

Health & Safety Policy

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Procedure:

1. General

1.1 Responsibilities

Jeremy Wayne, Director has overall responsibility for compliance with Health and Safety Legislation and is responsible for ensuring that Health and Safety Policies and Procedures are fully implemented.

All staff are required to comply with Health and Safety requirements and the Procedures set out below and **MUST**:

- co-operate with the Director on health and safety matters
- not interfere with anything provided to safeguard their health and safety
- take reasonable care of their own health and safety
- report all health and safety concerns to the Director

1.2 Review of Policies and Procedures

- a) A full review of the Health and Safety Policy and Procedures must be carried out by the Director and staff on an annual basis prior to the completion of the annual Self-Assessment Report.
- b) Any actions required or areas for improvements should be added to the Development Action Plan.

1.3 Health and Safety Induction Requirements

Staff

- a) All staff must receive a full Health and Safety Induction of Learn Plus's Health and Safety Policy and Procedures within their first week of employment and must sign to say they have read/received and understood all information.
- b) Induction should include as a minimum; Fire and Evacuation, First Aid, Dealing with Emergencies, Identifying and Reporting Risks, Safe Use of Equipment, Manual Handling, COSHH and where relevant employer Health and Safety Requirements.

Learners

- a) All learners must receive a Health and Safety as part of their Induction on their first day of training. This must include; confirmation of understanding of workplace health and safety requirements, Fire and Evacuation, COSHH, First Aid including RIDDOR and Safe Use of Equipment.
- b) Learners must complete an Induction Questionnaire at the end of Induction to confirm that all key points have been understood

- c) In addition, a Copy of Learn Plus's Health and Safety Policy should be available to each learner.
- d) All cases of ill health are reported to the Tutor/Learning Support Mentor, these are then risk rated with Senior Management Team at Monthly Review Meetings. Severe cases are referred to Jeremy Wayne, Director, for appropriate intervention.

1.4 Fire and Evacuation Procedures

- a) All staff and associates employed at Learn Plus must be shown the location and where relevant the use of Fire Extinguishers, the Evacuation Assembly Point next to the bus stop at the left of the building, the Location of the Mains Electrical Isolation Switch and the nearest Fire Alarm Call Point within the first week of their employment.

1.4.1 Fire Prevention

- a) Smoking is NOT permitted anywhere within the building. Any member of staff, learner or visitor who wishes to smoke must do so away from the building in the designated smoking areas.
- b) All cardboard containers delivered with stores must be emptied and disposed of as soon as possible in the designated rubbish area.
- c) All waste paper bins are to be emptied at the end of each working day.
- d) All non-essential equipment is to be switched off and unplugged when not in use.
- e) All doors should be closed when not in use.
- f) All passageways and exit ways must be clear of obstacles at all times.
- g) All Fire Exit Doors must be unlocked whilst the Training Centre is occupied.

1.4.2 In the Event of Fire

Any person discovering a fire should:

- a) Attempt to extinguish the fire, only if it is safe and practical to do so. **(NB. Personal safety is of primary importance and no-one must put their lives in danger under any circumstances).**
- b) Call for assistance by shouting "FIRE, FIRE, FIRE" and/or activate the Fire Alarm Call Point.
- c) Dial 999 or 112 and report the fire, stating your name, location and type of fire.

- d) If the fire is extinguished before the alarm is raised, the person who extinguished the fire is to inform a senior member of staff of the situation immediately.

On hearing the alarm, all staff, learners and visitors in the building are to:

- a) Evacuate the building in a calm and orderly manner ensuring all doors and windows are closed on vacation of the rooms. (NB. The designated person in charge is to take the Visitor's Book).
- b) Proceed to the evacuation point next to the bus stop at the left of the building.
- c) Await roll call and further instructions.

Senior members of staff are to ensure:

- a) All visitors are escorted from the building and directed to the evacuation point.
- b) A roll call is completed at the evacuation point ensuring that all staff, learners and visitors are accounted for.
- c) Accurate and concise information is provided to the Fire Brigade on their arrival.

