors, in conjunction with the CEO are responsible for identifying training needs and where necessary will seek advice and guidance from the Health & Safety Consultant. Where there are identifiable training needs, arrangements will be made to provide suitable training for all levels of employees for job and task specific activities.

The company has a training matrix in place to identify the required training relevant to the position they hold within the business. New starters will receive an induction into the Safety Management System and a training needs analysis carried out. This training matrix is managed day-to-day by the Operations Manager.

Information and Communications (Consultation)

Consultation will be carried out in accordance with the Safety Management System (Section 24) Information and communications to employees will be carried out using a number of different procedures:

- ☐ Senior Health and Safety Management Meetings
- ☐ Health and Safety Training
- ☐ Induction training
- ☐ One-to-one surgeries

- ☐ Regular health and safety meetings
- ☐ Alerts, Bulletins and Communications
- ☐ Safety Management System
- ☐ Safety information sheets
- ☐ Toolbox talks (see below)

Toolbox Talks

All operatives employed on site will attend 'Safety Toolbox Talk' meetings. The meetings will be held on an as-and-when required basis and last approximately 15 minutes. The meetings will be conducted by the Operations Manager or Maintenance Dept. Supervisor (i.e. where specific knowledge of the task is required).

The topic for each talk will be selected from the Safety Management System or be in the form of a safety produced Alert, Bulletin or Communication which will be designed to keep all people at our work locations informed of key topic and information relevant to the work we carry out.

The toolbox talk records will be subject to audit in accordance with our health and safety performance measurement procedures.

5. Fire and Emergency Procedure and Management

The Regulatory Reform (Fire Safety) Order 2005

We have a legal duty to implement and maintain a fire safety programme to ensure employees have a full understanding of the evacuation procedures for the premises where they are working. We have put in place arrangements to meet these responsibilities and to identify and reduce the risks associated with fire and emergency situations.

Our arrangements consist of:

- ☐ Senior Management to coordinate fire and emergency arrangements and take responsibility to ensure employees undertake work site specific induction training including the emergency evacuation procedures and arrangements.
- ☐ Identifying fire risks and potential emergency situations and who may be affected.
- ☐ Ensuring that the level of fire safety management systems and detection are suitable and sufficient for the setting, through fire risk assessment and regular review.
- ☐ Assessing the level of risk and recording the information in Risk Assessments.
- ☐ Implementing procedures and control measures to mitigate the risks posed.
- ☐ Developing Safe Systems of Work to reduce the potential incidence of fire and emergency situations.
- ☐ Adequate provision of tested and inspected firefighting equipment on any sites where we are in control of activities or undertaking hot work activities.
- ☐ Delivering training on the Risk Assessment and on the use of any firefighting equipment provided.
- ☐ Reviewing our system.

We use the experience of operating these systems to make improvements to our safety, health and welfare management system.

6. Management of Passenger Lifts

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)

Lifting Equipment will be inspected and examined as per the above regulations and Appointed Persons planning and managing non - routine lifts will be suitably trained and certificated.

We have a duty to manage and maintain safe lifting equipment and to ensure that lifting operations are safely carried out. This includes the hoists and winches within Meadow Cabin.

We do this by:

- ☐ The Operations Manager will manage and oversee lifting operations and the provision and use of lifting equipment in the building.
- ☐ Assessing the risks to employees and others from lifting operations and the use of lifting equipment.
- ☐ Developing and implementing control measures, procedures, and Safe Systems of Work.
- ☐ Arranging for maintenance and repair in line with manufacturer guidance and statutory examinations of this equipment at the appropriate intervals.
- ☐ Ensuring that risk assessments are undertaken by competent, trained personnel
- ☐ Implementing the findings of risk assessments, procedures, Safe Systems of work and control measures.
- ☐ Ensuring that employees and others are trained and competent to fulfill their duties.
- ☐ Providing and recording training.

Hoists

Hoists fall into 2 main categories passenger and goods.

All hoists are subject to the requirements of The Lifting Operations and Lifting Equipment Regulations 1998. The Barnstondale Centre will ensure that adequate arrangements are in place for the safe provision, operation and maintenance of any such hoists being under their control.

We will ensure that:

- ☐ All hoists are installed by a competent contractor.
- ☐ Provision is made for suitable gates at each landing point that are suitably interlocked so that:
 - i. The gate cannot be opened except when the hoist is at the landing point
 - ii. The hoist platform cannot be moved from the landing point until the gates are closed.

- ☐ All areas around the Hoist are suitably enclosed to ensure that no accidental contact can be made with persons or objects.
- ☐ Base landing area is suitably enclosed/fenced so as to prevent unauthorised access beneath the hoist platform
- ☐ Where “goods only” type hoists are used, these are normally of the open car type.
- ☐ The area around the hoist must be fully enclosed to ensure that no items that, if dislodge, can fall outside the enclosed area.
- ☐ All hoist gates and the hoist car platform must be marked with the SWL, and if a passenger hoist, the maximum number of persons.
- ☐ A test, examination and inspection regime exists to ensure the safe operation and maintenance of the hoist.
- ☐ Hoists must only be operated by trained and competent persons, CPCS, CITB Certificates of training must be retained and available on site for checking.

7. Plant and Equipment/Electrical Appliances & Power Tools

The Provision and Use of Work Equipment Regulations 1998 (PUWER as amended 2002)

We have a duty to protect our employees and other people who use our premises from the health and safety risks associated with the provision and use of work equipment.

We do this by:

- ☐ The CEO is to consider the health and safety issues surrounding any new equipment that we obtain and the equipment that we use in the course of our business.
- ☐ The Operations Manager is to assess the risks from work equipment when in use and during its maintenance.
- ☐ Developing and implementing procedures, control measures, policies and Safe Systems of Work.
- ☐ Ensuring that any work carried out on work equipment is carried out by competent workers or competent contractors.
- ☐ Providing and using personal protective equipment where appropriate. ☐ Regular maintenance and servicing.
- ☐ Statutory inspections by competent accredited engineers and surveyors where required.☐ Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- ☐ Providing relevant training and keeping training records.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the provision and use of work equipment.

The Electricity at Work Regulations 1989

All electrical equipment, which the charity uses in all workplaces, will be supplied, installed, maintained or used in accordance with current regulations. All temporary supplies are to be installed by competent electricians and tested in accordance with the I.E.T Regulations, and records maintained.

The Charity will ensure that all portable electrical equipment provided for use on site or other workplace, are in accordance with the relevant Electricity at Work Regulations and British Standards, and are PAT tested, and have the appropriate supporting documentation.

No power tools or electrical equipment of voltage greater than 110 volt (CTE) shall be used on sites unless special arrangements are made and discussed with the Operations Manager. Lower voltage tools, lighting etc. may be required in damp or confined situations. The Operations Manager must be consulted in these situations.

Relevant Information:

The I.E.T Regulations for Electrical Wiring British Standard 7671:2008 and BS 7430: 2011 Earthing

8. Workplace (Health, Safety and Welfare) Regulations 1992 (new ACOP 2002)

We are obliged to make and maintain arrangements for welfare and the provision of a safe and healthy working environment for our workforce whilst they are at work. This includes a duty to provide restrooms where work is arduous or conducted in a hostile environment and for the welfare of new and expectant mothers. Barnstondale Centre must also ensure that welfare facilities are suitable and sufficient for our service users.

We do this by;

- ☐ Senior Management are to make sure that our workers have adequate welfare facilities and a safe working environment on site.
- ☐ Ensuring that welfare facilities are fit for purpose and include adequate hot, cold and drinking water, sanitary conveniences, hand washing facilities, facilities for meal breaks, heating and ventilation.
- ☐ Providing adequate lighting for the work in hand.
- ☐ Providing and recording relevant instruction and training.
- ☐ Regular monitoring and review of our arrangements to ensure that they remain sufficient

No materials are to be stored in the rest rooms/canteen. Those who desire to smoke must do so only in the designated smoking area (smoking shelter by the staff gate).

9. Personal Protective Clothing and Equipment

Personal Protective Equipment at Work Regulations 1992 (as amended 2002)

Through the process of risk assessment, the company will identify personal protective equipment required and ensure that adequate supplies of all necessary protective clothing or equipment are available in all workplaces for issue as required, and that when issued to employees and/or sub-contractors, a record is kept.

The Operations Manager will ensure that, before employees are set to work, they are equipped with all necessary protective clothing.

Any person in a workplace, who is observed not wearing protective clothing while carrying out a process which requires the use of protective clothing will be informed of statutory and company policy requirements and instructed not continue working until protective clothing is obtained. This applies to any sub-contractor as well as direct employees.

The Operations Manager will ensure that the protective clothing or equipment is suitable for the specific process for which it is provided. Information and advice on the correct equipment to be issued can be obtained from the Company Health and Safety Consultant, if required.

All personal protective equipment will be maintained, serviced, cleaned, and replaced where necessary and/or appropriate. Facilities will be provided for the storage of PPE where it is necessary to do so.

10. Safe Place of Work

Workplace (Health, Safety & Welfare) Regulations 1992 (new ACOP 2002)

In line with the above regulations, the Company will provide and maintain a safe place of work and working environment for all employees and others who may be required to visit the storage yard, site, etc.

Safe means of access and egress shall, so far as is reasonably practicable, be provided and maintained to every place of work.

Every such place shall, so far as is reasonably practicable, be made and kept safe for persons using the facilities by regular inspection and, where necessary, corrective actions. The Company external Health and Safety Advisor shall make arrangements to regularly inspect the workplace and ensure an action plan is documented for the centre to follow.

11. Consultation and Communication

The Health and Safety (Consultation with Employees) Regulations 1996

The Company will encourage the active participation of all employees and subcontractors in promoting good health and safety practice.

Company Safety meetings will take place at appropriate intervals in order to discuss the effectiveness of the policy and procedures and to review all safety reports and any recommendations.

Use will be made of all means of two-way communication to ensure that health and safety issues are brought to the attention of all staff – notice boards, circulars, site meetings, “face to face” discussions, toolbox talk etc.

As part of the onboarding process when taking property and facilities management responsibilities for a new site, operatives expected to work there, will be communicated the risk assessments they will be expected to abide by. This process will be recorded. They will be given the opportunity to comment and raise awareness of hazards they encounter whilst undertaking their daily activities.

12. Lone working

Where employees are required to work outside normal working hours, special attention will be paid to the need for their safety in respect of lighting access and egress, first aid and the need for supervision of employees working on their own in isolated areas of the workplace. Lone working will be avoided so far as is reasonably practicable, but where it cannot be avoided then suitable controls will be introduced.

We have a duty to ensure the safety, health, and welfare of our workforce whilst at work.

