

Coin Street Group
Health and Safety Policy

Contents

Paragraph		Page
	Statement	2
1	Responsibilities	3
2	Induction	8
3	Protecting Personal Safety	9
4	Contractors	9
5	Waste Disposal	9
6	Health and Safety Risk Management	9
7	Safe Handling of use of Substances	12
8	Further Guidance	12
Appendix 1	First Aid and accident reporting	13
Appendix 2	Emergency procedures – fire and evacuation of the workplace	15
Appendix 3	Managing hostile situations at work guidance	16
Appendix 4	Lone working guidance	24
Appendix 5	Accident and incident reporting procedures	26
Appendix 6	COSHH Risk assessment form	32
Appendix 7	Risk assessment form	34
Appendix 8	DSE Workstation assessment checklist	35

Coin Street Group Health and Safety policy

This is the Health and Safety Policy Statement for the **Coin Street Group (CSG)**.

The CSG encompasses:

- Coin Street Community Builders (CSCB)
- Coin Street Secondary Housing Co-operative (CSS)
- Coin Street Centre Trust (CSCT)

Reference to 'the board' or 'board members' apply to the board or board members of each company as appropriate.

Reference to full time, part time staff, seasonal workers and apprentices of each company as appropriate.

Our statement of general policy is:

- to provide adequate control of the health and safety risk arising from our work activities;
- to consult with our employee's on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employee's;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

A copy of this statement and the following procedures will be placed in the staff handbook and made available to all employees. It will be reviewed and updated as necessary whenever circumstances dictate, or at intervals of no greater than two years. All employees are invited to suggest changes which they feel have become appropriate. The policy and statement do not form part of employees contract of employment.

The sites encompassed in this policy are all those owned by the Coin Street Group, including those owned by Colombo Street Community & Sports Centre limited.

1. RESPONSIBILITIES

1.1. Overall and final responsibility for health and safety is that of **Board members**. The **Board members** are responsible for:

- Accepting formally and publicly its collective role in providing health and safety leadership in its organisation.
- Ensuring each member of the board accepts their individual role in providing health and safety leadership for the organisation.
- Ensuring that all board decisions reflect its health and safety intentions as articulated in this policy.
- Recognising its role in engaging the active participation of employees in improving health and safety.
- Ensuring that it is kept informed of, and alert to, relevant health and safety risk management issues.

1.2. The Board has appointed the **Group Director** as its **Health & Safety Director**. Responsibilities of the **Health & Safety Director** include:

Ensuring that the Group's Health & Safety policy statement reflects current board priorities.

- Ensuring that health and safety risk management issues are properly addressed both by the board and more widely in the organisation.
- Keeping informed about any significant health and safety failures, and of the outcome of the investigations into their causes.
- Ensuring that health and safety risk management systems are in place and remain effective.

1.3. Day-to-day responsibility for ensuring this policy is put into practice is delegated to CSCB's **Deputy Group Director [DGD]** who has been designated as the Group's Health & Safety Officer. The **DGD's** responsibilities include:

- Ensuring that all employees are aware of the Group's Health & Safety policy.
- Ensuring that all Managers are aware of their responsibilities under the policy.
- Working with line managers to identify appropriate training programmes for employees in order that they have the necessary knowledge and skills to carry out their jobs effectively and safely.
- Ensuring that there are written emergency procedures in place in every building owned by the CSG
- Ensuring that each office has a trained first aider, a first aid kit, an accident book and written emergency procedures.
- Working with line managers in the maintenance of good record keeping and in the investigation of accidents.
- Keeping the Health & Safety Director informed about any significant health and safety failures.
- Keeping abreast of and circulating information regarding Health & Safety legislation affecting the business of the CSG.

- Undertaking an annual review of Health & Safety performance and to report this with any recommendations to the Board(s).
 - Ensuring that health and safety considerations form part of planning strategy and are incorporated into the Groups work practices.
 - To chair and lead the H&S working group which meet on a bi-monthly basis.
- 1.4. To ensure health and safety standards are maintained and improved, the following people have responsibility in the followings areas:
- 1.5. **The Head of HR** is responsible for health & safety within the CSCB employees offices including:
- Ensuring office risk assessments are carried out at least annually and that other assessments are carried out when needed including work station assessments and assessments for pregnant employees and nursing mothers.
 - Ensuring that there are sufficient qualified first aiders and that there are adequate first aid facilities within each office.
 - Ensuring that there is provision of adequate welfare facilities for all employees.
- 1.6. The **Head of Property and Facilities** is responsible for health and safety within the Group's buildings and across the site with delegated support from the Property and Facilities Management Team, this includes:
- Keeping abreast of Health & Safety issues and good practice in building and technical areas.
 - Developing and maintaining safety standards and ensuring compliance with Health & Safety requirements by Property and Facilities Management and all contractors working on site.
 - Ensuring that there are systems in place for the proper maintenance of plant, machines, equipment and buildings and for reporting any defects.
 - Ensuring that new plant and equipment is designed and installed in accordance with appropriate Health & Safety standards.
 - Risk assessment evaluation and advice regarding health and safety issues and site constraints in accordance with the responsibilities outlined in section 6.
 - Establishing and implementing measures to safeguard the public from risks
 - Providing and ensuring proper use of personal protective equipment (PPE) and clothing, and ensuring facilities for storage and maintenance of that equipment as required.
 - Promoting fire prevention measures within the CSG's buildings and the organisation of fire evacuation drills.
 - Ensuring suppliers provide information on hazards associated with the use of articles or substances and making such information available to those concerned.
 - Ensuring that there are systems in place for the proper maintenance of machines and equipment utilised by the employees

