Ross-on-Wye
Community Development Trust

Health & Safety Policy & Procedures Manual

Adopted by the Board of Trustees - 13th February 2020*.
Reviewed, amended and re-adopted 19th March 2025.
*To be reviewed annually, or earlier if Ross CDT acquires premises

Contents

Section 1:

Health & Safety Policy Statement of Intent

Ross-on-Wye Community Development Trust is fully committed to ensuring the Health, Safety and Welfare of all our employees, volunteers and those other parties that may be affected by our activities.

This statement of intent should be read in conjunction with our Health and Safety Policy and Procedures Manual and our Covid-19 Health and Safety Workplace Guide.

We will always endeavor to maintain a safe and healthy working environment for our staff, volunteers and those affected by Ross CDT's activities.

We will ensure that the Health and Safety system is reviewed in order to ensure that it complies with legislation; is relevant, suitable, and sufficient for the needs of the charity. This policy will be reviewed annually or where there are changes to legislation or changes in personnel who hold specific Health and Safety responsibilities.

We will strive to provide information, instruction, training and supervision to all employees and volunteers. We will also ensure that the objectives are clear and that all changes to legislation will be understood and implemented.

Arrangements exist and are applied to the identification of hazards, the assessment of risks associated with such hazards and the implementation of suitable control measures.

Suitable Personal Protective Equipment will be provided with training for all employees exposed to risks to their Health and Safety at work, where reasonably practicable.

Ross-on-Wye CDT requires all employees to ensure they carry out their duty under the Health and Safety at Work Act 1974 and all other relevant legislation. All employees and volunteers must cooperate with the organization to carry out their Health and Safety responsibilities. To neglect these responsibilities would be seen as a direct infringement of the Health and Safety Policy and will be dealt with by Managers.

Signed:

Name of Person:

Job Title:

Date:

Section 2:

Responsibilities

Sections within this document refer to responsibilities for the different aspects of Health and Safety in Ross-on-Wye Community Development Trust. However, in general, please see below the responsibilities which apply for different levels of Management:

Board of Trustees

- Ross-on-Wye CDT's Board of Trustees considers the Health and Safety of all its full-time employees, part-time and casual workers, contractors, and volunteers to be of great importance. Through management at all levels they have a responsibility to ensure, so far as is reasonably practicable, the Health and Safety of all its employees contractors and volunteers whilst at work. In accepting this responsibility, they will, so far as is reasonably practicable:
    - Comply with all local by-laws and regulations and other statutes relating to Health and Safety of employees, contractors, and volunteers.
    - Ensure that everything reasonably practicable is done to provide a safe and healthy environment for all employees, contractors, and volunteers.
    - Develop within all personnel a conviction that accident prevention is an essential element of good working practice and that its pursuit benefits the efficiency of the Community Development Trust and the welfare of all staff.
    - Ensure that contractors engaged to complete work for Ross-on-Wye CDT fulfil their own legal obligations under the Health and Safety at Work Act 1974, their own Company safety policies and have regard to the provisions of this document in order to safeguard the welfare of Ross-on-Wye CDT's employees and volunteers. All contractors have a role to play in the health, safety and welfare when completing work for Ross-on-Wye CDT and must comply with this Health & Safety Policy and Procedures Manual.
    - Ensure sufficient and suitable resources are provided as required and agreed for Finance, Training (including that of competent people), Supervision, Information, and Instruction.
    - Control the development and review of policy.

The foregoing is based on the belief that:

- The overall responsibility of Executive Management cannot be delegated in respect of health, safety, and welfare.
- All Managers and Supervisors have a personal responsibility for the pursuit of 'Best Practice' in relation to health, safety, and welfare standards when at work and must ensure these are effectively controlled.
- Essentially, all significant hazards can be eliminated or suitably controlled.

- Every employee must act responsibly in preventing injury to themselves or others when at work, by following the correct safety rules for tasks which they are performing.

Chair of the Board of Trustees

- Provide support and advice to personnel involved in Health and Safety Management.
- Ensure sufficient time and consideration is given to Health and Safety issues at Board level.
- Provide regular updates on Ross-on-Wye CDT's Health and Safety performance to the Board, as provided by the Finance and Administration Officer, and comment accordingly.
- Abide by and implement the Ross-on-Wye Community Development Trust Health and Safety Policy and Procedures, by all means reasonably practicable.
- Assist or carry out accident and 'near miss' investigations as appropriate.
- Act as a point of contact for Local Authority enforcement officers and be responsible for notifying HSE for occurrences reportable under RIDDOR, where necessary.