We do this by:

- ☐ Operations Manager to consider the health, safety, and welfare of the workers.
- ☐ Identifying situations where lone working is required which affect our employees.
- ☐ Department leads and Operations Manager to assess the risks to members of our workforce who are or may become lone workers.
- ☐ Developing and implementing control measures and procedures to ensure their health and safety whilst at work.
- ☐ Providing sufficient funding support to enable the development and implementation of procedures, risk assessments and control measures.
- ☐ Ensuring that procedures and control measures are in place for lone working situations.
- ☐ Ensuring that identified equipment needs are met and training on their use is given.
- ☐ Ensuring that the content of the procedures and risk assessments are made available to all staff.
- ☐ Providing and recording training.

- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from lone working.

13. Waste Management – Housekeeping.

Environmental Protection Act 1990 The Waste (England & Wales) (Amendment) Regulations 2012

The CEO, supported by the Housekeeping Supervisor, will ensure that suitable arrangements are implemented to assure all waste is separated and disposed of in line with the above legislation. The Charity shall fulfill its duties under the legislation by:

- ❖ preventing anyone from dealing with its waste illegally
- ❖ prevent the escape of waste
- ❖ ensure waste is only transferred to an authorised person
- ❖ ensure accurate description of waste is provided when the waste is transferred, and a transfer note is completed.

Suitable disposal equipment shall be used to contain waste materials, and the waste shall be disposed of regularly. In adverse weather conditions, arrangements shall be put in place to prevent waste from blowing around site or contaminating surroundings.

The Operations Manager shall be responsible for the systems and arrangements for the safe disposal of waste in accordance with the contracts set up to facilitate this.

Barnstondale Centre waste arrangements (as at April 2021) are:

- Local authority
- Ash waste (large red bins for general waste)
- PHS – sani-bins

The Hazardous Waste Regulations 2005: - The Hazardous Waste Regulations have defined hazardous waste in England and Wales, which the company has a duty to manage by:

- ❖ producers or consignors of hazardous waste to notify (register) their premises to the Environmental Agency;
- ❖ restrict mixing and require separation of wastes where appropriate;
- ❖ make sure that companies document the movement of hazardous waste;
- ❖ Consignees receiving hazardous waste to keep thorough records and provide the Environment Agency with information on the disposal and recovery of hazardous waste every three months.

Housekeeping & Cleaning

We have a duty to ensure the safety, health and welfare of our employees and others who enter our clients' premises by keeping it in a clean, tidy and sanitary condition.

We do this by:

- ☐ Senior Management to oversee the provision and management of housekeeping arrangements. Where necessary, making a risk assessment of the risks posed to our workforce from housekeeping activities at client premises.
- ☐ Developing and implementing cleaning procedures and associated safe systems of work where required.
- ☐ Ensuring that competent, trained personnel undertake the management of the policy, cleaning regimes and control measures.
- ☐ Carrying out regular housekeeping audits after work has been completed.
- ☐ Providing and using personal protective equipment where necessary.
- ☐ Managing our activities to ensure that employees and others use the control measures provided and follow our policies and procedures.
- ☐ Providing instruction and where necessary training which is recorded.
- ☐ Employees and others adhering to the contents of the procedures and safe systems of work.

We are responsible for maintaining an acceptable standard of site cleanliness within the area of works. Subcontractors are responsible for the tidiness of their areas of works. All rubbish and debris shall be cleared from the work site on a regular basis in progress with the work. No excess rubbish and debris will be permitted to be left on site at the end of the working shift. Rubbish and debris shall not be allowed to obstruct site access or fire escape routes.

We will respond immediately to any reasonable instructions given by the Client regarding rubbish removal. Housekeeping may be subjected to a "non-compliance notice" if an adequate response to a rubbish removal instruction is not observed. The suspension will remain in effect until the instruction is complied with in full and the loss of production will be to the expense of the offending Company.

14. Noise

Control of Noise at Work Regulations 2005

The Charity will carry out assessments of the risk to Health and Safety created by exposure to noise in the workplace by work processes and the working environment. Where the noise levels are or are likely to exceed the action levels specified in the regulations, appropriate arrangements will be put in place to ensure that the noise is eliminated or control of exposure to the noise ensures no employee or others affected by the work activity and subjected to injurious conditions.

The Operations Manager will assess whether equipment provided should be fitted with silencers, mufflers, canopies etc. and that all equipment and noise reducing facilities, etc. are considered. Supplies of ear defenders or other hearing protection will be made available on the site/workplace for any operations where it is not practicable to reduce the noise levels to a safe limit – in line with the action levels specified in the Control of Noise Work Regulations.

80dB – Hearing protection needs to be made available. 85dB – Hearing protection must be worn.
87dB – Maximum limit of exposure when wearing ear protection measured at the ear.

These will be issued to operatives and others in the work area, as required and must be worn at all times when such persons are exposed to noise.

All employees will ensure that all noise control items fitted to plant, or in premises are kept in good order and that any defects noted are reported immediately.

The company will ensure health surveillance is carried out where employees are exposed to noise levels above the specified recommendations.

The company will provide information, instruction and training where necessary to employees who are or likely to be, exposed to risk.

As a rule, if you have to raise your voice to be heard at a distance of 1m from the person you are talking to then you are in a noise environment in excess of 85db(A) and therefore it is mandatory hearing protection.

15. Asbestos

The Control of Asbestos Regulations 2012

We have a duty to ensure that people working for us are not exposed to asbestos containing materials in the course of their work and that we do not expose other people to the risk of exposure to asbestos as a result of our work activity.

Because our business does not operate from commercial premises our workforce only faces the risk of exposure to asbestos containing materials when working at customer premises.

We need to control this potential hazard and we do this by;

- ☐ Barnstondale have an asbestos survey which records all asbestos containing materials (ACM's) located on site. Barnstondale are responsible to addressing the recommendations documented whether that's removal, labelling or just managing the locations recorded. The CEO, supported by the Operations Manager, will address the action plan in line with the recommended timescales.
- ☐ Making information available to our workforce.
- ☐ Making sure that our workers are trained (Maintenance Dept.) and able to assess and identify materials that might contain asbestos, and that they know what to do if they come across them.
- ☐ Operations Manager to manage this process and to develop and implement procedures, Safe Systems of Work and control measures.
- ☐ Where we know that asbestos containing materials are present, making sure that our workforce is fully aware and that the work activity is arranged so as to avoid their disturbance.
- ☐ Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- ☐ Employing competent trained personnel.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from asbestos.

All work involving asbestos in any form will be carried out in accordance with the Regulations and Approved Code of Practice.

16. Legionella

Approved Code of Practice L8 – Legionnaires’ Disease – the control of legionella bacteria in water systems

The Health and Safety at Work etc. Act 1974

Management of Health & Safety at Work Regulations 1999

C.O.S.H.H 2002

The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, specifically Regulation 12(2)(h) and Regulation 15 of the Act

HSG274 Part 1 - The control of legionella bacteria in evaporative cooling systems

HSG274 Part 2 - The control of legionella bacteria in hot and cold-water systems

HSG274 Part 3 - The control of legionella bacteria in other risk systems

Barnstondale Centre have a duty to ensure the health and safety at work of their employees and to ensure that the health and safety of other people is not affected by their work activities. They also have duties to prevent or reduce exposure to substances hazardous to health and to assess the risks to health from their use. Micro-organisms such as legionella are defined as substances hazardous to health. Barnstondale Centre have a duty to comply with and manage in line with any legionella management system implemented in the buildings they have been instructed to manage.

We do this by:

- ☐ Operations Manager to review existing legionella management system in place or identify whether a risk assessment with recommendations has been undertaken.
- ☐ Review documentation to ensure existing control measures meet the standards set-out in the recommended actions section of the assessment or management system.
- ☐ Plan for a fresh risk assessment to be undertaken or continue to plan so existing controls are facilitated by the Barnstondale Centre.
- ☐ Operations Manager to manage this process and to develop and implement procedures, Safe Systems of Work and control measures.
- ☐ Where we know responsibility for facilitation of work is the responsibility of the Barnstondale Centre, making sure that our workforce is fully trained, aware and that the work activity is arranged so as to avoid the disturbance of residents or service users.
- ☐ Employees and others adhering to the contents of procedures, control measures and Safe Systems of Work.
- ☐ Employing competent trained personnel.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from asbestos.

17. Hazardous Substances

Control of Substances Hazardous to Health Regulations 2002 (As Amended 2005) (New Code 2015)

The Control of Substances Hazardous to Health Regulations (COSHH) requires assessments to be made wherever substances hazardous to health are used, processed, manufactured, given off or produced. In addition to this the regulations require that 'Good Practice' be applied at all time when dealing with Hazardous Substances.

This will be achieved by applying the following principles:

- ☐ Design and operate processes and activities to minimise emission, release and spread of substances hazardous to health.
- ☐ Take into account all relevant routes of exposure - inhalation, skin absorption and ingestion - when developing control measures.
- ☐ Control exposure by measures that are proportionate to the health risk.
- ☐ Choose the most effective and reliable control options which minimise the escape and spread of substances hazardous to health.
- ☐ Where adequate control of exposure cannot be achieved by other means, provide, in combination with other control measures, suitable personal protective equipment.
- ☐ Check and review regularly all elements of control measures for their continuing effectiveness.
- ☐ Inform and train all employees on the hazards and risks from the substances with which they work and the use of control measures developed to minimise the risks.
- ☐ Ensure that the introduction of control measures does not increase the overall risk to health and safety. The Company will carry out assessments of all hazardous materials used and record the findings accordingly. Information on the nature of the materials will be compiled and any emergency procedures for spillage and storage established. Any new substances being brought into the company will be assessed before being put into use.

All employees will be instructed in the requirements of the C.O.S.H.H Regulations and the nature of the materials being used. Assessments/data sheets, which are retained by the Site Supervisor, will be made available to all staff, and information, instruction and training in the operation of assessments will be given. It is the responsibility of the relevant employee to ensure that all work involving a hazardous product or process is carried out strictly in accordance with the assessment sheets and instructions. Where additional information is required on a product or process, the Senior Property Manager must contact the manufacturer for the safety data sheet or instruct a competent person within the organisation to undertake this task on their behalf.

All COSHH Assessments will include the new Hazard Symbols (Pictograms) as per the Code of Practice 2015.

18. Industrial Diseases

Industrial diseases result from exposure to substances or work practices in the workplace and go on to cause immediate or delayed health problems for the person exposed to them. The following are examples of industrial diseases in the workplace:

- ☐ Musculoskeletal (normally through poor manual handling)
- ☐ Occupational Deafness (Through be exposed high level noise unprotected)
- ☐ Vibration White Finger (Through prolonged the use of vibrating handheld tools)
- ☐ Carpal Tunnel Syndrome - Repetitive Strain Injury (RSI)
- ☐ Allergic Rhinitis (nasal irritation from non-infectious particles)
- ☐ Dermatitis
- ☐ Silicosis
- ☐ Occupational asthma

As a company we have a legal duty to monitor and conduct surveillance checks for signs and symptoms of industrial diseases that may be as a result of our undertakings.