1.4.3 Carrying out Evacuation Drills

- a) The Director must maintain and implement a quarterly schedule of Evacuation Drills.
- b) When carrying out an Evacuation Drill, the Director must sound the alarm in such a manner that all staff and learners can hear it.
- c) On hearing the alarm, the staff should ensure that their learners leave the building immediately and make their way to the assembly point next to the bus stop at the left of the building.
- d) The classroom tutor must take the attendance register with them on leaving the building.
- e) The classroom tutor must ensure that any disabled learners receive adequate assistance during the evacuation
- f) Before leaving the premises the Director should ensure that all staff, visitors and learners have already left the premises
- g) Using the register, staff must account for all their learners at the evacuation point
- h) Staff must advise the Director that all learners are accounted for and/or advise of any problems
- i) The Director must inform staff when they can return with their learners to the premises

- j) The Director must complete an Evacuation Drill Review Form when the exercise is complete

1.5 First Aid including RIDDOR

- a) The Director is responsible for ensuring that an adequate First Aid Box is maintained.

NB. There should be a qualified First Aider on the premises at all times

1.5.1 Accidents

- a) All accidents which befall staff, learners or visitors at the Training Centre, no matter how small must be recorded in the Accident Book which is located in the cupboard above the sink
- b) All accidents at the Training Centre requiring First Aid should be referred to the First Aider who will administer any minor First Aid required
- c) Should the accident be more serious, then it will be the First Aider's responsibility to call for an Ambulance or arrange transport to a hospital if this is required
- d) Accidents which occur in the Training Centre should be entered in the First Aid Book either by the First Aider, if one has been called or by the victim, if the accident did not require First Aid treatment
- e) All accidents which befall learners or Learn Plus staff at a learner's workplace must be reported and recorded in the Employers and Learn Plus's Accident Book
- f) Assessors must check if any accidents have occurred in the workplace each time a learner is visited and if there has, check that it has been entered in the workplace and Learn Plus's Accident Book.

1.5.2 Reporting of Accidents Diseases and Dangerous Occurrences Requirements (RIDDOR)

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR), place a legal duty on:

- employers;
- people in control of premises;

to report work-related deaths, major injuries or over-three-day injuries, work related diseases, and dangerous occurrences (near miss accidents). The easiest way to do this is by calling the Incident Contact Centre (ICC) on **0845 300 99 23** (local rate). You will be

sent a copy of the information recorded and you will be able to correct any errors or omissions.

Why should I report?

Reporting accidents and ill health at work is a legal requirement. The information enables the Health and Safety Executive (HSE) and local authorities, to identify where and how risks arise, and to investigate serious accidents.

What must I report?

As an employer, a person who is self-employed, or someone in control of work premises, you have legal duties under RIDDOR that require you to report and record some work-related accidents by the quickest means possible.

You must report:

- deaths;
- major injuries;
- over-3-day injuries – where an employee or self-employed person is away from work or unable to perform their normal work duties for more than 3 consecutive days;
- injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital;
- some work-related diseases;
- dangerous occurrences – where something happens that does not result in an injury, but could have done;

RIDDOR applies to all work activities but not all incidents are reportable. If someone has had an accident in a work situation where you are in charge, and you are unsure whether to report it just call the Incident Contact Centre (ICC) on 0845 300 99 23. .

If you are an employer

If you are an employer, you must report any work-related deaths, injuries, cases of disease, or near misses involving your employees wherever they are working by calling the Incident Contact Centre as soon as possible, or report using an alternative method.

If you are an employee

If you are an employee that has been injured at work, seen a dangerous occurrence, or your doctor has certified that you have a work related reportable disease, you must inform your employer or the person in control of the premises as it is their responsibility to report the incident.

Call the Incident Contact Centre on 0845 300 99 23 or report using an alternative method

Reporting Methods

All Employees, learners and associates must report any [work-related deaths](#), [major injuries](#) or [over-three-day injuries](#), [work related diseases](#), and [dangerous occurrences \(near miss accidents\)](#) to the Director so that she can ensure that the report is filed with the Incident Contact Centre.

Telephone

The quickest and easiest way to do this is to call the Incident Contact Centre with **no need to fill in a report form. Just call 0845 300 99 23** (Monday to Friday 8:30am to 5:00pm) and speak to an ICC Operator who will complete a report form over the phone. You will be sent a copy for your records.

The ICC Consultant will ask a few questions and take down appropriate details. Your report will be passed on to the relevant enforcing authority. You will be sent a copy of the information recorded which you can file - this meets the RIDDOR requirement to keep records of all reportable incidents.