Finance and Administration Officer

- Conduct suitable and sufficient assessments of risks presented to, and posed by, Management and ensure risk assessments are regularly reviewed. This includes any work that may be away from Ross-on-Wye CDT's premises and including those where contracted work is engaged.
- Monitor safety indicators and ensure periodic checks are made to see that procedures are being implemented.
- Ensure that any department safety rules and procedures are up to date and understood.
- In collaboration with the Board of Trustees, ensure that safe working practices are established for all jobs, and that these and all other safety requirements be made known to all employees and volunteers, as far as is reasonably practicable.
- Support, encourage and assist Managers in resolving Health and Safety issues referred to them based on prioritization according to degree of risk.
- Oversee the management of all new employees / volunteers' inductions into working with Ross-on-Wye CDT and ensuring that they are aware of any Health and Safety considerations through training.
- Maintain a register of information relevant to Health and Safety.
- Provide regular updates to the Chair of the Board of Trustees on Health and Safety issues affecting the Community Development Trust.

Managers

Managers have the responsibility within their departments for the implementation of the Ross-on-Wye CDT's Health and Safety Policy and Procedures. All are responsible to the Finance and Administration Officer for matters pertaining to Health and Safety within their areas of accountability. Such areas include, but are not restricted to:

- Ensuring that the team they are responsible for, including volunteers and contractors, are competent and fully aware of potential hazards.

- Ensuring staff and others are aware of Ross-on-Wye CDT's first aid arrangements and location of first aid boxes where relevant.
- Ensure that the Finance and Administration Officer, or their representative, has suitable risk assessments, records, and procedures for their areas of responsibility.
- Ensuring that all accidents, dangerous occurrences, diseases and 'near misses' are reported to the Finance and Administration Officer or their representative and co-operate fully with any subsequent investigation relating to such incidents.
- Ensure that all equipment owned by Ross-on-Wye CDT is maintained in a safe condition, safety procedures are observed, and personal protective equipment is worn as appropriate
- Maintain a system of good housekeeping within the areas they are responsible for in order to eliminate tripping/slip hazards and fire risks.
- Ensure that staff inductions and training needs are met within departments, where is reasonably practicable.
- Ensure that personal protective equipment provided by Ross-on-Wye CDT is suitable and sufficient for workers under their control.

Ross-on-Wye Community Development Trust Board of Trustees

Employees / Volunteers

Apart from any specific responsibilities, which may be delegated to them, all employees / volunteers have a responsibility to cooperate with the organization in Health and Safety matters, in the interests of themselves and others whom their actions or omissions may affect. **As outlined in the Health and Safety Policy Statement of Intent; they must never intentionally or recklessly misuse or interfere with the Health and Safety Provisions.**

Chair for the Board of Trustees

<u>ROSS CDT H&S ORGANISATION CHART</u>

Section 3:

Management of Risk

Ross-on-Wye Community Development Trust attaches great importance to protecting their employees and others from the causes of accidents or fire and from exposures to any condition or substance that might constitute a hazard to health. This protection is implemented through pro-active health and safety management and relies upon various forms of inspection and review.

This Health and Safety Policy and Procedures Manual is the first step in the planning of preventative and protective measures necessary to obtain high standards of health and safety practice. Standards will be measurable, attainable, and realistic. Staff, resources, and systems will be organized to achieve this aim. Hazards will be identified, and risks assessed and controlled by elimination, reduction, or other control measures.

The documentation of suitable and sufficient risk assessments is essential to all areas of work where there may be a significant and foreseeable risk. The Board of Trustees must ensure that there is input from relevant employees involved in the work or process being risk assessed.

Managers (Employees & Volunteers)

Line Managers have the responsibility under the Management of Health and Safety at Work Regulations 1999 for the completion of risk assessments. Assistance and advice is available from the Finance and Administration Officer and Chair of the Board of Trustees.

Employees / Volunteers

Health surveillance and work-related stressors will be appropriate to the findings of the risk assessments. Where action is required for health surveillance, Ross CDT will appoint outside specialists as required. Employees subject to health surveillance will be informed of any findings with due regard to confidentiality.

Ross-on-Wye CDT maintains the significant findings of risk assessments online at http://bit.ly/RGNriskassessments

General Process

- Risk Assessments will be carried out on all areas where a significant risk is identified by staff or volunteer managers.
- The findings of this assessment will be reported to staff or volunteer managers.
- Managers will approve action required to eliminate, substitute, or make safe any risks identified, as far as is reasonably practicable.
- Assessments will be reviewed annually or as changes to working practices or staff occur.
- All assessments will be kept online at the above link and will be maintained and updated regularly by the Finance and Administration Officer, or their representative.
- Information about risk assessments will be conveyed to employees and volunteers by managers.