By conducting health surveillance checks it will enable us to monitor exposure where possible and implement measures to reduce the effect of any exposure as much as is reasonably practicable.

A high level of personal hygiene is one of the best measures to avoid many industrial diseases, particularly when it comes to skin conditions such as Dermatitis.

All employees are to be made aware of these types of hazards and the precautions to be adopted. The company also has a legal duty under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations to report any incidences of industrial diseases amongst its employees to the enforcing authorities.

It is the duty of all company employees to report incidences of industrial diseases to their line manager.

19. Risk Assessment

Management of Health and Safety at Work Regulations 1999 (as amended in 2003 and 2006)

The Charity will undertake to make a suitable and sufficient assessment of the risks to employees and any others who may be affected by its undertaking, and to record the significant findings of that assessment. This record should represent an effective statement of the hazards and risks, which then leads management to put in place the relevant control measures to ensure the health and safety of its workforce, sub-contractors, visitors and, when appropriate, the general public. This will involve:

- ☐ Identifying the significant risks arising out of the work activity.
- ☐ Identify and prioritise the measures that need to be taken to comply with relevant statutory provisions.
- ☐ Ensure that all relevant risks and hazards are addressed.
- ☐ Address what actually happens in the workplace or during the work activity.

- ☐ Ensure that all groups of employees and others who might be affected are considered and informed of the risks.
- ☐ Identify groups of workers who might be particularly at risk, or lone workers.
- ☐ Take account of existing preventive or precautionary measures.
- ☐ Identify whether further control measures are required to reduce the risk of employees or others to a safe level.
- ☐ The risk assessments will be used positively by the company to change working procedures and improve health and safety performance.
- ☐ Communicate the key findings to all employees associated to the work task or who use the equipment assessed. Process of communication must be recorded to evidence that staff are aware of the safe working practices.

20. Safe Systems of Work

Management of Health and Safety at Work Regulations 1999 (as amended in 2003 and 2006)

We have a duty to ensure our workforce are provided with clear instructions and training when undertaking potentially hazardous tasks that pose significant risks.

We do this by:

- ☐ Each Department to oversee and implement Safe Systems of Work.
- ☐ Identifying where Safe Systems of Work are required.
- ☐ Developing Safe Systems of Work to effectively control the work activities within our work premises.
- ☐ Communicating the Safe Systems of Work to applicable employees.
- ☐ Ensuring that Safe Systems of Work are created by competent, trained personnel.
- ☐ Providing training on the Safe System to the workforce.
- ☐ Regular checks to ensure that the Systems are being followed.
- ☐ Reviewing our systems.

We use the experience from operating these arrangements to make improvements to our safety, health and welfare management system.

Where the risk assessments for work activities identify residual high-risk situations, written safe systems of work shall be provided.

To ensure that adequate Safe Systems of Work are in place for employees to follow we need to;

- ☐ Appoint and train sufficient numbers of staff in the creation of the Safe System of Work.
- ☐ Systematically identify the areas where a Safe System of Work may be required.
- ☐ Assess the task and identify the hazards.
- ☐ Define the safe method of undertaking the task.
- ☐ Document the Safe System of Work and ideally display it at the work site where the work takes place.
- ☐ Implement the System and ensure employees understand it. Provide training where necessary.
- ☐ When developing and implementing Safe Systems of Work we should involve Managers and workers in the task being assessed.

☐ Review Safe Systems of Work on a regular basis or when situations change

21. Competent Persons

Management of Health and Safety at Work Regulations 1999 (as amended in 2003 and 2006)

The Barnstondale Centre have appointed competent persons to assist in undertaking the measures needed to be taken to ensure compliance with the requirements and prohibitions imposed under current, relevant statutory provisions. Sufficient time and resources will be allocated to the competent persons to allow them to properly undertake the measures necessary.

External Consultants Appointed: Safepoint Professional Services Ltd – Ian Bloxsome – CMIOSH – 07968828867 - Butterworth Barlow House, 10 Derby Street, Prescot, Liverpool, Merseyside, L34 3LG.

22. Manual Handling Operations

The Manual Handling Operations Regulations 1992 (as amended in 2002)

Further to the risk assessment requirements under the Management of Health and Safety Regulations, the Company shall ensure that all manual handling operations are identified and addressed according to the requirements of the Manual Handling Operations Regulations.

All activities carried out by operatives and staff shall be examined and the requirements for manual handling operations established. As far as is reasonably practicable, manual handling operations shall be avoided, but where this is not possible, the operations shall be assessed, and the risk of injury reduced by the use of mechanical means or the provision of other suitable means.

All aspects of manual handling involved in the Company's operations shall be examined, including any areas where pushing, pulling, lifting, carrying, supporting, etc, are part of the expected work. Manual handling assessments shall be suitably documented.

The findings of all assessments and the control measures to be adopted shall be fully communicated to the respective employees via the information, instruction and training aspects of the business's operations.

23. Working at Height

The Work at Height Amendment Regulations (2007)

Falls from height continue to be the single biggest cause of workplace deaths and one of the main causes of major injury.

Work at height is a place 'at height' if (unless these procedures are followed) a person could be injured falling from it, even if it is at or below ground level.

In accordance with the above regulations a risk assessment must be conducted for all working at height, which must consider the following hierarchy of control:

- ☐ Avoid working at height wherever possible;
- ☐ Use work equipment or other measures to prevent falls where they cannot avoid working at height;
- ☐ Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall should one occur.
- ☐ Managing Directors must ensure the following:
 - ❖ All work at height is properly planned and organised;
 - ❖ All work at height takes account of weather conditions that could endanger; health and safety;
 - ❖ Those involved in work at height are trained and competent;
 - ❖ The place where work at height is done is safe;
 - ❖ Equipment for work at height is properly inspected;
 - ❖ The risks from fragile surfaces are properly controlled;
 - ❖ The risk from falling objects is properly controlled.

Scaffolding

Tube and fitting or system scaffolding provided for access will only be erected by approved sub-contractors who are deemed competent to do so. Scaffolds will be erected in line with the standard specification with the National Association of Scaffolding Contractors (NASC) latest guidance being followed. A scaffolding plan and / or compliance sheet will be developed and followed for each contract and designs provided where required for any structure not include in TG20:13 standard configurations. Only trained and competent erectors will be utilised to build, alter or dismantle scaffold on Momentum managed projects.

All scaffolds will require handover certification and will be tagged to indicate they are safe for use. Pull test information must accompany the handover certification and sufficient in numbers to suit the structure. Any scaffold unsafe for use will have the tagging system removed and notices posted to indicate an unsafe condition. Scaffolds must be visibly inspected by the user before use and inspections recorded every 7 days or as a result of any incident likely to affect the stability of the structure. Any corrective actions required by the scaffolding company identified within the inspections must be communicated to the sub-contractor within 24 hours of the inspection being carried out.

Mobile towers

Mobile towers will be erected by PASMA trained competent persons only and confirmed safe for use. All mobile towers will be visually inspected by the user and any alterations undertaken by PASMA or equivalent trained operatives. Any defective components will be removed from service immediately and replaced.

Ladders

All ladders will be fit for purpose and visually inspected before use. Ladders will be secured with an appropriate securing device fitted to the bottom of the ladder to reduce the requirement for a ladder to be footed which requires two persons and is sometimes forgotten (exposing employees to a fall from height). Ladders will be used at the correct angle of 75% and be used for access purposes only and works of light duty and short duration. A 3-point contact will be maintained at all times. Tools or equipment will be carried in a belt and materials where practicable will be lifted to the working area by mechanical means.

Step Ladders

Step ladders will be industrial standard only, be the correct size for the task to be carried out, used correctly and only utilised where no other suitable form of access can be used. A 3-point contact is required at all times and the top three steps must not be used, defective step ladders to be removed from service immediately.

Podiums / Hop ups

Podium towers and Hop-ups will be utilised where required and used in accordance with the manufacturer instructions. Familiarisation training will be conducted by the provider of the podium equipment.

Mobile Elevated Work Platforms (MEWPS)

Mobile working Platforms will only be operated by trained competent personnel (IPAF) and evidence of thorough test and inspection provided before use. Further weekly recorded inspection will be required and a daily visual inspection by the user before each use defects will be reported immediately to the Supervisor / Site Manager and the equipment removed from use

24. Equipment Vibration

The Control of Vibration at Work Regulations 2005

The company are committed to reducing both long term and short-term ill health due to vibration; The Company shall comply with the requirements of The Control of Vibration at Work Regulations by controlling the risk from hand arm vibration and whole-body vibration by:

- ❖ Operations Manager to assess the vibration risk to all employees on a day-to-day basis.
- ❖ decide if they are likely to be exposed above the daily exposure action value (EAV) $2.5\text{m/s}^2\text{A}$ (8) for hand arm vibration and $0.5\text{ m/s}^2\text{ A}$ (8) for whole body vibration if they are:
- ❖ introduce a programme of controls to eliminate risk, or reduce exposure to as low a level as is reasonably practicable;
- ❖ provide health surveillance (regular health checks) to employees who continue to be regularly exposed above the action value or otherwise continue to be at risk;
- ❖ decide if they are likely to be exposed above the daily exposure limit value (ELV) 5m/s^2 for hand

arm vibration and $1.15 \text{ m/s}^2 \text{ A}(8)$ for whole body vibration and if they are:

- ❖ take immediate action to reduce their exposure below the limit value;
- ❖ provide information and training to employees on health risks and the actions taken to control those risks;
- ❖ consult with trade union safety representative or employee representative on proposals to control risk and to provide health surveillance;
- ❖ keep a record of risk assessment and control actions;
- ❖ keep health records for employees under health surveillance; ❖ review and update risk assessments regularly.

Regulation 7 of the Control of Vibration at Work Regulations requires employers to provide suitable health surveillance where the risk assessment indicates a risk to workers' health. In any case, workers likely to be exposed in excess of the daily exposure action value of 2.5 m/s² A (8) should be under suitable health surveillance.

The company shall institute health surveillance for:

- ❖ workers who are likely to be regularly exposed above the exposure action value;
- ❖ workers likely to be occasionally exposed above the exposure action value where the risk assessment identifies that the frequency and severity of exposure may pose a risk to health;
- ❖ workers who have a diagnosis of HAVS (even when exposed below the exposure action value).

As a first step to health surveillance, employees will be asked if they have symptoms using a very simple questionnaire. A responsible person shall be appointed by the company to act as part of the health surveillance programme to enable the company to communicate to all employees how the simple screening questionnaires work.

