



## **Health and Safety Policy**

Turning Heads directors are responsible for ensuring that those benefiting from us or working with us are not harmed in any way. The directors of Turning Heads have a legal duty to act prudently and this means that they must take all reasonable steps within their power to ensure that no one is harmed. It is particularly important where beneficiaries are vulnerable persons or children in the community.

This policy applies to all those involved in Turning Heads, including, but not exclusively, administrators, volunteer drivers, parents, young people, and third party suppliers.

This is the Health and Safety Policy Statement of Turning Heads.

Our statement of policy is designed:

- To provide adequate control of the health and safety risks arising from our work activities and to consult with our employees on matters affecting their health and safety
  - To provide and maintain safe equipment to ensure safe handling and use of substances
  - To provide information, instruction and supervision for employees
  - 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
  - To review and revise this policy as necessary at regular intervals
- The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. service users, volunteers, members of the public.

Turning Heads directors have overall and final responsibility for health and safety matters and for ensuring that health and safety legislation is complied with. Turning Heads periodically

review the operation of its Health and Safety Policy and will ensure employees and volunteers as appropriate receive relevant information, training and supervision on health and safety matters.

Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Health and Safety Officer (Alan Tilley). Part of this responsibility will be keeping the directors informed about health and safety matters.

All employees should:

- Co-operate with supervisors and managers 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 an appropriate person (as detailed in this policy statement).

The appointed Fire Officer at Turning Heads is Alan Tilley and his responsibilities are to:

- Be instructed on potential fire hazards and the use of firefighting equipment
- Ensure that they arrange the testing of fire alarms and fire drills
- Assist with the efficient evacuation of staff and visitors
- Liaise with the Fire Brigade at the assembly point
- Ensure staff and volunteers are aware of the fire alarm and fire drill

A First Aid Officer will be appointed and will have undertaken a recognised training course. The trained first aid person will ensure that the first aid box is kept in the correct place, containing the items laid down in the Guidance Notes published by the HSE and is regularly checked and restocked at the venue they are responsible for.

The Finance Committee is responsible for ensuring that a comprehensive Risk Management Report will be maintained by a competent person in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). The written Risk Management Report will be reviewed and updated regularly to ensure it covers all employees against all reasonably identifiable or foreseeable risks, and to ensure that any action identified as needed in the Risk Management Report is carried out. The Risk Management Report will also be updated every time that there is a major change in working practices. The risk assessment will cover all employees of Turning Heads, wherever they may be based, and will cover all aspects of their work.

The Health and Safety Officer will ensure that new employees and volunteers receive information on health and safety as part of their induction. The Health and Safety Officer will organise training for employees and volunteers on health and safety matters as appropriate, including, general health and safety training, first aid, manual handling, fire safety, risk assessment. The Health and Safety Officer will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work. If employees and volunteers consider they have health and safety training needs they should inform their line manager.

Turning Heads has a responsibility to provide a safe and healthy environment for staff and volunteers. All staff and volunteers of Turning Heads are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if this is not practicable, reported to the Health and Safety Officer.

Examples of Hazards:

- **Things Out of Reach:** Chairs or other furniture must not be used to stand on for the purpose of replacing light bulbs, reaching for things off top of cabinets, etc. A properly maintained, undamaged step ladder must be used.
- **Damaged Equipment:** Regular checks must be carried out on furniture and equipment for damage which leaves sharp edges protruding or other hazards. Any damaged furniture must be reported for repair or condemnation straight away and must be removed from use.
- **Damage to Fabric of Building, Windows, etc:** All such damage must be reported immediately to the Health and Safety Officer as named above.
- **Misplaced Furniture, Equipment or Supplies:** Any furniture, equipment or supplies left in an inappropriate place, for example obstructing a gangway, must be removed immediately and placed in an appropriate, safe place.

All building maintenance such as electrical work, carpentry, painting, etc should be carried out by skilled people. Staff should not endanger themselves and others by carrying out such work.

Good Housekeeping Aisles & Gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment.

The Health and Safety Officer should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

All incidents of aggression or violence should be reported to the Health and Safety Officer and recorded in the accident book. Staff should report any current or potential situation at work which is a threat to personal safety. It is in the nature of the organisation's work that staff or volunteers may, on occasions, find themselves in potentially unsafe situations whilst on Turning Heads business. Staff should ensure that the address book of their mobile phone contains an ICE (in case of emergency) entry detailing either a personal or work contact. Emergency services are trained to look for that in appropriate circumstances.

The following should also be noted to minimise risk:

**Lone Working:** Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment. Such callers should be encouraged to make an appointment. Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations the management will put their trust in the feelings of the worker.