- Inspecting work carried out by employees and contractors at regular intervals and ensuring that safe working procedures are followed and that safe working conditions are maintained.
- 1.7. The **Head of Commercial** is responsible for event management on property owned and managed by the Group. This includes:
- Keeping abreast of Health & Safety issues and good practice in venue and event management
 - Establishing and implementing measures to safeguard the public from risks
 - Risk assessment evaluation and advice regarding health and safety issues and site constraints in accordance with the responsibilities outlined in section 6.
 - Acting as the Group's Designated Premises Supervisor (DPS) and being responsible for all public, entertainment and alcohol licences
- 1.8. The **Director of Community** is responsible for all those using the CSfcc and Children's Centre. This includes:
- Ensuring the maintenance and implementation of all policies and procedures adopted by the Coin Street Centre Trust or required by Ofsted regulation.
 - Maintaining a policy which sets out the responsibilities, general arrangements, general fire safety, hazards, and health, hygiene and safety arrangements for Coin Street family and children's centre (CSfcc)
 - Risk assessment evaluation and advice regarding health and safety issues in accordance with the responsibilities outlined in section 6.
- 1.9. The **Head of Community Programmes** oversees aspects of health and safety connected with community programmes and is responsible for:
- Ensuring appropriate health and safety responsibilities and procedures are put in place for all sites owned by CSG and are covered in the management services agreement with Jubilee Halls Trust
 - Ensuring that where appropriate, organisers of community programmes on CSG premises provide risk assessments in advance of an activity taking place. (In the event that such information is not supplied and approved, access to CSG premises may not be granted).
 - Ensuring that external users are advised on the production of risk assessments
 - Risk assessment evaluation and advice regarding health and safety issues in accordance with the responsibilities outlined in section 6.
- 1.10 **All employees must:**
- Work safely without endangering either their own health and safety or that of their colleagues, the public or anyone else with access to the organisation's premises and properties.
 - Adhere to the safety procedures set out by the organisation and its officers and comply with any instructions given by those with special responsibility for health and safety.
 - Report all near misses, accidents and hazardous situations to their immediate **Line Manager** and to the **DGD** and complete the relevant entries in the accident book.

- Wear safety and protective clothing and use protective equipment and safety devices where these are provided for use at work.
- Meet the other statutory safety obligations, including those in Section 8 of the Act which states: “No person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in pursuance of any of the relevant statutory provisions”.
- Whenever an employee notices a health or safety problem which they are not able to put right, they must straight away report it to their **Line Manager** and the **DGD**.

2. INDUCTION

- 2.1. All new full-time, part-time, seasonal workers and apprentices employees will be given safety induction training upon starting at CSCB or if a change of role requires and this will cover the contents of this Section. Co-ordination and record keeping of this process will be carried out by the **HR Officer**.
- 2.2 The following checklist details important areas which should be covered in the induction by the **HR Officer**, if possible on the first working day.
- The CSG's Health & Safety policy and other relevant safety documentation.
 - Health & Safety at Work Act – explanation of rights and responsibilities. Other relevant Acts or Regulations as applicable.
 - Emergency Procedures: - emergency numbers to dial & evacuation routes.
 - Fire: - Fire drills, Fire extinguishers and assembly point.
 - First Aid: - Location of first aid kits, First aiders names/locations.
 - Accident, incident and hazard reporting procedures.
 - Use and availability of protective clothing and equipment where applicable.
 - Specific or local hazards – machinery, chemicals etc. (referring as appropriate to the **Head of Property and Facilities** for specialist equipment or processes).
 - General hazards – lifting and handling, housekeeping etc.
 - Welfare – kitchens, toilets, showers etc.
 - Working at height (referring as appropriate to the **Head of Property and Facilities**)
- 2.3 Where necessary additional training in the use of specialist equipment or process should be provided to employees. **Line Managers** are responsible for identifying training needs.

3. PROTECTING PERSONAL SAFETY

The CSG will take steps to protect the personal safety of its employees while on CSG business. The CSG will provide guidance to its employees on dealing with difficult, threatening, aggressive or violent situations which might arise. Appendix 4 sets out the guidance on managing hostile situations at work. Appendix 5 contains guidance for lone workers. The CSFcc maintains separate guidance for their staff that makes home visits.