Competent doctors and qualified persons (occupational health nurses) shall be used to assess whether the symptoms are related and due to vibration exposure as part of the company health surveillance programme. The roles of the responsible person, qualified person and doctor in health surveillance are described in HSE's generic guidance "Health surveillance at work" (HSG61). Whenever an employer learns that any person working for them has been diagnosed as suffering from Hand Arm Vibration Syndrome, where the person's work involves regular use of percussive or vibrating tools, or the holding of materials which are subject to percussive processes, or processes causing vibration; they must report the event, without delay, on-line to the Enforcing Authorities.

Employees will be given information about the reasons for carrying out health surveillance and will be informed of their roles and responsibilities.

After 3 years of a vibration exposed employee reporting no symptoms they shall be referred for a consultation with an occupational health nurse (qualified person) to provide an opportunity to explore more fully any possible symptoms that the individual may have overlooked.

Records of health surveillance will include:

- ❖ identification details of the employee
- ❖ the employee's history of exposure to HAV

- ❖ the outcome of previous health surveillance in terms of fitness for work, and any restrictions required
- ❖ symptom questionnaires if these are treated as non-confidential by the occupational health nurse

25. Stress at Work Policy

Management of Health and Safety at Work Regulations 1999 (as amended in 2003 and 2006)

The company in its commitment to protecting the health, safety and welfare of employees recognises work-related stress as an organisational issue. The company acknowledges the requirement under the Management of Health, Safety and Welfare at Work Regulations, to assess and control the risks arising from work-related stress. This policy will apply to all company employees.

Managers are responsible for implementation of the policy.

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. It arises when they worry that they can’t cope”

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

Following the HSE guidance HSG218 - “Tackling work-related stress” the company will proactively identify workplace stressors and provide suitable strategies to eliminate or minimise the risk of stress amongst the workforce.

After a stress risk assessment has been carried out, the effectiveness of measures taken to reduce stress must be reviewed on a regular basis.

The company will consult with employees on all issues around the Stress Policy and any provision for training.

Employees are encouraged to consult with their managers around issues relating to work related stress.

The company will provide training for designated managers around stress risk assessment and all managers on stress awareness.

The company will provide easy access to confidential counselling for employees affected by stress caused by either work or external factors.

We recognise that we have a duty to take action to reduce and where reasonably practicable to eliminate ill health which is caused by work related stress.

We do this by;

- ☐ The CEO is to consider and manage the issue of work-related stress.

- ☐ Developing and implementing a policy for identifying and managing work related stress.
- ☐ Involving our workforce in the development of this policy and our procedures.
- ☐ Providing information about the policy to all workers.
- ☐ Training Senior Management to recognise symptoms of work-related stress.
- ☐ Ensuring that the policy is adopted and followed.
- ☐ Ensuring employees know what to do if they suspect they, or a colleague, are suffering from stress.
- ☐ Providing counselling or occupational health services and support.
- ☐ Monitoring and reviewing the policy and procedures; using our experience of operating these arrangements we aim to make improvements to the way we manage ill health caused by work related stress.

26. Drugs and Alcohol

The Charity recognises the potential dangers of alcohol, drugs, and solvent abuse, known as substance abuse, to both the individual and the company.

The Charity aims to prevent, where possible, alcohol, drug, and solvent abuse amongst employees and to detect at an early-stage employees with problems.

The Charity will aid employees admitting to a drug or alcohol problem such as leave of absence from work if required for treatment. There may be circumstances when this offer may not be appropriate, and managers must assess each case individually.

Employees must report to work unimpaired by alcohol, illegal drugs, or prescription drugs.

Any employee reporting to work impaired by drugs and/or alcohol will be subject to the company disciplinary procedure, which could lead to dismissal.

Any employee or contractor found to be in possession, using, selling or under the influence of illegal drugs or solvents during working hours shall be subject to the company disciplinary procedure, which could lead to dismissal and persons being reported to the police.

Any employee or contractors who possesses, uses, sells or is under the influence of illegal drugs on personal time which adversely affects the company or it's employees or contractors shall be subject the company disciplinary procedure, which could lead to dismissal.

Any employee or contractor found to be in possession or consuming alcohol whilst at work without permission shall be subject to the company disciplinary procedure, which could lead to dismissal.

Prescription drugs are permitted to be taken during working hours only if they have been deemed to be safe to do so by a competent doctor and the prescription drugs do not affect the employee's ability to carry out their work safely. Employees must inform supervisors/ managers when taking prescription drugs that may alter their behaviour or physical/mental ability before starting work.

27. Bullying, Harassment and Sexual Harassment at Work

The Charity shall not tolerate bullying, harassment or sexual harassment in any form of employees by managers, co-workers or any other persons on site. Harassment shall be measured in the context of the impact of the harasser's conduct, not his/her intent.

All complaints of bullying, harassment or sexual harassment will be investigated and treated with fairness, sensitivity and in a confidential manner.

Barnstondale employees found to be bullying, harassing or sexually harassing co-workers or any other persons on site will be subject to the centre's disciplinary procedure, which could lead to dismissal. Non-charity employees found to be bullying, harassing or sexually harassing co-workers or any other persons on site will be removed from site or contract terminated.

28. Violence in the Workplace

The personal safety of staff is of paramount importance. Consequently, any actual or threatened violence towards staff is unacceptable.

The charity recognises and accepts responsibility under Health and Safety legislation and expects all staff to take reasonable care for their own well-being and for the safety of persons who may be affected by their actions.

The charity will minimise risks and ensure the prevention of violence and the security of the working environment.

All incidents of violence must be reported and investigated; and appropriate action will be taken to prevent and/or reduce the risks of deliberate acts of violence via the company's management procedures and/or where appropriate via police intervention in cases of assault.

Appropriate training will be given to enable staff to respond respectfully and sensitively in situations and also to enable them to protect themselves, colleagues and others when managing violent or potentially violent situations.

Staff that become victims of an act of violence during the course of, or arising out of their work, will be offered support and assistance as detailed within these guidelines.

Managers should never trivialise the employee's perception of being under threat. Such feelings should always be discussed seriously, and every effort made to achieve a resolution, which minimises the employees fear. This may involve general discussion, support from other colleagues, additional training, or counselling.

Following an incident, the manager must ensure that all reasonable steps are taken to minimise any future risk and undertake a new risk assessment.

If the aggressor should be a member of staff, the incident should be investigated in accordance with the Company Disciplinary Procedure (see Staff Handbook for more details).

29. Working Time

The Working Time Regulations 1998 (as amended 2003)

We have a duty to take account of the hazards and risk of long working hours, night and shift work and to ensure the health and safety of members of our workforce who work at night and on shifts.

We do this by:

- ☐ If applicable, the CEO will coordinate and manage hours of work and safe shift working activity on site.
- ☐ Identifying the hazards and risks that shift working may pose to our workforce.
- ☐ Developing and implementing strategies, procedures etc.
- ☐ Ensuring that the development of the strategies and procedures relating to shift working are undertaken by competent, trained personnel.
- ☐ Ensuring that Managers, employees and others follow our procedures and rules.
- ☐ Providing and recording relevant training.
- ☐ Monitoring hours of work and shift work patterns.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks from shift working.

Consideration as to, working hours, rest periods, annual leave, shift working etc. and suitable maintenance of records to be in place to ensure compliance with these regulations.

30. Environment

- ❖ Accident reporting is detailed in section three of the arrangements in addition environmental accidents/incidents and near misses should be recorded.
- ❖ Training is detailed in section four of the arrangements in addition environmental awareness training shall be included as part of this system.
- ❖ Fire and Emergency Procedure is detailed in section five of the arrangements in addition any environmental impact shall be considered in any future emergency reviews.
- ❖ Dangerous Substances is detailed in section six of the arrangements in addition environmental impact will be considered in the use and disposal of dangerous substances.
- ❖ Consultation & Communication is detailed in section eleven of the arrangements in addition all receiving such consultation and communication will also receive any relevant environmental information.
- ❖ Waste Management is detailed in section thirteen of the arrangements in addition where possible all waste will be reduced in line with current best practice.
- ❖ Noise is detailed in section fourteen of the arrangements in addition noise nuisance will be considered in all operations.
- ❖ Asbestos is detailed in section fifteen of the arrangements.

❖ Risk Assessment is detailed in section eighteen of the arrangements in addition where necessary environmental assessments will be carried out.

❖ Vibration is detailed in section twenty-five of the arrangements in addition it is recognised that vibration can cause nuisance and this will be considered in all operations recognised as producing nuisance vibration.

31. Purchasing

We have a duty to ensure the safety, health and welfare of our employees and others who enter our premises, and we have systems in place to protect these groups from any adverse effects of all plant, equipment, supplies and substances that we purchase to support our work activities.

Our systems consist of:

- ❑ The Finance Manager (Supported by the CEO) is to identify and manage the organisation's safe purchasing requirements, taking into account hazardous substances & substitution, vibration, noise, weight and handling of equipment.
- ❑ Developing and implementing a purchasing policy, identifying the safest available options.
- ❑ Ensuring that this policy is implemented by trained and competent staff.
- ❑ Ensuring that the equipment purchased is safe, adequate and suitable for to purpose, and that safety devices and other control measures are fitted.
- ❑ Providing adequate and sufficient personal protective equipment to employees.
- ❑ Providing relevant training.
- ❑ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to our purchasing policy.

32. Display Screen Equipment

Health and Safety (Display Screen Equipment) Regulations 1992 (as amended in 2002)

Display screen equipment will be used by the administration team

The health problems associated with VDU work are:

- ❖ Upper limb disorders (including pains in the neck, arms, elbows, wrists, hands, fingers). Often known as repetitive strain injury or 'RSI';
- ❖ back ache;
- ❖ fatigue and stress;
- ❖ temporary eye strain (but not eye damage);
- ❖ Headaches.

The Charity will:

- ❖ Identify workers who should be classed as users; and ensure all users complete a workstation self-assessment form to measure their set-up inline with best practice. All assessment will be reviewed by management to ensure.
- ❖ That workstations meet specified minimum requirements;
- ❖ Plan work activities so that they include breaks or changes of activity;
- ❖ Provide eye and eyesight tests on request, and special spectacles if needed;
- ❖ Provide information and training as necessary.

33. Construction (Design and Management) Regulations 2015 – Principal Contractor & Sub-Contractor

Where we fulfil any of the roles indicated below we will comply fully with these regulations.

Reg. 4, 5 (Clients Duties)

Reg. 6 (Notification)

Reg. 7 (Application to Domestic Clients), – where the Client is a domestic client then either the Contractor (one contractor only project) or the Principal Contractor (more than one contractor), or the Principal Designer must carry out the Client duties listed in Reg. 4(1) to (7) and Reg. 6. Some aspects of the full Regulations do not apply to Domestic Clients.

Reg. 8 (H&S duties and Roles), - This Regulation indicates the steps necessary to ensure that the appointees have the necessary skills, experience and knowledge to carry out their roles in a manner that secures the H&S of anyone affected by the project.