Section 4:
Work Environment

Ross-on-Wye Community Development Trust recognizes its responsibility to:

- Provide a safe place to work
- Guard and apply any other necessary measures to ensure safety of equipment in accordance with statutory health and safety requirements
- Ensure no newly installed equipment is to be put into use until it has been checked for satisfactory safety standards and approved for use by competent line management

All equipment used or purchased must be “fit for purpose” and comply with all relevant regulations relating to the area it is to be used. This affects all pieces of equipment for use at work and these are covered by the Provision and Use of Workplace Equipment Regulations 1998 (PUWER). There are several other regulations which also relate to equipment used at work, including electrical safety, CE marking, machine guarding and the Road Traffic Act.

Guidance for inspection and testing of portable and transportable electrical equipment in a low risk environment can be found on the HSE website. Frequency and testing regimes in higher risk environments should be defined by risk assessment.

Display Screen Equipment (DSE)

The Health and Safety (Display Screen Equipment) Regulations 1992 (Amended 2002) include specific requirements for risk assessment for users of computers and liquid crystal display equipment, including laptop computers (if used as the main machine), as well as microfiche and process control screens, with the exception of screens used predominantly for viewing television or film pictures.

Ross-on-Wye CDT undertakes to identify all employees and volunteers classed as users and conduct DSE assessments as required by law.

Work Related Upper Limb Disorders (WRULDs)

Ergonomics of the workstation and equipment are important when working with display screen equipment, with bad design and incorrect equipment potentially leading to WRULDs. Whilst normally associated with secretarial roles, increasing use of DSE equipment leads to increased risk of all DSE users. Common factors implicated in onset of WRULDs:

- Badly designed or incorrect workstation or equipment
- Repetitive actions
- Poor working posture
- Excessive time at a given task or in each position
- Psychosocial factors

Any potential symptoms of WRULDs must be reported to a line manager as soon as possible.

Display Screen Equipment Users and Assessments

- The responsibility for identifying people who are users of display screen equipment rests with managers
- Responsibility for ensuring assessments are conducted rests with managers
- All assessments will be conducted on commencement of employment or volunteering and then annually or as-and-when the activity is changed, e.g. new employee, desk, workstation, office, or software
- If an issue arises; employees / volunteers should consult their line manager
- All DSE assessments records will be retained in a confidential online file and managed by the Finance and Administration Officer, or their representative
- All employees / volunteers will receive training to a level of competency for the job in hand regarding the safe use of DSE equipment and software. This will be provided by their line manager
- Once employees / volunteers are identified as *users* the organization shall offer them a free eyesight test and make provision for corrective glasses for DSE use only if needed

Purchasing Equipment

All equipment purchased must conform to the relevant safety standards as dictated for that equipment at the time of use. The person who carries the responsibility to ensure that the equipment conforms to the required standards is the manager who authorizes the purchase.

Existing Equipment

All existing equipment must comply with PUWER (Provision and Use of Work Equipment Regulations) i.e. is fit for the purpose it is intended for and complies with the current relevant legislation related to that type of equipment. Old electrical equipment may not comply with current legislation and therefore it should not be used. Any guards identified must be fitted before use and protective equipment must be made available. The person responsible for ensuring that guards are available, in place and that and personal protective equipment is made available is the user. Before using equipment, employees / volunteers should carry out the following basic process:

- Perform a visual check to see if it is in working order and safe to use
- Refer to any written instructions about the use of the equipment
- Ensure that, if required, personal protective equipment is used such as gloves, safety goggles, steel toe-capped boots
- Ensure that defective or unsafe equipment is marked as such and removed from circulation until repaired by a competent person or destroyed
- Report any failures and defects to a manager

Testing Electrical Equipment

The frequency for testing portable and transportable equipment will be determined by risk assessment. In low risk environments, e.g. an office, a visual inspection will normally suffice. In higher risk environments (e.g. out in all weathers or used in extreme temperature) more frequent and thorough testing will be required.
Inspections will take place on an annual basis using HSE guidelines. Records will be maintained and updated by the Finance and Administration Officer, or their representative.

Portable Appliance Testing (PAT)

A competent body specialist PAT company, individual or electrician will carry out PAT inspections in accordance with the scheme/timetable devised.