4. CONTRACTORS

- 4.1 The CSG engages in contracts with a number of external providers. These outsourced contractors cover estate and general cleaning, general building maintenance and specialist engineering servicing. Each contractor is required to provide relevant documentary evidence of for example, Public and Employers Liability insurance, completed risk assessments etc., before they commence work on site. The commissioning Director or Head is responsible for ensuring that a system exists to record and review evidence supplied by contractors.

5. WASTE DISPOSAL

- 5.1 Waste disposal records are retained by the **Property and Facilities team** to provide an audit trail for any waste removed from site and as a means of ensuring that only licensed dumps are used by our approved contractors.

6. HEALTH & SAFETY RISK MANAGEMENT

6.1. Risk Assessments

- Risk Assessments for building services and for the estate will be undertaken under the direction of the **Head of Property and Facilities**. These include electrical installations, portable appliance testing, legionella and pressure systems. Specialist consultants may be employed to assist with our obligations.
- Where appropriate, commercial clients hiring CSG premises are required to provide risk assessments in advance of an event taking place. (In the event that such information is not supplied and approved, access to CSG premises may not be granted). Advising these external users regarding the production of risk assessments and evaluating the risk assessments will be undertaken under the direction of the **Head of Commercial**.
- Risk Assessments for community programmes and for property owned by CSG will be undertaken under the direction of the **Head of Community Programmes**. Where appropriate, organisers of community programmes on CSG premises are required to provide risk assessments in advance of an event taking place. (In the event that such information is not supplied and approved, access to CSG premises may not be granted). Advising external users regarding the production of risk assessments and evaluating the risk assessments will be undertaken under the direction of the **Head of Community Programmes**. The management services agreement with Jubilee Halls Trust will clearly define the allocation of responsibilities for health and safety.
- A risk assessment of Bernie Spain Gardens and the public areas of Gabriel's Wharf, Oxo Tower Wharf and the riverside walkway were undertaken by Ove Arup Consultants in June 2004 and reviewed annually. Further risk assessments are undertaken as appropriate by the **Head of Property and Facilities**.
- Office risk assessments will be carried out under the direction of the **Head of Human Resources**.
- Risk assessments for the CSFcc (including the health clinic and waiting room in the basement of the neighbourhood centre) will be undertaken under the direction of the **Director of Community**.

6.2 Electrical Equipment

- An annual visual inspection of the main switches and distribution board to check for loose connections and faults should be undertaken by the external contractors under the supervision of the **Property and Facilities team**.
- Any faults identified by the inspections or faults reported by staff should be addressed to the **Property and Facilities team**. Repairs will be carried out by suitably approved contractors.
- A thorough check on electrical equipment will be undertaken by a suitably approved contractor as and when required.

6.3 Display Screen Equipment (DSE)

The **CSG** will take the following measures to comply with the requirements specified in the Schedule to the Health and Safety (Display Screen Equipment) Regulations 1992:

- Guidance will be provided to all employees to enable them to use DSE in a safe and healthy manner
- The **HR Officer** will arrange for DSE assessments to be performed for individual workstations for each DSE user or employee (other than very occasional users);
- Completed DSE assessments will be reviewed and risk control measures initiated (e.g., provision of new or modified equipment or aids, modification of working methods, training)
- The **Head of HR** will review DSE assessments at least once every 12 months and when any significant change is made to the workstation
- Users of CSCB's DSE equipment may request an eye/eyesight test by a competent person together with any further tests that are specified by that competent person and CSCB will reimburse the cost of the test up a limit of £205
- Following the test, CSCB will reimburse for the cost of basic frames and lenses prescribed specifically for use with DSE at work, up to a limit of £50 for single vision lenses and £80 where the prescription specifies bi-focal lenses

The HR Officer will:

- either conduct and record DSE assessments by means of an interview with the DSE user or employees and a visual assessment, or review an assessment conducted by each user or operator;
- advise the DSE user or employee of the findings of his/her individual assessment;
- maintain a file of all DSE assessments;
- provide general advice and information to all DSE users and operators on the optimum arrangement of their workstation and action they can take (posture, exercise, breaks, etc) to ensure comfort and the avoidance of repetitive strain injuries or other harm arising from DSE use.

6.4 Machinery

- The use of in house or rented equipment and machinery is controlled by a number of statutory regulations and the equipment has to comply with EU standards. Any such plant or machinery must only be operated by personnel who have been appropriately trained and the equipment must be checked

before and after use. Employees authorised to operate the equipment must wear and use appropriate personal protective equipment (PPE) where a need for it has been identified. The PPE must be used in accordance with the manufacturer's instructions. Operators are responsible for inspecting their issued PPE daily before use and must immediately report any damage, defects or problems to the issuer for maintenance or replacement. Operators must not misuse or damage any personal protective equipment which has been provided.

6.5 Other hazards

- Safe stacking and storage is overseen by the **Property and Facilities team**
- Clear gangways are the responsibility of the **Head of Property and Facilities**. At Oxo and on the Public Realm the **Property and Facility team** oversees this aspect.