Reg. 9, 10, 11 (Duties of Principal Designers/Designers) – Must ensure prior to start that the Client is aware of his duties under the Regulations. The primary duty is to eliminate, reduce or control foreseeable H&S risks to those constructing, using or maintaining the structure etc. Plan, manage and monitor the pre-construction phase and coordinate with the Principal contractor for the construction phase.

Regs 16 to 36 reference good practice in how to manage the higher risk elements of construction.

Client Role

Barnstondale must be aware of what their responsibilities are in the event that construction work is required on site. In this event Barnstondale would become the Client and take up the responsibilities listed below.

- ☐ In the event of more than one contractor, make suitable arrangements to manage the project by appointing a Principal Designer and Principal Contractor (in the event that one or both are not appointed then the Client has that responsibility.
- ☐ Ensure that welfare arrangements are in place prior to start.
- ☐ Provide adequate pre-construction information and ensure a construction phase plan is drawn up prior to start and developed on an ongoing basis.
- ☐ Ensure that the Principal Designer (whilst appointed) prepares a H&S File for the project or that the Principal Contractor does so in the Designers absence.
- ☐ Where the project will last in excess of 30 working days with more than 20 workers or exceed 500 person days notify the work to the HSE on electronic Form F10.

34. Occupational Driving

See Driving Policy

We have a duty to continue to manage, so- far as we can, the health, safety workforce when they are away from our premises and travelling in the course of their work.

We do this by:

- ☐ CEO to decide to identify and manage the potential hazards to our workforce when driving in the course of our business.
- ☐ Assessing the risks to our workforce from driving in the course of our business.
- ☐ Developing and implementing policies and procedures.
- ☐ Ensuring that the vehicles are suitable and sufficient for their intended use and that they are maintained at their specified service intervals or when faults are identified.
- ☐ Ensuring that any risk assessments are undertaken by competent and trained personnel.
- ☐ Employees and Supervisors following our policies and procedures.
- ☐ Providing and recording relevant training.
- ☐ Monitoring and reviewing our systems; using our experience of operating the arrangements we aim to make improvements to the way we manage the risks associated with occupational road use.

35. Disciplinary Code

Where any employee is in contravention of Health and Safety rules and procedures, they will be subject to the company disciplinary procedure. Depending on severity, disciplinary action will be taken which can lead to dismissal in cases classed as Gross Misconduct.

36. Working in the open air working in the sun

We have a duty to protect our employees from the health hazard and risks from working in the open air and in the sun.

We do this by:

- ☐ Operations Manager to reduce the risks arising from working in the open air and in the sun.
- ☐ Assessing the risks to our workforce from working in the sun and open air.
- ☐ Developing and implementing control measures, policies and Safe Systems of Work.
- ☐ Ensuring that the management of the policy, procedures, Safe Systems of Work and control measures relating to open air working are undertaken by competent, trained personnel.
- ☐ Providing and using personal protective equipment.
- ☐ Managing our activities to ensure that employees and others use the control measures provided and follow our policies, procedures and Safe Systems of Work.
- ☐ Providing and recording relevant training.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks facing our workforce.

37. Contractor Management

To enhance the safety of our workforce and others, we implement effective methods to reduce the risks presented using contractors and subcontractors.

We do this by:

- ☐ Operations Manager with the help of the maintenance team and Finance Manager to coordinate and plan the selection of suitable, competent contractors or subcontractors.
- ☐ Requesting and reviewing the suitability and adequacy of the health and safety documentation submitted by the contractor or subcontractor.
- ☐ Checking the competence of contractors and subcontractors through our own prequalifying questionnaire process.
- ☐ Requesting a risk assessment & method statement (RAMS) for the work.
- ☐ Ensuring that contractors and subcontractors adhere to their method statement and safety documentation.
- ☐ Ensuring that the contractors or subcontractors are aware of the procedures and risk assessments for any of our work processes that may affect them.
- ☐ Ensuring that contractors and subcontractors comply with our site-specific company rules **(Safety Records)**.
- ☐ Ensuring that any equipment used is inspected and tested at frequencies defined within current

legislation and evidence of this can be supplied (**Safety Records**)

- ☐ Reviewing our own and contractors' systems.

38. Roof work

When we carry out roof work we have a duty to ensure the health, safety and welfare of our workforce and others who might be affected by our activities.

Roof work & contractor management is important and therefore linked, because due to us being in position to manage tasks of this high-risk nature. Contractor management and ensuring the right contractor undertakes the work is key to managing the work safely.

We do this by:

- ☐ A Senior Manager is responsible for managing and coordinating safety during roof work.
- ☐ Assessing the risks to our workforce and others from roof work.
- ☐ Developing and implementing control measures, procedures and Safe Systems of Work based on the RAMS issued by those contracted to undertake the work.
- ☐ Managing roof work, using control measures and following our procedures and Safe Systems of Work.
- ☐ Allowing only competent trained workers to carry out roof work (sub-contractors)
- ☐ Providing and recording relevant training to our workforce to manage high-risk activities and recognise safe work practices.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the risks associated with roof work.

39. Site Security and Visitors

We have a duty to consider the protection of residents and visitors. This is also considered in our safeguarding policy.

We have made arrangements to comply with our legal responsibilities by;

- ☐ Operations Manager will take responsibility for site security and visitors.
- ☐ Ensuring site security on possession of a new building and securing the main entrance and where applicable the boundary gates.
- ☐ Complete a risk assessment for the security of the building and residents/services users. Providing suitable notices and warning signs at the site entrance(s). This assessment considers existing control measures and whether a concierge provision is required.
- ☐ Assessing the risks to residents/visitors, implementing control measures and a visitor procedure for the reception of such people.
- ☐ Ensuring that these procedures are adopted by all parties who may be affected.
- ☐ Monitoring and reviewing our systems with the aim of making improvements to the way we manage site security and visitors.

40. Slips trips and falls

We have a duty to protect our workers and others visiting our premises from the risks of slipping, tripping and falling.

We meet this duty by:

- ☐ Operations Manager, supported by the Maintenance Supervisor, is responsible for monitoring and improving workplace pedestrian safety.
- ☐ Identifying all the potential causes of slips, trips and falls and assessing the risk.
- ☐ Developing and implementing procedures and control measures.
- ☐ Ensuring that pedestrian routes are fit for the purpose, that they are routinely maintained and checked.
- ☐ Ensuring that any risk assessments or safety inspections are carried out by competent and trained personnel.
- ☐ Adhering to our risk assessments, procedures, and control measures.
- ☐ Providing wherever possible segregated traffic routes and adequate signage.
- ☐ Providing and recording relevant training.
- ☐ Regular monitoring and review of our arrangements to ensure that arrangements we have made remain sufficient to control the potential risk.

41. Workplace Signage

Where it has been identified through fire risk assessment or general risk assessments, we will fulfil our legal duty to display safety signs, to warn, prohibit, direct our employees or residents to reduce risk or advertise safety processes. It is our responsibility to ensure an initial assessment of the building is undertaken, which includes identifying whether the displaying of safety signage is up to the standard required.

We do this by:

- ☐ Operations Manager, with the help of the external health & safety consultant, to consider and identify where we need to use safety signs.
- ☐ Identifying and implementing procedures for the purchase and installation of signs.
- ☐ Ensuring that signage is adequate for its purpose and it is maintained and checked.
- ☐ Ensuring that assessments of our requirements are made by competent, trained personnel.
- ☐ Ensuring that workplace signs are adhered to.
- ☐ Providing and recording relevant training.
- ☐ Monitoring and reviewing our systems; using our experience of operating these arrangements we aim to make improvements to the way we manage the use of safety signs.

42. Permits to work

Permits-to work will be required in accordance with the Safety Management System - Project planning and site activities will identify the need to introduce strict controls on the method of work, e.g. entry into confined spaces, sewers or tanks, work on gas, steam or electrical installations, excavations, and hot works. In these circumstances it will be necessary to adopt a permit to work system.

43. Arrangements for non-English speaking operatives

In recent times, the prevalence of operatives for whom English is not their first language has increased greatly. It is important that due consideration is given for such operatives, especially with regards to Health and Safety. The Health and Safety at Work Act and the Management of Health and Safety at Work Regulations require all employers to provide their employees with understandable and relevant information on risks to their health and safety and on precautions to take to minimise those risks.

In the event that a subcontractor wishes to employ non-English speaking workers, they must be able to demonstrate how they will discharge their statutory duties to provide understandable Health and Safety information. Works must not be sub-let by the subcontractor, without the prior written approval of the Barnstondale Centre. Subcontractors must be able to demonstrate that the non-English speaking workers are competent, trained and hold the relevant qualifications pertaining to their trade.

Any persons supervising non-English workers must have a minimum standard of health and safety training of the 5-day CITB Manager's course, as well as the qualifications and competencies relevant to their trade. These supervisors must be identified by the subcontractor in their method statement(s) and risk assessment(s). All persons prior to working on site will undergo the site induction. Where it is identified that non English speakers are to carry out works, the subcontractor will make suitable arrangements to ensure that there is at least one designated English-speaking supervisor for every five non-English speakers. The supervisor is to stay with the operatives at all times in order to deliver inductions / briefings / routine instructions and to act as liaison between the non-English speakers and site management / other trades.

44. Dermatitis

We have a duty to ensure that exposure to such dermatitis-inducing agents is limited to the maximum practicable extent. Dermatitis is a major cause of absence in the construction industry and in other areas of our work. It is a non-infection inflammatory skin condition caused by certain irritants contained in industrial materials. Dermatitis can also lead to an increased risk of infections due to the degradation of the skin's natural defences.

It is commonly caused by substances regularly used in construction such as:

- ☐ Pitch, tar and bitumen
- ☐ Cement or lime
- ☐ Brick, stone, tile and plaster dust
- ☐ Paints, varnishes, lacquers and stains
- ☐ Certain timbers
- ☐ Fibreglass
- ☐ Some epoxy resins
- ☐ Acrylic / formaldehyde resins
- ☐ Chromates
- ☐ Organic solvents

Where materials pose a risk of dermatitis through their usage, a COSHH risk assessment must be completed with reference to the material safety data sheet. As part of continuing health surveillance, a nominated competent site representative will be available to check operatives who are concerned that they may have dermatitis. If appropriate, the operative will seek medical help from a medical practitioner. Should occupational dermatitis be diagnosed, the HSE will be notified under the RIDDOR regulations.

Dermatitis is a skin condition caused by contact with something that irritates the skin or causes an allergic reaction. It usually occurs where the irritant touches the skin, but not always. The physical symptoms of dermatitis can be one or all of these signs: redness, scaling/flaking, blistering, weeping, cracking, or swelling. The symptoms may also be accompanied by itching and pain. The symptoms of this condition can be so bad that the sufferer is unable to carry on at work. There are three main types of dermatitis; irritant contact dermatitis, allergic contact dermatitis and contact urticaria.