Equipment from Uncontrolled Sources

All electrical equipment brought in from uncontrolled sources. e.g. from employee / volunteer homes, cannot be used unless PAT tested.

Equipment in Client's Homes

Before using equipment in client's homes, volunteers should carry out checks including:

- Performing a visual check to see if it is in working order and safe to use
- Referring to any written instructions about the use of the equipment, if possible
- Ensuring that, if required, personal protective equipment is used such as gloves, safety goggles, steel toe-capped boots

Section 5:

Home Working

It is recognized that some employees / volunteers carry out work from home.

The organization is aware under the Health and Safety at Work Act, employers have a duty to protect the health, safety and welfare of their employees including home workers. Most of the Regulations under the HSWA apply to home workers as well as to employees working at the workplace. These include:

- General management of Health & Safety
- Display Screen Equipment
- General equipment
- COSHH

Activities carried out from home which may have Health and Safety implications include:

- Handling loads (lifting boxes, repetitive tasks, for example)
- Using work equipment at home (computers, printers, for example)
- Using electrical equipment for work at home (any electrical equipment used for work such as computers and printers)
- Using substances and materials for work at home (items that come under COSHH for example)
- Working with VDUs

Measures that the organization take, regarding home working, include:

- Carrying out risk assessments, complying with Section 3 of this policy and recording appropriate action
- Checking on assessments on an ongoing basis or if there is a change in working conditions
- Providing necessary instruction to staff
- Setting reasonable targets for completion of work
- Carrying out DSE checks

Section 6:

Lone Working

This section identifies the way in which the Ross-on-Wye CDT will ensure that lone workers are not exposed to additional risks by virtue of their lone working, and identifies a process to ensure that risks are assessed and that control measures are in place.

Guidance for lone workers
The following situations may require lone working within our organization:

- Home visits by staff or volunteers
- Working in the office

Employees and volunteers are expected to follow the following general advice to minimize risks involved in lone working:

Prior to making a home visit:

- Remember that volunteers for 'Good Neighbours' are under no obligation to make home visits
- Identify possible risks from initial reference, i.e. potential trouble spot areas, requested time of appointment, mental health problems
- Ensure that all clients' names, addresses, and appointment times are noted with a colleague or friend and that they know to check you have returned
- It may be appropriate for you to be accompanied by a colleague in certain cases
- If you have serious concerns about your safety on any spell of lone working, then discuss these with your line manager

When making a visit:

- Ensure that you have your mobile phone with you
- If you become uneasy, leave the premises

In the event of an incident occurring:

- Notify the office immediately
- If felt appropriate, contact the police on 999
- Try to avoid confrontation
- If violence is threatened or you feel uncomfortable, withdraw from the situation as soon as possible
- Notify your manager of any incident

When working alone in the office:

- Ensure all doors are securely locked where appropriate
- Do not allow entry to any unknown person
- Should an incident occur, contact the police immediately

In addition to the guidelines above, a risk assessment will be carried out if it is identified that employees or volunteers are at risk when lone working, and the likelihood of this occurring.

- The risk assessment will consider the nature and type of the operation that is being undertaken, emergency procedures, the risk of violence and the level and type of supervision available
- The risk assessment will be undertaken with the cooperation of those who work alone, and will be recorded at http://bit.ly/RGNriskassessments
- The risk assessment will be updated and reviewed annually, or when a different situation for lone working occurs or if new information relating to the risk is received

Section 7:

Manual Handling

The Manual Handling Regulations 1992 (amended 2002) cover all aspects of load handling in the workplace.

In Ross-on-Wye CDT, manual handling tasks for employees will typically include moving of light furniture and lightweight packages / IT equipment only. In exceptional circumstances the procedure below will apply.

<u>Volunteers</u> should without exception <u>avoid manual handling</u> tasks in home visits and in other circumstances.

Manual Handling Risk Assessments & Control Measures

- Risk Assessments carried out will have identified those operations that include manual handling and those that require a full Manual Handling Assessment
- The risk assessment will include identification of control measures required
- Within the risk assessments, consideration will be given to avoiding manual handling where possible and appropriate. Where manual handling cannot be avoided, control measures in the risk assessment will include:
    - Asking others to help with a task
    - Use of mechanical aids to reduce risks such sack trucks, trolleys, and hoists as appropriate
- Additional specific risk assessments will be undertaken as necessary for individual employees at risk e.g. pregnant women, those with injuries or medical conditions. The person responsible for carrying out such risk assessments for individuals is the manager and this will be done through consultation with the individual by the line manager resulting in drawing up the risk assessment.
- Completed risk assessments are located in http://bit.ly/RGNriskassessments
- The person responsible for identifying all areas requiring a full manual handling operation and ensuring manual handling risk assessments are undertaken is the manager
- The person responsible for ensuring that all relevant employees and volunteers are informed about the risks associated with manual handling in the tasks undertaken is their manager

Section 8:

Young Persons at Work

Young workers (under the age of 18 years old) are seen as being particularly at risk because of their possible inexperience, lack of awareness of existing or potential risks, and immaturity.