7 SAFE HANDLING AND USE OF SUBSTANCES

- 7.1 A number of the products used on the estate are potentially hazardous. Where such material is used we are required to have COSHH (Control of Substances Hazardous to Health) certification and a COSHH register will be maintained.
- 7.2 The majority of dangerous substances are used by Service Provision Contractors during the course of their work. The substances in question include cleaning products, weed killers, drain cleaners and insecticides.
- 7.3 Suitable protective clothing should be worn by all staff when coming into contact with dangerous substances as advised by the safety data sheets that are supplied with the products; e.g. gloves.

8 FURTHER GUIDANCE

If you would like further information on this policy please contact your line manager.

FIRST AID AND ACCIDENT REPORTING

FIRST AIDERS

A list of the appointed persons trained in emergency first aid procedures are maintained and displayed in each office or in premises occupied or operated by the CSG.

FIRST AID BOXES

A first aid box is located in each of the following spaces:

2 nd floor at CSnc	In the middle shelf of the first shelving unit. By the outgoing post tray).
1 st Floor	3 in total: 1 x in the baby change room. 1 x in the children's toilets. 1 x in the staff office.
Ground floor	In the Bernie Spain kitchen and staff carry first aid kits during the walking bus.

ACCIDENT BOOKS

Accidents are to be recorded in accordance with Health and Safety reporting procedures. An accident book is located at the following locations:

2 nd floor	In the middle shelf of the first shelving unit on the office floor. (Next to the out going post tray).
Service Equipment Storage Shed	Incorporated into the CSnc book
Nursery & Out of School provision	Located in the Nursery Office.
Help desk	Ground floor reception
Oxo Tower	Security Office

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES (RIDDOR)

Accidents and ill health at work are reported under RIDDOR via:

www.hse.gov.uk/riddor or Tel: 0845 300 9923

EMERGENCY PROCEDURES – FIRE AND EVACUATION OF THE WORKPLACES.

1. Escape routes for each premises are checked weekly by the Property and Facilities team with the exception of the Oxo Tower where they are checked by security under the supervision of the Contracts Performance Manager or Contracts Performance Co-ordinator. All escape routes must be kept clear and free from obstruction at all times and doors marked fire doors kept closed.
2. Fire extinguishers for all premises are checked annually by an external provider under the supervision of the **Property and Facilities team** and maintained by a suitably qualified contractor.
3. The fire alarms are activated weekly by a member of the **Maintenance Contractor team**. The fire alarm systems at Barge House and Oxo Tower Wharf are activated weekly by the Coin Street maintenance officer and **Security Team**. The system is maintained by suitably qualified contractor.
4. Fire blankets for each premises are checked monthly by **Property and Facilities**. All fire blankets are maintained by a suitably qualified contractor.
5. **All staff** are given appropriate fire awareness and fire warden training at the induction stage. Staff are advised that in any event they should never put themselves at risk whilst assisting in an evacuation.
6. The **Security Team Leader** acts as fire marshal for all fire drills and evacuations for Oxo Tower Wharf.
7. A system of Designated Fire Marshalls and Fire Wardens is in place for the CSnc

MANAGING HOSTILE SITUATIONS AT WORK GUIDANCE

Introduction

The CSG has a duty of care under health and safety legislation to take reasonable precautions in order to protect employees from hostile incidents within the work place. Hostile situations may include but are not limited to:

- A physical attack or behaviour or conduct which results in staff becoming apprehensive
- Telephone harassment and threats
- Verbal, written, physical or threatened violence including cyber bullying

CSG is committed to tackling all forms of threatening and violent behaviour. The aim of these guidelines is to:

- Promote awareness and help staff deal with potentially difficult / threatening / aggressive and violent situations.
- Highlight and illustrate some methods for dealing with such situations.
- Promote personal safety awareness.

Responsibilities

The Coin Street Group will:

- Undertake appropriate risk assessments to include as necessary the whole of the site and adjacent areas and staff who visit clients or tenants at home
- Provide employees with guidance on what is expected of them with regard to handling hostile incidents.
- Ensure that where employees have identified areas of risk, or where it is felt that individuals could be placed in danger, that appropriate action is taken to remove or minimise that risk.
- Ensure that an assessment of training needs is carried out and that employees are offered training appropriate to their area (as identified in the risk assessment process).
- Provide individuals working alone with information and guidance on hazards and risks and safe working practices

Employees' responsibilities

All employees have a responsibility to:

- Take responsibility for their own safety and that of their colleagues
- Follow and familiarise themselves with the CSG's procedures and guidelines and bring any concerns relating to their personal safety to the attention of their Director or Head of service.
- Participate in any training made available to them and request any further training felt necessary
- Always apply preventative measures
- Report all incidents of violence, threatened violence or threatening behaviour to their Director or Head of Service

- Record details of incidents on the incident report form (In conjunction with line manager if necessary)