If the first stage of the risk assessment identifies that workers can be exposed to dermatitis causing substances, then suitable control measures will need considering and implementing.

Unprotected hand contact with substances, products and wet work should be avoided where this is sensible and practical. The product/substance could be substituted for something less harmful, or the process could be automated or enclosed, thereby reducing direct contact between skin and the product/substance. Where this is not feasible, controls (such as tools or equipment like trowels, long handled tools, pliers, etc.) could be introduced to keep a safe working distance between skin and substances/products/wet work. Job rotation could also be considered to reduce the length of time any individual worker is exposed to risk.

Where avoiding direct contact with the substance is not always possible, the emphasis should be on protecting the skin, for example by:

- ☐ Providing mild skin cleaning cream that will do the job and washing facilities with hot and cold water.
- ☐ Informing workers to wash their hands before eating and drinking, and before wearing gloves. Suitable cleaning systems exist for mobile workers.
- ☐ Reminding workers to wash any contamination from their skin promptly.
- ☐ Providing soft cotton or disposable paper towels for drying the skin. Tell workers about the importance of thorough drying after washing.
- ☐ Protecting the skin by moisturising as often as possible and particularly at the end of the day – this replaces the natural oils that help keep the skin's protective barrier working properly.
- ☐ Informing, instructing and training employees in proper hand washing and drying procedures. This is essential where they engage in frequent washing, drying and use of chemicals.
- ☐ Using suitable pre-work creams.

Skin checks will be undertaken at part of management of this risk to staff; An in-house system of surveillance for dermatitis consists of:

- ☐ Assessing workers' skin condition as soon as possible after starting work, e.g., within six weeks.
- ☐ Examining the skin (usually hands and forearms) regularly, e.g., every week, every few months, and asking workers about their skin condition. The frequency will depend on the hazardous substances and usage.

- ☐ Keeping records.

45. Safety Harnesses and Lanyards

We have a duty to ensure the safety of our employees when using safety harnesses and lanyard equipment for working at height.

We do this by;

- ☐ Operations Manager to identify when the use of safety harnesses and lanyards is an appropriate measure to control the hazard of working at height.
- ☐ Senior Management to manage the risks involved in the use, storage, cleaning and inspection and examination of safety harnesses and lanyards.
- ☐ Assessing the risk to employees and others from the use of safety harnesses and lanyards.
- ☐ Developing and implementing control measures, procedures, and safe systems of work.
- ☐ Ensuring that risk assessments are undertaken by competent, trained personnel.
- ☐ Ensuring that emergency plans are in place for every workplace where safety harnesses and lanyards are used by our workers.
- ☐ Ensuring that these plans are known, and workers have had sufficient training to be able to put them into practice.
- ☐ Ensuring that regular inspections are undertaken of safety harnesses and lanyards in accordance with legislation and good practice to ensure that such equipment is 'fit for purpose' prior to each use. (Safety Records)
- ☐ Ensuring that employees and others use the appropriate control measures and follow procedures and safe systems of work.
- ☐ Providing and recording training.
- ☐ Monitoring and reviewing our systems, using our experience of operating the arrangements we aim to make improvements to the way in which we manage the risks from the use of safety harnesses and lanyards.

46. Safeguarding

Safeguarding Policy Statement

Policy Statement

This policy should be read alongside all policies, plans and strategies governing other areas of activity within the Centre:

Equal Opportunities
Data Protection Policy
Health and Safety Policy
Manual Handling Policy
Safer Recruitment Policy
Whistle-blowing Policy
Accidents Policy
Complaints Policy
Volunteers Policy
Staff Handbook

Barnstondale Centre is committed to providing a safe environment for all children, young people and adults at risk who visit the Centre, and/or participate in activities involving staff and/or volunteers of the Centre. We create a culture of listening and vigilance to ensure all children, young people and vulnerable groups are safe and secure

The policy will be reviewed regularly, at least every three years, taking into account changes in legislation and statutory guidance Working Together 2015, Keeping Children Safe in Education 2016.

The policy will be available on the Centre network, in the Staff Handbook and on request to all volunteers and staff.

All new staff and volunteers will be required to attend basic awareness training and be issued with good practice guidance and Staff Handbook.

Key Personnel

Designated safeguarding officers:

Senior Designated Person – Mark Radcliffe	0151 677 3843
	07875 667975
Deputy Designated Person – Jon Musspratt	0151 648 1412
Trustee Safeguarding Representative – Danny Griffiths	0151 648 1412

Roles and Responsibilities of Safeguarding Co-ordinator:

The Safeguarding Co-ordinator is responsible for acting as a source of advice on child, young person and adults at risk safeguarding matters, for co-ordinating action within the Centre, for liaising with relevant statutory agencies about suspected or actual cases of abuse and undertaking the following duties as per Children Act 1989, 2004 and Working Together 2015; Care Act 2014 and in accordance with the local Wirral Safeguarding Children Board

- ☐ establishing contact with the relevant statutory agencies and following local procedures (see Appendix 4 for contact details)
 - ☐ providing information and advice on safeguarding within the Centre
 - ☐ ensuring the Centre's safeguarding policy and procedures are followed and to inform the appropriate statutory agencies of relevant concerns.
-
- ☐ With respect to any safeguarding concerns, ensuring that appropriate information is available at the time of referral and that referral is confirmed in writing, under confidential cover Liaising with the statutory agencies.
 - ☐ Keeping relevant personnel within the Centre informed about any action taken, with regards to safeguarding concerns they raised with the Designated Safeguarding Officer and any further action required on a strict need to know basis (in accordance with Information Sharing 2015 document). The Data Protection Act 1998 and General Data Protection Regulations 2018 allow for such sharing of information for the purposes of safeguarding of children/adults at risk.
 - ☐ Ensuring that an individual case record is maintained of the action taken by the Centre, liaison with other agencies and the outcome, and kept securely in accordance with The Data Protection Act 1998 and General Data Protection regulations 2018
 - ☐ Advising the Centre Trustees of safeguarding training needs

Disclosure and Barring Checks

Depending on an individual's role at the Centre they may be asked to undertake a DBS (Disclosure and Barring Service) check. These will be organised with the Safeguarding Co-ordinator and completed by Merseyside Assemblies Youth Camp. ID requirements and forms will be explained to each individual and ID and References, data will be kept confidential and stored safely as per Data Protection Act 1998 GDPR 2018.

Any member of staff without a current DBS will be supervised whilst working with children and adults at risk. (See Annexe F of KCSIE 2016 as guidance).

Confidentiality and information sharing

Working Together 2015: Safeguarding is everyone's responsibility. The legal principle that 'the welfare of the child/vulnerable adult is paramount' means that the considerations of confidentiality which might apply to other situations in the organisation should not be allowed to override the right of the child/VA to be protected from harm. Confidentiality should not be confused with secrecy:

Never promise a child confidentiality- safeguarding overrides confidentiality and sharing of information guidance. However, every effort should be made to ensure that confidentiality is maintained for all concerned when an allegation has been made and is being investigated.

Any exchange or disclosure of information regarding adults must be in accordance with the Data Protection Act 1998 (soon to be superseded by General Data Protection Regulations May 2018) and the Human Rights Act 1998 and the Freedom of Information Act 2000.

General Good Practice Guidelines

These guidelines should be followed in the case of all vulnerable people including children and young people up to the age of 18 and adults with special needs, such as physical or learning disabilities.

- ☐ Staff and volunteers with direct, regular access to children, young people and adults at risk, i.e. in 'regulated activity' will be subject to Enhanced and Barred Checks. This will be organised through Merseyside Assemblies Youth Camp.
- ☐ All staff and volunteers should be easily identifiable (wearing uniform or ID badge).

- ☐ Treat ALL visitors with equal care and with respect and dignity. All visitors must sign in to the Centre. The sign in book is in the main office.
- ☐ Whenever possible make sure that accompanying adults stay with their charges at all times.
- ☐ All relevant staff have enhanced DBS checks. If you are in a situation where you are alone with a young person use common sense and make sure it is for as short a time as possible. Inform someone else by 'phone or radio where you are, what you are doing, why and how long you'll be. No person who has not been subject to enhanced DBS and barred checks should be alone with children/young persons. If you have not had a DBS check you must not be alone with a vulnerable person but must be accompanied by a member of staff or volunteer who has had a DBS check with barred check (e.g. teacher from the relevant school, youth worker), or the parent/carer or ensure that you are in an open public area and clearly visible to other people.
- ☐ Ensure all activities are in public areas and that parents, school staff, colleagues or other responsible adults are with the group/individual.
- ☐ Avoid physical contact or touching wherever possible. Where an activity requires some sort of physical interaction, e.g. guiding hands into position, helping with activities, etc.; always ensure another independent adult, parent or carer is with you. Physical contact should take place only when it is necessary in relation to a particular activity. It should take place in a safe and open environment i.e. one easily observed by others and last for the minimum time necessary. The extent of the contact should be made clear and undertaken with the permission of the pupil. Contact should be relevant to their age / understanding and adults should remain sensitive to any discomfort expressed verbally or non-verbally by the pupil (GSWP 2015).
- ☐ Avoid any activity or discussion that is, or could be construed to be, sexually stimulating or inappropriate.
- ☐ In a situation where an individual is distressed, whenever possible ensure that the parent, carer or teacher deals with the situation.
- ☐ **Never drive or walk a vulnerable person home alone, and never take them to your home.** Any one-to-one situation that is not part of your duties puts you at risk of allegations
- ☐ Wherever possible and practicable it is advisable that transport is undertaken other than in private vehicles and with at least one adult additional to the driver acting as an escort.
- ☐ When transporting children/adults at risk using the centre vehicles, staff should note that it is a legal requirement that all passengers wear seatbelts and the driver should ensure that they do so. They should also be aware of and adhere to current legislation regarding the use of car seats for younger children.
- ☐ Staff should ensure that their behaviour is safe and that the transport arrangements and the vehicle meet all legal requirements. They should ensure that the vehicle is roadworthy and appropriately insured and that the maximum carrying capacity is not exceeded.

- ☐ Never trivialise anything reported to you by a child or vulnerable person – remember our organisation has a culture of listening and vigilance
- ☐ If you suspect or are told of any form of abuse or inappropriate behaviour, it is your responsibility to report it to the safeguarding co-ordinator.