Online

Complete the appropriate online report form. The form will then be submitted directly to the Incident Contact Centre. You will be sent a copy for your records.

E-mail

Download the [appropriate form](#) and email it to riddor@natbrit.com.

Reporting out of hours

The HSE and local authority enforcement officers **are not an emergency service**. You should contact your enforcing authority out of hours in the following circumstances:

- fatal accidents at work;
- accidents where several workers have been seriously injured;
- accidents resulting in serious injury to a member of the public;
- accidents and incidents causing major disruption, such as evacuation of people, closure of roads, large numbers of people going to hospital etc.

More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the HSE [out of hours webpage](#). If you want to report less serious incidents out of normal working hours, you can always complete an [online form](#) or by [e-mail](#).

1.5.3 Reporting of Serious Accidents/Deaths to the ESFA.

Any serious accidents and/or deaths involving a learner must be reported to the ESFA in line with current requirements. These incidents will be reported via the Service Desk on

0370 267 0001. In addition, the ESFA contracts manager will also be informed about the incident.

1.6 Manual Handling

- a) Manual handling training must be provided to all staff and learners during their Induction period if relevant
- b) Staff and learners must only lift heavy or bulky items using the correct manual handling techniques

1.7 Bomb Threats and Emergency Situations

1.7.1 Unidentified Packages

To prevent false alarms, Learn Plus is to be kept free of unopened and unpacked boxes and parcels.

- a) Any unidentified package in or around the building must be brought to the attention of a senior member of staff who must try and identify the owner
- b) If the owner of the Package cannot be found, It is the senior member of staff's responsibility to assess the potential danger from the unidentified package and alert the police if required, providing a description of the package and its exact location
- c) If the package is deemed to be a danger then the building should be evacuated following the Procedure in section 1.4.2 of this Procedure
- d) Under no circumstances should staff or learners attempt to disturb or look inside unidentified package
- e) To minimise the effect of an explosion, the senior member of staff should attempt to turn off the electrical supply to the building and keep open doors and windows in the vicinity of the package where practical

1.7.2 Telephone Bomb Threats

- a) On receipt of a telephone bomb threat, the person receiving the call must try not to panic and should try to ascertain as much information as possible such as its location and when it is timed to go off. In addition the accent, age and sex of the caller should be considered.
- b) All information about the caller and/or what they have said should be recorded
- c) Once the caller has hung up, the call should be reported to a senior member of staff who will take the decision as to whether to call the police, evacuate the building or instigate a search

1.7.3 Threatening Behaviour

- a) Threatening behaviour is unacceptable and must not be tolerated.
- b) No weapons (even if it is claimed they are for self defence) must be brought into the building
- c) In the event that a learner or visitor becomes threatening then they should be advised that this is not acceptable and asked to leave the building
- d) If they refuse, then you should inform them that unless the threatening behaviour stops immediately then the Police will be called
- e) If the threatening behaviour does not stop then the Police should be called
- f) Under no circumstances must a member of staff or a learner put their own lives in danger in an attempt to deal with the threatening behaviour of a third party.

1.8 Staff and Learner Health and Safety Training

1.8.1 Staff

- a) All staff must receive health and safety refresher training on an annual basis.
- b) Staff responsible for carrying out Health and Safety checks on employers must hold or be working towards a relevant qualification
- c) Staff responsible for carrying out Risk or COSHH Assessments must hold or be working towards a relevant qualification

1.8.2 Learners

- a) In addition to the Health and Safety provided at Induction, all learners must receive additional sector specific Health and Safety training in line with their qualification whilst working towards their qualification

1.9 Health and Safety Monitoring

- a) The Director must develop and maintain a Health and Safety Monitoring Schedule which includes:
 - Reviewing Health and Safety Policies and Procedures
 - Carrying out Risk Assessments
 - COSHH
 - Carrying out Fire Drills
 - Monitoring types and frequency of accidents
 - Carrying out Equipment Checks
 - Updating staff's identified training needs
 - Completion of Workplace Health and Safety Visits and Outstanding Actions

- Reviewing feedback from Learner Reviews
- Reviewing feedback from Learner satisfaction Questionnaires

2. Training Centre Health and Safety Requirements

2.1 Risk Assessments

- a) Any process of work carried out at Learn Plus or its environs which presents a potential **hazard*** to personnel is to have a **risk* assessment**.