Prevention and diffusion

Steps should be taken wherever possible to reduce the likelihood of an incident occurring or escalating. Various techniques can be used to diffuse a situation including:

- Remaining calm and in control to help positively influence the situation
- Practicing effective communication to help reduce the likelihood and escalation of incidents
- Communicating clearly and avoiding jargon, technical terms and abbreviations that may not be readily understood
- Ensuring your own non-verbal communication is not threatening and does not include provocative verbal tones such as sarcasm, or 'one upmanship' statements
- Engaging the other person in conversation, acknowledging their concerns and feelings
- Exploring the prospect of concession
- Remaining flexible, and recognising that what works with one person may not work with another and using a repertoire of responses that can range from non threatening accommodation, through to being assertive and appearing strong.
- Avoiding promises that can't be kept unless personal safety is really in danger.
- Agreeing a method at team level (e.g. Outlook, notice boards) to record team movements so that unscheduled and spontaneous appointments can be logged and individual whereabouts known.

Procedures and guidance in the event of an incident

Where an incident occurs on the CSG's premises or in the course of work the following action should be taken.

- Where preventative measures fail, put your own safety first. Leave a situation if you feel unsafe and seek assistance from colleagues
- If it is safe to remain in the area of the incident keep calm and attempt to seek further assistance from other members of staff
- The *Group Page Procedure* should be used where appropriate or press the panic alarm if the employee feels threatened.
- The incident must be reported to the employee's Director or Director of HR. Where appropriate the Director of HR will appoint a senior manager to conduct an investigation and prepare a formal written report as soon as practicable. This report will be agreed with the employee concerned and made available to the police if required.
- The manager, acting on behalf of and with the consent of the employee, will normally inform the police of any incident on business premises. In all cases, the member of staff has the right to report the incident personally to the police.

- Following the incident the employee should be allowed to leave the workplace if s/he wishes and the CSG will make appropriate arrangements which may include arranging transport for her/him.
- If medical attention is needed arrangements should be made for the employee to attend a hospital or GP's surgery and be accompanied by a colleague if required.
- Arrangements should be made if appropriate for the employee to attend an appointment with the CSG's occupational health advisor. Professional counselling services will also be made available through the employee assistance programme.
- As soon as practicable after the incident, the employee should prepare a written statement on the incident report form.
- Written statements should be obtained as soon as practicable from all witnesses. Wherever possible, they should be prepared on the day of the incident by the employee's line manager or Director.

Guidance on dealing with abusive and malicious telephone calls & situations

Employees faced with abusive or malicious telephone calls have the discretion to terminate the call. Where it is appropriate to continue with the call (for example when dealing with an irate customer who has a genuine complaint) employees should make use of the following guidelines:

- Don't become defensive
- Speak slowly and calmly
- Maintain a positive, professional, polite and respectful manner
- Probe the individual with relevant questions to obtain accurate information
- Avoid telling the caller what can't be done and focus on what can be done
- Try and deal with the individual personally and only transfer the call when absolutely necessary and explain why
- If individuals use threatening or abusive language, politely inform them that such language will not be tolerated and the call / meeting may have to be terminated
- Where appropriate record details of the call using the threatening phone call record form

Recording and Reporting

All incidents of violence, threats and verbal abuse by clients, tenants and members of the public must be entered into the accident book as well as being reported as soon as possible to your Director or the Director of HR. The attached incident report form should be completed and returned to HR.

All incidents of violence, threats and verbal abuse by staff members must be reported as soon as possible to the employees Director or your line manager.

Coin Street Community Builders

INCIDENT REPORT FORM

To be completed for the reporting of all incidents of violence, threats and verbal abuse. Please use additional paper where necessary.

Date Time

Name of Employee

Was the assault verbal/physical/other (please specify)

Location of the Incident

Description of perpetrator (if details known physical description incl. age, sex race, height, clothing, etc)

Name

Address

Other Details

Any previous incidents with this perpetrator? Yes No

If yes give date and brief details

Any witnesses? Yes No

If yes give date and brief details

Name(s) of any staff involved previously

Give an account of the incident and the circumstances leading to it

(use additional sheets if necessary)

Please give any details of other members of the public witnessing the incident

Outcomes (Including work time lost by both the individuals affected and the organisation)

Classification of incident (e.g. Major injury, injury, emotional shock, feeling of being at risk or distressed and absence from work incl. number of days absent.)

Information on the caller (if applicable)

Male/female:

Estimated age:

Background noise:

Type of act

Call identity:

Conditions affecting speech (e.g. intoxicated/ angry/ excited/ calm/loud)

Action Taken:

Police Involvement? Yes No

Police Response

Outcomes (Including work time lost by both the individuals affected and the organisation)

Classification of incident (e.g. Major injury, injury, emotional shock, feeling of being at risk or distressed /absence from work including number of days absent.)