Recognising abuse: with regards to children

All definitions of the main forms of abuse below come from Working Together 2015 (Appendix A):

- **Physical abuse** – A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.
- **Neglect** – The persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:
 - provide adequate food, clothing and shelter (including exclusion from home or abandonment);
 - protect a child from physical and emotional harm or danger;
 - ensure adequate supervision (including the use of inadequate care-givers); or
 - ensure access to appropriate medical care or treatment.It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs
- **Emotional abuse** – The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or ‘making fun’ of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it alone.
- **Sexual abuse** – Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Staff should be aware of the risks in relation to: refer to Keeping Children Safe in Education (2016 and 2018)

- Radicalisation/Extremism
- Vulnerabilities of the disabled Children, Young people
- Child Criminal Exploitation and about 'County Lines' (refer to NCA documentation)
- Child Sexual Exploitation (see guidance Feb 2017)
- Honour Based Violence
- Forced Marriage
- Female Genital Mutilation (FGM)
- Peer on Peer Abuse
- Sexual Violence and Sexual Harassment

Recognising abuse: with regards to 'adults at risk'

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence and FGM (female genital mutilation), forced marriage as well as coercive and controlling behaviour in intimate or familial relationships.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation, hate crime or religion
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes, and practices within an organisation.
- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health and surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult’s ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this without external support.
- **Radicalisation and exploitation of vulnerable people.**

Staff have to be alert to the potential that sometimes children, young people and adults at risk are abused. It should also be acknowledged that they may perpetrate abuse- this is called Peer on Peer Abuse.

Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children. (Working Together 2015)

Bullying: The Centre views bullying as a form of abuse, and can be perpetrated by children or adults

In addition to the above definitions, it is important to recognise the impact and extent of bullying in the lives of children, young people and adults at risk. In an NSPCC study the most common experiences of bullying and discrimination reported by young people were by other young people. Bullying by adults was a less common experience but one in ten children reported this. The most common experiences were:

- ☐ Being deliberately embarrassed or humiliated
- ☐ Being unfairly treated or verbally abused
- ☐ Being ignored or not spoken to.

Identifying abuse

The following list outlines some ways in which abuse may be identified. This is not an exhaustive list and it is not the responsibility of staff or volunteers to determine if abuse is occurring but to report their concerns to the designated officer. These signs are not always necessarily evidence of abuse and may have innocent explanations. Some disabled and young children may feel more vulnerable in making others aware of abuse because of their reliance on the abuser. People are rarely abused by strangers, it is usually someone known to them who has a measure of control over them. Refer to NSPCC for more signs/symptoms and possible indicators of possible abuse of all types of abuse as listed in the previous sections

- ☐ Changes in behaviour; immediate or over time (e.g. becoming withdrawn or depressed)
- ☐ Injuries for which there are no explanations, or the explanation given raises concern

- ☐ Fear of certain adult
- ☐ Behaves like a much younger person
- ☐ Does not socialise and has few friends
- ☐ Uses sexually explicit language and actions
- ☐ Confuses affection with sexual behaviour and seeks secretive relationships
- ☐ Is unresponsive, nervous, attention-seeking, aggressive or lethargic
- ☐ Appearance deteriorates physically or hygienically
- ☐ Seems to be a 'loner' and does not integrate with the group
- ☐ A reluctance to participate or go home
- ☐ They say they are being abused
- ☐ A third party says they are being abused

Responding to alleged or suspected incidents

The following guidelines should be followed when an allegation is disclosed to a member of staff or volunteer.

- ☐ Take the matter seriously
- ☐ Listen carefully to what is being said
- ☐ Reassure them that they were right to tell and that they are understood and believed
- ☐ Stay calm
- ☐ Ask questions for clarification only, avoiding leading questions e.g. 'Did they ...?' (this assumes they did). Use open questions (who, what, when, where, how) e.g. 'What happened?', 'Anything else?', 'And?'
- ☐ Allow them to speak in their own words and at their own pace
- ☐ Do not push for information, make suggestions or offer alternative explanations- it is not our place to investigate-it is for the statutory authorities to investigate (Police/Social services)
- ☐ Do not promise to keep any secrets, but reassure them that the information will only be passed to those who need to know
- ☐ As soon as possible after the discussion make and keep notes and report the matter to the safeguarding co-ordinator or other designated officer.
- ☐ Notes must record the specific language used by the child/vulnerable adult and you. Do not add any interpretation. Notes must be signed and dated and then passed to the safeguarding officer. No copies should be kept.

Remember:

- ☐ Do not try to investigate any suspicion of abuse. Only seek sufficient information to clarify whether a concern should be referred
- ☐ Try not to show shock or disapproval when listening
- ☐ Do not jump to conclusions, make assumptions or interpretations
- ☐ The young person/adult may not regard the experience as bad or painful, they may not feel or show any emotion
- ☐ Be aware of your own feelings and make sure you have the opportunity to discuss them with someone at a later stage
- ☐ Do not destroy any evidence, and note how it was obtained, as it may be useful in a court of law
- ☐ Initial disclosure, even if retracted, must still be referred.

Procedure for dealing with disclosures of abuse or safeguarding concerns

Integrated Front Door:

- for child safety/wellbeing concerns: 606-2008 (option 1) – office hours

- for adults Central Advice and Duty Team (CADT) 0151 514 2222 (option 3) - office hours

Children & Adults - out of hours- Emergency Duty Team 0151-677- 6557

Under no circumstances should any staff/volunteer attempt to deal with an allegation alone.

Formally record full details of the incident, using the report form described in Appendix 4 (copies of the form can be downloaded from the network or hard copies can be found in the Office), immediately/as soon possible of the incident/disclosure/allegation/concern and pass to the Designated Safeguarding Co-ordinator in an envelope marked 'Private and Confidential'. In the case of allegations against any of the Designated Officers reports should be passed directly to the Chairman of the Board of Trustees.

Immediate risk/danger to a child/young person/vulnerable adult should be communicated immediately to DSO

In the absence of your DSO or deputy DSO, anyone can call the Integrated Front Door (see Appendix 4) if you are concerned about a child/young person/vulnerable adult 'safeguarding is everyone's responsibility'

It is essential that the details of any alleged abuse are dated, recorded correctly and are legible, as this could be critical in later proceedings and any actions taken by individual staff who have record the incident/disclosure/allegation. All forms must be signed by the person completing them. (App 5)

Procedure for dealing with allegations of abuse against Staff/Volunteers

The Safeguarding Officer will refer any allegations to the Designated Officer (LADO) of Wirral Safeguarding Children Board– for adult's referral to Local Adult Social Services Department (Wirral) The Local Authority Designated Officer is Pamela Cope.

Allegations against adults working with children

The Designated Officer for Allegations (LADO) on the Wirral must be told of allegations against adults working with children and young people within 24 hours. This includes all cases where a person is alleged to have:

- behaved in a way that has harmed, or may have harmed a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child or children in a way that indicates they may pose a risk of harm to children

Designated Officer for Allegations (LADO) in Wirral is Pamela Cope.

- call **0151 666 4582**

If any allegations are made against the Safeguarding Officer, you should refer directly to the LADO or SSD and s/he will advise you what to do next.

The flowchart below describes the procedure that will be followed in any reported case.

Whistleblowing

Refer here to policy and necessity for staff to know that they must 'whistle blow' if the managers, DSPs, organisation is not safeguarding children/young person/adults at risk; NSPCC whistleblowing line and email for advice if the managers are unapproachable. <https://www.nspcc.org.uk/what-you-can-do/report-abuse/dedicated-helplines/whistleblowing-advice-line/>

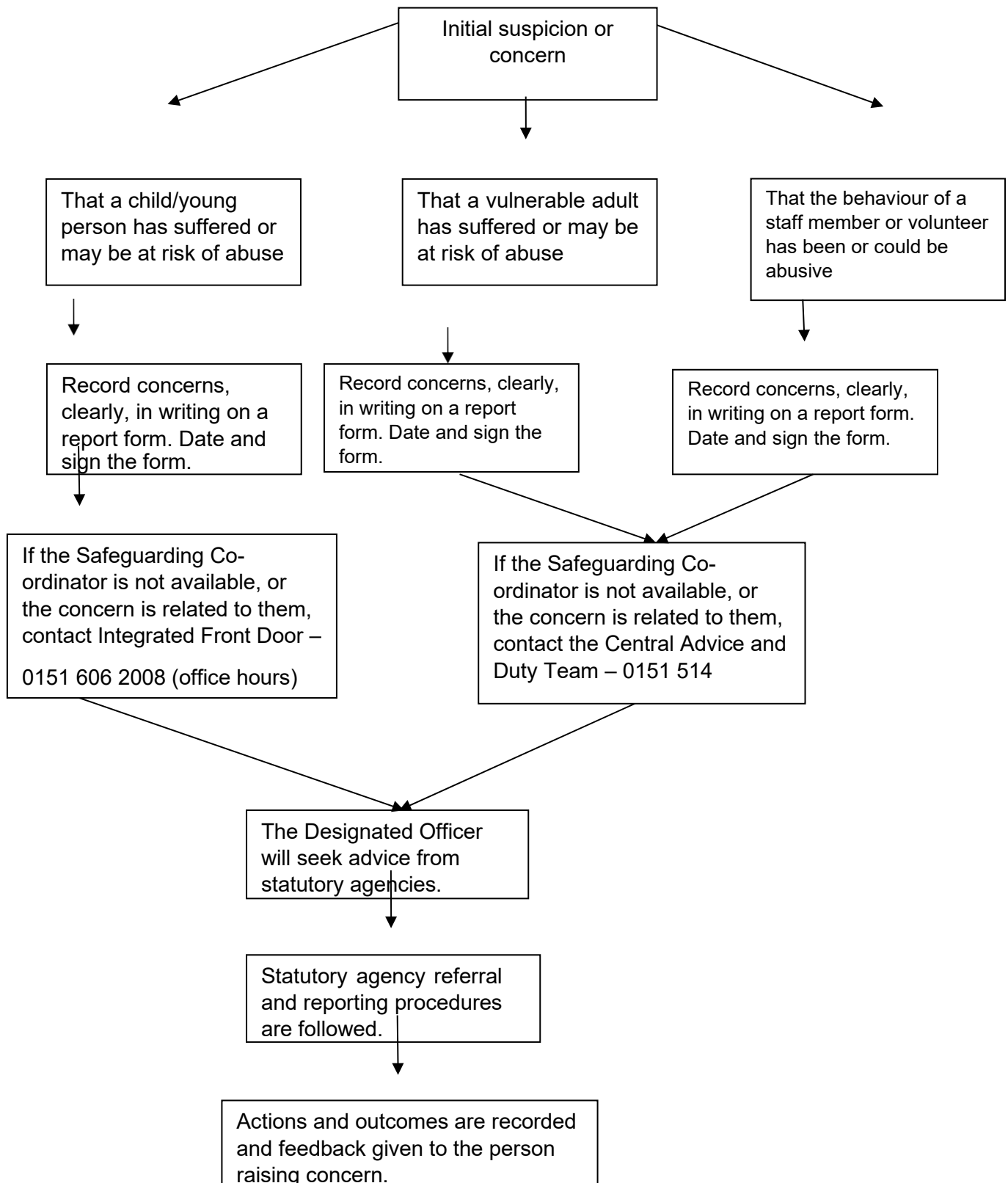
Contact the Whistleblowing Advice Line

Call 0800 028 0285

Email help@nspcc.org.uk

Staff can call Integrated Front Door and Local Authority Designated Officer if needed.