We recognize that children under 13 years old are generally prohibited from any form of employment. Children between 13 and the minimum school leaving age are prohibited from being employed in industrial undertakings such as factories, construction sites, except when on work experience schemes approved by the local education authority.

As required in The Health and Safety (Young Persons) Regulations 1997, our organization will take the following measures to protect young workers:

- Assess risks to young people under 18 years old before they start work
- Consider their inexperience, lack of awareness of existing or potential risks, and immaturity
- Conduct specific risk assessments for the work they will undertake
- As appropriate, provide information to the work experience coordinator / parents about the risk and the control measures introduced
- Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities. This will include considering whether the task is necessary for their training, whether risks have been reduced as far as is reasonably practicable and the amount of supervision to be provided by a competent person

Section 9:

Management of Contractors

The Management of Health and Safety at Work Regulations 1999 are of particular importance in any client / contractor relationship. We recognize that as well as being responsible for employees and volunteers using our premises, the organization also has a duty of care to contractors. This not only covers making sure that our premises are safe for the contractor to work there, but also making sure that they employ safe working practices.

Ross-on-Wye CDT and its contractors have legal responsibilities under Health and Safety regulations dealing with specific hazards (e.g. Control of Substances Hazardous to Health Regulations 1999, the Control of Lead at Work Regulations 1998 and the Control of Asbestos at Work Regulations 1987).

The person responsible for appointing and monitoring contractors is the Chair of the Board of Trustees.

In order to carry out our duties under Health and Safety Law, this person will:

- Ensure that the work is clearly identified
- Check that the chosen contractor has a suitable level of competence for the task to be undertaken. i.e. sufficient skills and knowledge to do the job safely and without risk to health and safety. This will be done by asking them for their health and safety policies / asking them to adopt our policy, details of their qualifications, training records and references from previous clients
- Compile a risk assessment and share the details with the contractor. The contractor will be expected to carry out their own assessments as well and to share them with Ross-on-Wye CDT. They will agree an overall risk assessment and the preventative and protective steps that will apply when work is in progress. This includes the possible health and safety effects of our activities on contractors.
- Ensure information, instruction, and training is provided to employees regarding the health and safety implications of the work being undertaken by the contractors and will expect all our contractors to do the same
- Ensure that there are suitable and sufficient means of liaison with our contractor including regular meetings and briefings. They will be informed of who to contact regarding any Health and Safety issues on site and given relevant information about the premises. We will also ensure that any other parties who may be affected by any work undertaken, e.g. neighbours are kept informed
- Ensure that all employees and volunteers are consulted, where necessary, regarding any work that may have implications for health and safety either through direct contact or email.
- Ensure contractors are managed and supervised to a level proportionate to the level of risk associated with any work. Relevant issues include:
    - Equipment to be used

- Personal Protective Equipment provided and used
- Working procedures, including any permits-to-work
- Number of people needed to do the job
- Reporting of accidents and safekeeping of records and plans

If any contractor does not meet any legislation standards or agreed health and safety standards, we will suspend the work until shortcomings are investigated and standards are met.

Section 10:

Violence & Aggression

The Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 impose duties on organizations, including assessing the risk of violence, such as assault or verbal abuse, and protecting employees and volunteers from those risks as far as reasonably practicable.

Ross-on-Wye's CDT will endeavour to eliminate or reduce the likelihood of violence at work, recognizing its risk to the individuals concerned and the detrimental effect on staff morale and the reputation of the organization.

We will assess the risks to all our employees / volunteers and introduce all reasonable steps to minimize and control the risk of violence, verbal abuse or intimidating behaviour. Where risk assessment has indicated a risk, appropriate control measures within the risk assessment may include:

- Equipment might be issued such as personal alarms or mobile phones
- Providing specific instruction or training to enable staff to minimize the risk
- Procedures in place for lone working (please see Section 6)
- Restrictions on lone working in high risk situations

Ross-on-Wye CDT accepts that, in general, facing aggressive behaviour or excessive violence is not part of an employee's job / volunteer's role and the reporting of such incidents will not reflect badly on employees / volunteers.