Additional notes and information

Signed Date

Coin Street Community Builders

THREATENING PHONE CALL REPORT FORM

Date: _____

Received by: _____

Time call started: _____ Time call
ended: _____

Exact words
used: _____

Person(s) being
threatened: _____

When will threatened action
occur: _____

Information on the caller

Male/female: _____

Estimated age: _____

Background noise: _____

Type of call: _____

Call identity: _____

Conditions affecting speech (e.g. intoxicated/ angry/ excited/ calm/loud) _____

LONE WORKING GUIDANCE

The following guidance is intended for any member of staff who is working alone.

Staff should bring any concerns they have about operating alone to the attention of their manager or Director/Head of services

For staff operating in the CSFcc additional guidance relating to home visits is available in the CSFcc Health and Safety guidance.

General guidance

Managers should agree appropriate arrangements with their team to record team movements so that unscheduled and spontaneous appointments can be logged and individual whereabouts known.

As a general rule lone workers should:

- Ensure that they do not take unnecessary risks
- Follow all health and safety procedures and familiarise themselves with the guidance on handling hostile situations at work contained in this policy
- Ensure that a colleague is aware of their location
- Report promptly any threats or potentially dangerous situations
- Make their managers aware of any medical conditions that may have developed which could increase the risks of lone working

Home visits

Staff making home visits (e.g. to tenants or families) should take the following safeguards:

- Always check with a senior member of staff that they are happy for you to make a home visit
- Leave the name and address of the person you are visiting at the neighbourhood centre and say what time you expect to be back. Make sure your line manager knows where you leave this information
- leave your mobile number at the centre. If you are delayed let your line manager know.
- Visit with a colleague if necessary – no one is expected to undertake home visits on their own if they feel uncomfortable or that it is unsafe to do so
- Stay on the doorstep if you have cause to be concerned when you arrive
- Be confident to make other arrangements – don't feel obliged to continue the visit
- Meet the contact at the neighbourhood centre – not at home – if you are concerned
- Do not take valuables with you
- Consider carrying a personal alarm
- Be ready with what you might say in an awkward situation

- Rely on your instincts and don't take unnecessary risks

Arrangements for the neighbourhood centre Help Desk

The Help Desk team/neighbourhood centre rota/working schedules are currently organised so that there are only limited periods of time when there would be a member of staff alone in the neighbourhood centre [other than due to sickness/unforeseen absences].

Neighbourhood centre security

A system for security and protection is maintained at the Neighbourhood Centre involving links to security, CCTV, access control, alarms and group page facility.

ACCIDENT AND INCIDENT REPORTING PROCEDURES

Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 require that, in certain circumstances, accidents and ill-health at work must be recorded, notified and reported by a "responsible person" (usually the employer) to the health and safety enforcing authority.

The report must be made within 10 days. The circumstances in which a report must be made include:

- the death of a person as a result of an accident arising out of or in connection with work
- a major injury suffered as a result of an accident arising out of or in connection with work
- an injury suffered by a person not at work, for example a visitor, customer, client, passenger or bystander, as a result of an accident arising out of or in connection with work, following which that person is taken to a hospital for treatment
- an injury suffered as a result of an accident arising out of or in connection with work, resulting in the injured person's inability to do his or her work for more than three days
- a dangerous occurrence; and
- in certain circumstances, where a person at work suffers from a specified disease.

Regulation 7 of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 outlines the record-keeping requirements imposed on employers.

Where a recordable accident or dangerous occurrence has taken place, details that must be kept are:

- date and time of the event
- full name of the person affected
- occupation of the person affected (unless he or she was not a person at work in which case their status, e.g., passenger, customer, visitor or bystander, should be given instead)
- the nature of any injuries
- the place where the accident or occurrence took place
- a brief description of the circumstances; and
- the date on which the accident or dangerous occurrence was first reported to the enforcing authority and the method by which the event was reported.

In the case of a reportable disease, details that must be recorded are:

- the date of diagnosis of the disease
- the name and occupation of the person affected
- the name or nature of the disease; and
- the date on which it was first reported to the relevant enforcing authority and the method by which it was reported.

RIDDOR Reporting form

Use this form to record the details of any injury, disease or dangerous occurrence that has taken place and is required to be reported to the relevant health and safety enforcing authority.

Company name			
Department/section			
Person completing the report			
Date			
This is a record of:	an accident	a dangerous occurrence	a disease
Where this form is being used to keep a record of a reportable disease, sections 6 and 7 do not need to be completed. 1. Date and time of accident or dangerous occurrence (or in the case of a reportable disease, the date of diagnosis):			
2. Full name of person affected:			
3. Was the person at work?	Yes	No	
4. If yes, what was/is their occupation: If no, what is their status: Passenger [] Customer [] Visitor [] Bystander [] Other [] Please specify:			
5. Please give a brief description of any injuries suffered as a result of the event (or in the case of a disease, please give the name or nature of the disease):			

--

6. Where did the accident or dangerous occurrence take place: Address: Description of work area:
--

7. Please give a brief description of the circumstances in which the accident or dangerous occurrence took place:

8. Date on which the accident, dangerous occurrence or disease was first reported to the enforcing authority:

9. The method by which the event was reported: Telephone [] Online [] Post [] Email [] Fax [] Other [] Please specify:

Coin Street Community Builders Accident investigation form

Use this form to record the details of an accident investigation

Department/Project	
Investigator	
Report date	
Location of accident	
Date of accident	
Time of accident	
Work activity involved	
Persons involved/affected	
Description of how accident occurred	
Use this space to sketch site if necessary	
Attach photographs where necessary	
Immediate causes	
What unsafe acts or conditions caused the accident?	