Procedure to be followed when dealing with allegations or suspicions of abuse



Action by Designated Officer for Safeguarding

Disclosures/Information OF PHYSICAL INJURY, NEGLECT, SEXUAL OR EMOTIONAL ABUSE

If a child/vulnerable adult has an unexplained physical injury, alleges sexual assault or abuse, or displays symptoms of neglect, the Co-ordinator will:

1. Contact Social Services (hereafter called SSD) for advice in cases of deliberate injury or harm, or where concerned about the child's/adults safety. The Centre in these circumstances should not inform the parents.
2. IF THE CHILD/ADULT IS IN IMMEDIATE DANGER, THE POLICE WILL BE CALLED IMMEDIATELY BY THE ADULT RESPONSIBLE FOR THE CHILD/VULNERABLE ADULT AT THAT TIME.
3. Where emergency medical attention is necessary it will be sought immediately by the adult responsible for the child/VA at that time. That person will inform the doctor of any suspicions or allegations of abuse.
4. Under no circumstances will the Co-ordinator or any other adult responsible for the child/VA attempt to carry out any investigation into the allegation or suspicions of sexual abuse. The role of the Co-ordinator is to offer support and advice to the Centre worker, and, where necessary, collect and clarify the precise details of the allegation or suspicion and to provide this information to SSD, whose task it is to investigate the matter under Section 47 of the Children Act 1989 or Children Act 2004.
5. Whilst allegations or suspicions of sexual abuse will normally be reported to the Co-ordinator, the absence of the Co-ordinator or Deputy should not delay referral to SSD. They should be contacted on 0151 606-2008 (Children) 0151 514 2222 (adults)
6. Exceptionally, should there be any disagreement between the person in receipt of the allegation or suspicion and the Co-ordinator or Deputy as to the appropriateness of a referral to SSD, that person retains a responsibility as a member of the public to report serious matters to SSD and should do so without hesitation.
7. Barnstondale will support the Co-ordinator and Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a 'need to know' basis. They will follow Information Sharing 2015 guidance and Data protection Act 1998/General Data Protection Regulations (May 2018) and the need to safeguard children/young persons/adults at risk

47. Food Safety and catering

Barnstondale Centre have a commercial kitchen providing high quality foods, taking account of dietary requirements and allergens. Barnstondale have a responsibility to operate inline with food safety legislation requirements.

See separate Food safety and Allergen management systems – Food safety is managed by the Kitchen Team by continually completing food safety records, like cleaning schedules, diaries, probe checklists etc. The management systems detail management arrangement for delivery of food, storage, chilling & freezing, preparation and cooking, as well management checks and training.

The Barnstondale Centre manage food safety and catering by having a kitchen which has the following arrangements in place:

1. Handwashing facilities and toilets – Barnstondale have enough washbasins for staff to wash their hands with hot and cold running water and materials for cleaning hands and drying them hygienically.
2. Changing facilities - for staff to change their clothes.
3. Welfare facilities - adequate ventilation, lighting and drainage.
4. Food preparation areas- Floors and walls are:
 - ☐ maintained in a good condition
 - ☐ easy to clean
 - ☐ disinfected
 - ☐ smooth, hard-wearing, washable and in a good state of repair
5. Ceilings are:
 - ☐ in good condition
 - ☐ easy to clean to prevent dirt from building up
 - ☐ free from condensation and mould
 - ☐ free from flaking paint or plaster
6. Windows - Windows and any other openings (such as doors) are constructed in a way that prevents dirt from building up. Windows that open to the outside, are fitted with insect-proof screens that can be easily removed for cleaning.
7. Doors are:
 - ☐ clean
 - ☐ disinfected
8. Surfaces - Surfaces (including surfaces of equipment) in areas where food is handled, particularly those that are touched by food, are:
 - ☐ maintained in a good condition
 - ☐ easy to clean
 - ☐ disinfected
9. Facilities for cleaning equipment- The facilities have an adequate supply of hot and cold water.
10. Facilities for washing food - Separate sinks are provided, for washing food and cleaning equipment in food preparation areas. Every sink has an adequate supply of hot and cold water for washing food and be of drinking quality. These facilities are kept clean and disinfected.
11. Equipment - All items, fittings and equipment that food touches are:
 - ☐ kept in good order, repair and condition

- ☐ cleaned effectively and be disinfected frequently enough to avoid any risk of contamination
- 12. Food waste - facilities are available for storing and disposing of food. All food waste is removed along with other rubbish from rooms containing food as quickly as possible to avoid it building up and attracting pests. The three main groups of pests that are encountered in food businesses are:
 - ☐ rodents - rats and mice
 - ☐ insects - cockroaches, beetles, ants and flies
 - ☐ birds - pigeons etc

Pest Control - Pest Control is managed by the Operations Manager in line with food safety and the safety of service users, employees, volunteers, and all visitors to The Barnstondale Centre.

We do this by:

- ☐ Assessing the risk associated to pests and measuring performance through regular monitoring protocols.
- ☐ Assessing and reviewing existing to arrangements for pest control to ensure that exposure to risk is lowered to a safe a level.
- ☐ Ensuring that there is financial backing to ensure control measures for pest control remain suitable and sufficient.
- ☐ Ensure continued monitoring protocols, awareness of employees/volunteers and hazard reporting systems are in place to recognise any shortfall in our management of pests.
- ☐ Review Safe Systems of Work on a regular basis or when situations change.

48. Outdoor activities

Refer to the Activities' manual for risk assessments and method statements

Barnstondale Centre understand their responsibilities to maintain all outdoor activity equipment and arrange for regular safety checks internally and from external organisations such as LOTC. In accordance with the Activity Centres (Young Persons' Safety) Act 1995, the Health and Safety Executive (HSE) has been designated as the Adventure Activities Licensing Authority (AALA) since April 2007. AALA is responsible for the implementation and oversight of the licensing regime for the provision of adventure activities for young people within scope of the Adventure Activities Licensing Regulations 2004 (AALR). As well as arranging for equipment to be periodically checked, The Barnstondale Centre ensure that outdoor activities are organised so they activity is safe for all participants.

Outdoor activities are managed by:

- ☐ Assessing all activities and ensuring all the outdoor pursuits team understand what is expected of them in the safe planning of activities.
- ☐ This includes monitoring the weather and taking into account physical hazards like the trees which become a hazard in high winds for example.
- ☐ Ensuring there are sufficient funds in place to continue the required checks by LOTC.
- ☐ Ensuring that the ratio for safe supervision is in line with the risk assessment and method statements documented.

- ☐ Undertaking internal checks of activity equipment to support the independent checks made by LOTC.
- ☐ Senior management monitoring to ensure activities continue to be planned and organised with the safety of all participants in mind.
- ☐ Review Safe Systems of Work on a regular basis or when situations change.

Illnesses associated to outdoor/indoor activities.

Heat- and cold-related illnesses represent a broad spectrum of preventable common conditions which will be prevented by good planning and organisation of activities. Heat-related illnesses include heat rash, heat cramps, heat exhaustion, and the potentially deadly heat stroke. Cold-related illnesses encompass a broad array of conditions ranging from soft tissue injuries like pernio, trench foot, cold injury, and hypothermia (risk of cold related illnesses is low but will still be considered for vulnerable groups). Weather will be considered as part of a dynamic risk assessment to reduce the exposure to risk for all participants down to a safe level. Indoor activities will be planned, so through the year the area where games will be played will be heated or not heated depending on the time of the year and temperatures on the day of the activity.

49. Indoor Activities – Sports Hall

Like all buildings under the control of the Barnstondale Centre, the sports hall will be managed to provide a safe environment for all parties. This includes suitable welfare facilities, such as ventilation, heating, lighting, and playing surfaces. Equipment will be checked prior to use to ensure they remain safe for use. Fire safety is paramount, so fire safety signage is displayed to direct services users to their nearest escape route and extinguishers readily available for use. Activities will be planned in a similar manner to outdoor activities.

Indoor activities are managed by:

- ☐ Assessing all activities and ensuring all those responsible for the planning of indoor activities understand what is expected of them in the safe organisation of activities. **See risk assessments**
- ☐ Continually checking equipment prior to use and having a reporting system in place where by staff and volunteers can report defective equipment.
- ☐ Acting on reports made, taking out of use defective equipment, whilst a decision is made to repair or replace.
- ☐ Senior management monitoring to ensure activities continue to be planned and organised with the safety of all participants in mind.
- ☐ Review Safe Systems of Work on a regular basis or when situations change.

50. Safe Use of Air Guns and Management of the Rifle Range

Barnstondale Centre understand that use of air rifles in the shooting gallery is potentially a high-risk activity and that the activities on offer at the centre must always be planned with safety of all participants in mind. The shooting gallery is purpose-built addition to the side of the sports hall and has been set-up with the guidance from LOTC.

The safety of all those involved is managed by:

- ☐ Assessing use of air guns and shooting activities within the rifle range.
- ☐ Ensuring all those responsible for the planning understand what is expected of them in the safe organisation of this activity. **See risk assessments & method statements**
- ☐ Ensuring that all safety protocols are carried at all times including safety talks and the wearing of PPE by all participants.
- ☐ Ensuring suitable supervision of shooting activities and physical guards are in place to reduce the risk of participants wondering in front of the shooting gallery.
- ☐ Safe storage of rifles and ammunition following the activity.
- ☐ Ensuring the shooting gallery is locked when not in use.
- ☐ Ensuring that all equipment including the air rifles and ammunition are included in the inspection visits made by LOTC.

51. Tree Management

The Barnstondale Centre has a duty of care to employees, volunteers, service users and visitors who take part in activities or walk around the site, to provide a safe environment so far as reasonably practicable. This includes having systems in place to monitor the trees which are on site, to reduce the likelihood of trees or branches falling and impacting the safety of all parties on site.

We manage the risk associated with the trees on site by:

- ☐ Having a tree care and management schedule for the trees on site which we carry out at prescribed intervals.
- ☐ As part of dynamic risk assessment and planning for activities we take into accounts the weather and in particular high winds, which increase the likelihood of branches falling into outdoor activity areas. In the event of high winds, the activity planned will suspended until it is deemed safe proceed or postponed to another day.
- ☐ All waste from the work we carry out on trees is recycled and turned into compost or is reused where possible.
- ☐ All tree work is carried out by external operatives, with work planned outside of normal outdoor activities hours or when there are no service users or visitors on site.