*A **hazard** can be defined as something with the potential or ability to cause harm including ill health, injury, loss of production and damage to equipment and property.

***Risk** can be defined as the likelihood that a specific level of harm from a particular hazard is realised.

- b) The Health & Safety at Work Act 1974 imposes a general duty on the “employer” to ensure that employees are not exposed to risks as a result of a work activity so far as is “**reasonably practicable**”.
- c) The Training Manager or designated qualified person is responsible to the Managing Director for identifying potential hazards using the Risk Assessment Toolkit within Learn Plus’s building and the subsequent assessment of the risk presented by that hazard.
- d) All Risk Assessments carried out must be entered onto the Risk Assessment Register

2.1.1 Process of Assessment

- a) Risk assessments must follow the following sequence;
1. Identify the hazard
 2. Assess the ability of the hazard to do harm
 3. Estimate the risk to personnel resulting from ability of the hazard to do harm
 4. Assess protective and preventative measures that may be required
 5. Implementation of required measures – risk management

2.2 Safe Use of Equipment and Machinery

2.2.1 VDU Usage

- a) All VDU’s should be placed on an appropriate desk or table with adequate work space provided
- b) If required, VDUs should have anti-glare screens
- c) VDU users should take a 5 minute break every half an hour or a 10 minute break every hour

- d) All VDU Users must complete a VDU Self Assessment Form on an annual basis
- e) Where issues are identified as a result of completion of this Form, the Director must take appropriate steps to resolve the issue
- f) All VDU users for whom use of a VDU is a major requirement of their job must have their eyes tested on an annual basis at the expense of Learn Plus
- g) Should the VDU User then require glasses, these should be paid for by Learn Plus. NB. Learn Plus are only required to pay for the cheapest type of frames, should the user wish to purchase a more expensive pair, then this additional cost should be met by the user.

2.2.2 Electrical Equipment and Machinery

- a) Staff and where appropriate learners must be provided with training in the correct and safe use of all equipment and machinery
- b) Safety checks must be carried out on all electrical equipment which must have an identification code attached to it on a 6 monthly basis and a record of checks maintained by the Training Manager
- c) Staff who become aware that equipment or machinery is unsafe or potentially unsafe must report it to the Training Manager
- d) Any equipment or machinery which is identified as unsafe must be removed or labelled clearly to prevent its use

2.2.3 Mobile Phones

- a) Staff must ensure that they follow the manufacturer's recommendations for the safe use of their Mobile Phone
- b) Phones must not be used whilst driving a car unless used in conjunction with an authorised hands free car kit

2.3 Control of Substances Hazardous to Health (COSHH)

Substances hazardous to health relate to:

- substances generated during work activities (eg cleaning materials etc.)
- naturally occurring substances (eg grain dust);
- biological agents such as bacteria and other micro-organisms.

Effects of hazardous substances include:

- skin irritation or dermatitis as a result of skin contact;

- asthma as a result of developing allergy to substances used at work;
- losing consciousness as a result of being overcome by toxic fumes;
- Infection from bacteria and other micro-organisms (biological agents).

To comply with COSHH you need to follow these eight steps:

Step 1 - Assess the risks - decide whether there is a problem with the substance(s) your company is using, or those to which your employees are incidentally exposed. This is called a risk assessment

Step 2 - Decide what precautions are needed. If you identify significant risks, decide on the action you need to take to remove or reduce them to acceptable levels. You must not carry out work which could expose your employees to hazardous substances without first considering the risks and the necessary precautions and what else you need to do to comply with COSHH.

Step 3 - Prevent or adequately control exposure. You must prevent your employees being exposed to hazardous substances. Where preventing exposure is not reasonably practicable, then you must adequately control it.

Preventing exposure could include

- changing the process or activity so that the hazardous substance is not needed or generated;
- replacing it with a safer alternative
- using it in a safer form, eg pellets instead of powder

Controlling Exposure could include

- Providing personal protective equipment such as face masks or gloves
- Limiting the duration of staff exposure

Step 4 - Ensure that control measures are used and maintained properly and that safety procedures are followed. COSHH requires staff to make proper use of control measures and to report defects. It is the Director's responsibility to take all reasonable steps to ensure that they do so. All control measures must be regularly reviewed to ensure they are still effective.