Causal agents			
What management, human, organisation or job factors caused the accident?			
Recommendations to prevent recurrence			
Number recommendations 1. 2.			
Investigator's signature		Date	

Action review

Recommendation action	Priority	Proposed completion	Responsible person	Date complete	Signature
1.					
2.					
3.					
4.					
5. Review and revise (where necessary) relevant risk assessments					
6. Revise (where necessary) health and safety management system					

Coin Street Community Builders

COSHH Risk Assessment No:

Directorate:

Establishment/Section:

Describe the activity or work process.

(Include how long and how often this is carried out and the quantity of substance used)

Location of process being carried out?

Identify the persons at risk:

Employees

(including trainees)

Contractors

Public

(including students)

Name the substance involved in the process and its manufacturer.

(A copy of a current safety data sheet for this substance should be attached to this assessment)

Classification (state the category of danger)



Very Toxic



Irritant



Extremely Flammable



Toxic



Sensitising



Highly Flammable



Corrosive



Biological



Flammable

Harmful



Oxidising



Environmental

Hazard Type

Gas	Vapour	Mist	Fume	Dust	Liquid	Solid	Other (State)
Route of Exposure							
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Inhalation	Skin	Eyes	Ingestion	Other	(State)		
Workplace Exposure Limits (WELs) <i>please indicate n/a where not applicable</i>							
Long-term exposure level (8hrTWA):				Short-term exposure level (15 mins):			
State the Risks to Health from Identified Hazards							
Control Measures: <i>(for example extraction, ventilation, training, supervision). Include special measures for vulnerable groups, such as disabled people and pregnant workers. Take account of those substances that are produced from activities undertaken by another employer's employees.</i>							
Is health surveillance or monitoring required?						Yes <input type="checkbox"/>	No <input type="checkbox"/>
Personal Protective Equipment <i>(state type and standard)</i>							
 <input type="checkbox"/>				 <input type="checkbox"/>			
Dust mask				Visor			
 <input type="checkbox"/>				 <input type="checkbox"/>			
Respirator				Goggles			
 <input type="checkbox"/>				 <input type="checkbox"/>			
Gloves				Overalls			

 <input type="checkbox"/> Footwear	 <input type="checkbox"/>	<input type="checkbox"/> Other
---	--	-----------------------------------

First Aid Measures

Storage

Disposal of Substances & Contaminated Containers

Hazardous Waste Skip Return to Depot Return to Supplier Other
 (If Other Please State):

Is exposure adequately controlled?	Yes <input type="checkbox"/> No <input type="checkbox"/>
------------------------------------	--

Risk Rating Following Control Measures

High Medium Low

Assessed by:	Date:	Review Date:
--------------	-------	--------------

Coin Street Group Risk Assessment Form

Directorate:	Service:	Reference:
Activity:		Site:
People at Risk:		Additional Information:
Contact Person.....		Job Title:.....
Date:.....		Review Date:.....

Risk Evaluation

Hazard	Risk	Initial Rating (L, M, H,)	Existing Control Measures	Final Rating (L, M, H,)	Additional Action Required (action by whom and completion date)

Hazard	Risk	Initial Rating (L, M, H,)	Existing Control Measures	Final Rating (L, M, H,)	Additional Action Required (action by whom and completion date)

Coin Street Group DSE WORKSTATION CHECKLIST

This checklist covers the workstation and work environment

Name:
Job Title:
Managers Name:

Type of Work i.e. office or 'field' based, and average time spent using VDU each day.	
Wears glasses / contact lenses? (Tick which is applicable)	<input type="checkbox"/> No <input type="checkbox"/> Yes - <input type="checkbox"/> Always <input type="checkbox"/> Distance <input type="checkbox"/> Reading <input type="checkbox"/> VDU
Date of last eye test	

Space / Lighting	Yes	No	Comments
1. Is there sufficient space for the workstation? <small>Approx 3.7 sq.m per person</small>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Is there enough room to change position and vary movement?	<input type="checkbox"/>	<input type="checkbox"/>	
3. Are there adequate clearances for thighs, knees, lower legs and feet under the work surface?	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> Satisfactory Leg room depth Satisfactory Foot room depth Satisfactory Foot room width Satisfactory Leg room width 			
4. Is the Lighting sufficient? <small>Is an additional Task Light required?</small>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Are surfaces free from glare and reflection? <small>Is an anti-glare filter required?</small>	<input type="checkbox"/>	<input type="checkbox"/>	
Furniture / Workstation	Yes	No	Comments
6. Is the Chair Suitable / Stable? <small>Ensure awareness of how to alter seat settings</small>	<input type="checkbox"/>	<input type="checkbox"/>	