Staff who are going to be working away from the office (be that at Summit House or their home office) should make it clear to other staff where they will be, how long for and how they can be contacted. If in the course of a trip away from the office plans change significantly, this should be communicated back to the office. Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted. Large amounts of cash, over and above petty cash should not be kept on the premises. Visits to the bank should not be at a regular time.

Under no circumstances should staff put themselves at risk on account of the property of the organisation. If money is demanded with threats it should be handed over.

Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair which can carry on long afterwards. Turning Heads recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

When employees are carrying out work for Turning Heads at home all health and safety rules and guidance in this policy apply in the same way that they do in the workplace. It is the responsibility of the employee to ensure that their home working environment and equipment used in the home is safe. A risk assessment in accordance with the guidance given in this policy should be carried out. Should advice be needed, advice should be sought from the nominated Health and Safety officer.

Turning Heads will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations.

Staff are entitled to have eyesight tests paid for by the employer. If a member of staff is experiencing eyesight problems attributable to their work with VDUs s/he will be entitled to have an eyesight test paid for by the employer. If a test shows that as a result of work with the organisation's VDUs, a member of staff needs to purchase special corrective appliances (usually glasses), these will be paid for by the employer. This excludes those normally used for purposes other than work with VDUs and is subject to a maximum expenditure of £75.

It is not only the responsibility of the Fire Officer, but of all staff and members working for Turning Heads to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers. Access to escape doors, extinguishers and other firefighting equipment must not be obstructed and the Fire Officer will be instructed on their use.

The appointed Fire Officer is responsible for carrying out fire drills and will arrange these to take place at regular intervals, reviewing the success or otherwise of the evacuation and making recommendations for improved practices. He/she is responsible for ensuring that staff and volunteers are aware of the evacuation procedures and has the power to remove obstructions from fire exits.

If you discover a fire raise the alarm ensuring that personnel on both the first and ground floors are aware of the situation

- Evacuate the building immediately by the nearest exit – these are clearly signposted
- Ensure any visitors leave the building
- Do not put yourself at risk
- Assemble at the designated area

Turning Heads will ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health & Safety legislation. The toilet will be in a separate, lockable room. Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying.

Staff should contribute to their own safety and welfare by:

- avoiding sitting in the same position for long periods

- adjusting equipment and furniture to appropriate and comfortable positions
- taking regular rest breaks from VDU work ( at least 10 minutes away from the screen in every hour) by doing some other work.

General Statement Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice. The person responsible for carrying out this assessment will be the Health and Safety Officer. Following this assessment, Turning Heads will:

- In the first instance take action to remove any hazardous substance
  - If this is not possible, action shall be taken to find a substitute for the hazardous substance
  - If this is not possible, such substances shall be enclosed within a safe environment
  - If none of the above are possible, protective equipment will be issued to ensure the safety of staff
- Moving and Handling Employees should avoid manual lifting where at all possible.

However, employees may occasionally be required to manually move and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

- Employees should not put themselves at risk by attempting to lift heavy loads which could be taken apart or divided into smaller quantities
- The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads
- When lifting is done by a team, instructions should be given by one person only
- Any employee feeling a strain should stop immediately and record the incident in the Accident Book.
- Aids to reduce the risk of injury (e.g. trolleys) must always be used if available

Workers can suffer severe medical problems, which can result in under-performance at work and cause major disruptions to the organisation. Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee. Turning Heads will do all it can to eradicate problems relating to stress at work. In particular it will:

- ensure close employee involvement, particularly during periods of change
- give opportunities for staff to contribute in the planning and organisation of their own jobs
- ensure staff have work targets that are stretching but reasonable

- implement effective policies and procedures for dealing with bullying and any form of harassment
- encourage good communications between staff and management • promote the maintenance of a supportive culture in the workplace
- where appropriate take into consideration employees' personal situation/problems at home
- ensure employees avoid working long and unsocial hours
- Turning Heads will ensure as far as practicable that its policies, working practices and conditions of employment support its commitment to the above
- Employees should ensure that they do not work in a way which could cause them to suffer an increase of stress, nor cause an increase of stress on others
- Employees must respect other members of staff, and ensure that interpersonal conflict is avoided or dealt with sensibly
- Employees must not make unrealistic demands on other workers by increasing others' workload
- Employees should participate with the organisation's intention to maintain a supportive workplace environment

The appointed person for Health and Safety is:

*Name: Alan Tilley Contact number: 07817777739*

Reviewed: 1 February 2022

Next Review: 1 February 2024

Signed: *Alan Tilley*

Date : 1<sup>st</sup> February 2022