Step 5 - Monitor the exposure of employees to hazardous substances, if necessary.

Step 6 - Ensure employees are properly informed, trained and supervised. COSHH requires you to provide your employees with suitable and sufficient information, instruction and training which should include:

- the names of the substances they work with or could be exposed to and the risks created by such exposure, and access to any safety data sheets that apply to those substances;
- the main findings of your risk assessment;
- the precautions they should take to protect themselves and other employees;
- how to use personal protective equipment and clothing provided;

You should update and adapt the information, instruction and training as and when required. You should also ensure that you provide information etc that is appropriate to the level of risk identified by the assessment and in a manner and form in which it will be understood by employees.

2.4 Visitors

- a) All visitors must report to reception and sign the Visitors Book

3. Employer Health and Safety

3.1 Employer Vetting and Monitoring

3.1.1 Initial Health and Safety Visit Requirements

- a) A Health and Safety visit must be carried out on all employers by a suitably qualified/experienced member of staff prior to a learner starting on the programme, when an employer has a change of ownership or when a learner changes employer
- b) During this visit a Health & Safety Monitoring Form (LP03) must be completed in full with a senior manager who must also agree to the health and safety requirements within the Employer Agreement (LP02)
- c) The certificate number and expiry date of the Public Liability Certificate **must** be recorded on the checklist. This information should then be entered onto the Health and Safety Monitoring Database by the administrator.
- d) If an employer is not already registered with the HSE then a F9 form should be completed
- e) The forms must be signed by a senior manager in the organisation
- f) Where any areas of non compliance are identified a detailed Action Plan must be completed with timescales for completion agreed by the employer. If there is insufficient space on the Action Plan, then a continuation page must be used

NB. Allow the employer to set realistic timescales rather than setting the timescale for them

- Examples of potential actions required could include
 - Production of a Health and Safety policy (if there are 5 or more employees)
 - Carrying out of Risk assessments
 - Production of COSHH and RIDDOR procedures
 - Provision of Health and Safety induction etc.
- g) Give the employer a copy of the Health & Safety Monitoring Form and advise them that they will receive a letter confirming the action required within 10 days. This letter

must be completed and sent by person completing the health and safety monitoring form and a copy filed in the Employers File??

- h) Once the visit is complete, the employer should be given a risk banding which will determine the frequency of formal monitoring visits.
- High Risk – 3 monthly monitoring visits
 - Medium Risk – 6 monthly monitoring visits
 - Low Risk – annual monitoring visits

NB. Most employers will be low risk once they have completed the actions identified. However, some practices may need 3 or 6 monthly checks even after they have completed their actions.

Please note that if an employer is placed in the high risk category you must inform the Director immediately, as we will probably not be able to use this employer.

- i) The Director must then enter future monitoring and/or Follow up Action visit dates in the Health and Safety Monitoring section of the Health and Safety database.

3.1.2 Formal Follow Up Health and Safety Monitoring Visits

- a) If actions are outstanding then the assessor/qualified person is responsible for following them up as per the dates agreed in the Action Plan and ensure that they are cleared
- b) Prior to a follow up visit to check that actions have been cleared a copy of the Actions Letter (LP79) must be printed out so that all actions can be checked
- c) During the follow up visit complete the Health and Safety Review Sheet (LP80) which must include details of actions completed, actions outstanding and any further issues identified. This sheet must be signed by the Employer's Manager, and filed in the Employers File?
- d) Where actions are not completed within agreed timescales, new timescales should be agreed and guidance, advice or relevant literature provided to aid the completion of the actions required. A new Actions Letter should then be completed and sent to the employer within 10 days of the visit. A copy of this should be attached to the previous Actions Letter and kept in the Employers File
- e) If employers refuse to complete the actions required then the Director may decide that this employer cannot be used for learners

3.1.3 Informal Health and Safety Monitoring

All assessors are responsible for carrying out informal Health and Safety Monitoring activity each time they visit a practice

Any issues or concerns identified should be raised with the Employer and if relevant an Action Plan completed along with a follow up Actions Letter (Enter Number)

Actions outstanding should then be followed up as per the above Formal Health and Safety Monitoring process

NB. Any queries or concerns about Health and Safety in relation to employers should be raised with the Director.