7. Does the Chair have a working: Seat back height & tilt adjustment? Seat height adjustment? Swivel mechanism?	<input type="checkbox"/>	<input type="checkbox"/>	
8. Is the Chair adjusted correctly? <small>Ensure the small of the back is supported by the chair's backrest</small>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Are feet flat on the floor? <small>Without too much pressure from the seats on the back of the legs / Foot Rest Required?</small>	<input type="checkbox"/>	<input type="checkbox"/>	
10. When seated at the desk are forearms horizontal and eyes at same height as the top of the screen?	<input type="checkbox"/>	<input type="checkbox"/>	
11. Is the work surface large enough for all the necessary equipment and required papers? <small>Document holder required?</small>	<input type="checkbox"/>	<input type="checkbox"/>	
12. Can the user comfortably reach all required equipment and papers?	<input type="checkbox"/>	<input type="checkbox"/>	
13. Is there adequate working space on the work surface to allow a flexible arrangement of the screen, keyboard, documents and any related equipment? <small>Minimum length or work surface should be 1200mm and width 600mm</small>	<input type="checkbox"/>	<input type="checkbox"/>	
Display Screen	Yes	No	Comments
14. Is the screen image stable? <small>Free of flicker and jitter</small>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Does the screen swivel and tilt easily	<input type="checkbox"/>	<input type="checkbox"/>	
16. Is the brightness and / or contrast adjustable? <small>Ensure awareness of how to alter settings</small>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Is the screen image easy to read and are the characters well defined and clearly formed with adequate size and spacing?	<input type="checkbox"/>	<input type="checkbox"/>	
18. Is the screen at a comfortable height, to prevent undue raising or lowering of the eye/head to look at any part of the screen?	<input type="checkbox"/>	<input type="checkbox"/>	
19. Is the screen free from glare and reflections?	<input type="checkbox"/>	<input type="checkbox"/>	
20. Is the screen regularly cleaned? <small>Ensure awareness of location of ICT cleaning solutions</small>	<input type="checkbox"/>	<input type="checkbox"/>	
Keyboard / Mouse	Yes	No	Comments
21. Does the Keyboard Tilt or Adjust for angle?	<input type="checkbox"/>	<input type="checkbox"/>	
22. Is the Keyboard separate from the Screen and stable on the work surface during normal keying operations?	<input type="checkbox"/>	<input type="checkbox"/>	
23. Are the symbols on the keys legible?	<input type="checkbox"/>	<input type="checkbox"/>	
Work Organisation	Yes	No	Comments
24. Is work organised to provide for regular breaks from screen work?	<input type="checkbox"/>	<input type="checkbox"/>	
25. Is the pace adaptable? <small>Planning, design and implementation of work tasks</small>	<input type="checkbox"/>	<input type="checkbox"/>	
26. Does the user regularly use a laptop (e.g. more than 2 hours a day), if so, are any problems being experienced with this?	<input type="checkbox"/>	<input type="checkbox"/>	
Instruction and Training	Yes	No	Comments
27. Is the software easy to understand and use? <small>suitable & adaptable to the users knowledge</small>	<input type="checkbox"/>	<input type="checkbox"/>	

28. Has training been given in the use of the systems and software?	<input type="checkbox"/>	<input type="checkbox"/>	
29. Does the user know whom to contact within CSCB if any problems with the workstation is being experienced?	<input type="checkbox"/>	<input type="checkbox"/>	
Employee Information	Yes	No	Comments
30. Has information been provided detailing hazards associated with work?	<input type="checkbox"/>	<input type="checkbox"/>	
31. Is the user aware of arrangements for eyesight tests/examinations?	<input type="checkbox"/>	<input type="checkbox"/>	
32. Does the user require glasses prescribed specifically for DSE / VDU work only?	<input type="checkbox"/>	<input type="checkbox"/>	
33. Has the user experienced any discomfort or other symptoms attributed with working with their DSE?	<input type="checkbox"/>	<input type="checkbox"/>	
34. Does the user have any special needs which should be taken into account? *If so, please use space below	<input type="checkbox"/>	<input type="checkbox"/>	
35. Has the checklist covered all the problems you may have whilst working with DSE? * If not, please use space below	<input type="checkbox"/>	<input type="checkbox"/>	
36. Are there any other issues relevant to this work station? *If so, please use space below	<input type="checkbox"/>	<input type="checkbox"/>	

* Please use the space below to document any additional information, or identify any follow up action required.

Recommendations / Additional Notes:
--

Assessor		
Name:	Signature:	Date:
Staff Member's Signature:		Date:
Further Action Required:	Yes/ No	
Follow Up Action Completed On:		
Once completed an original copy of the checklist should be placed on the employee's personnel file.		