Employees / volunteers should report to their manager if they experience any incident that subjects them to:

- Physical assault, whether or not injury results
- Verbal abuse, shouting or swearing
- Threatening behaviour, with or without any form of weapon
- Anything that they feel might damage their health through anxiety or stress

Section 11:

Mobile Phones

It is an offence to use a handheld mobile phone or similar device while driving or in certain other circumstances. The use of a handheld phone even when stationary. i.e. in a traffic jam at the traffic lights is also an offence. It is also an offence to use a device interactively to access any sort of data including internet, text or other images while driving. Using a personal digital assistant either with a data card inserted or connected to another mobile device via Bluetooth, infrared or any other means while driving may well be an offence.

Employees / volunteers caught breaching this ruling will be personally liable to both a fine and penalty points on their license, as issued by statutory authorities.

Requiring our employees / volunteers to make or receive calls whilst driving is an offence. Therefore, the organization does not require any staff to make or receive calls whilst driving on business for us. In addition, the organization has made the decision to extend the ban to include hands free mobile phone equipment when driving.

When driving on company business

- All mobile phones must be turned off
- You can make a 999 call on a handheld phone if it would be unsafe for the driver to stop

Section 12:
Driving for Work

Staff / Volunteer Drivers

Staff and volunteers have a responsibility not to put themselves and others at risk and to cooperate with the organization to ensure their own safety and the safety of people they are working with. To protect themselves and others by following policies and the management system of the organization, they should:

- Report any organization owned vehicle defects to their line manager
- Not drive a defective vehicle
- Be aware of what action needs to be taken in an emergency
- Inform their line manager of any health problems or personal circumstances, which could make driving hazardous
- Ensure that they are physically fit to drive
- Do not drive whilst under the influence of alcohol or drugs. Drugs which adversely affect the ability to drive can be illegal, including prescription or over the counter medications. Staff should check with their doctor or pharmacist if drugs they are taking will affect their ability to drive safely
- Have their eyes tested regularly and ensure that any necessary corrective eyewear is worn
- Comply with the ban on mobile phone use whilst driving
- Ensure that line managers are aware of hazards and delays on regular routes so that journey times can be extended to take account of the circumstances
- Drive within speed limits and to the speed dictated by conditions, which can be less than the limit
- Allow sufficient time for planning the route, driving the route and the breaks needed to prevent fatigue

- When appropriate, extra journey time and breaks should be built into the journey plan, to allow for bad weather for example
- Be aware that fatigue will be more of a problem at certain times (there is an increased likelihood of falling asleep at the wheel in the afternoon and in the early hours of the morning)
- Stay calm and relaxed whilst driving and try to avoid situations which could lead to stress or road rage

Volunteers should not offer lifts to clients but refer all requests for transport to the **Royal Voluntary Service or Ross Action Bus.**

Section 13:

Training & Communication

Ross-on-Wye Community Development Trust shall take into account the capabilities of its employees and volunteers regarding activities and health and safety. As Ross CDT does not currently have premises, specific training and instruction for its staff and volunteers, may not be required until one has been confirmed. However, in respect of that, training will be provided at three levels:

Induction Training

All newly recruited persons are to receive induction training within the first week of arrival and are to be delivered by the line manager. On day one induction training must include, where relevant, the Fire and Emergency Procedures, nearest fire exit routes, accident and incident reporting, first aid and relevant risk assessments that affect the new employee / volunteer (including pertinent H&S policies and procedures). This training is to be documented on the Company Induction checklist and kept on the individual's personal file held by the Finance and Administration Officer.

Statutory Training

All staff are to receive statutory training in respect of Fire and Emergency evacuation (when premises have been ascertained) and other training as identified within their job descriptions. E.g. manual handling, control of substances hazardous to health. Records in respect of statutory training will be kept on the individual's personal file and updated accordingly.

Departmental Training

Additional training for employees will be arranged relevant to the work they are undertaking. All managers are responsible for identifying the training needs of their staff (including volunteers) and are, where necessary, to liaise with the Chair of the Board of Trustees in this respect.

As a general rule, additional training will be considered if changes occur in:

- Work activity and procedures
- Environment
- Equipment
- New technology

Training will be repeated or updated as necessary and generally be within normal working hours. For contractors, Ross CDT will inform them of any special occupational qualifications or skills required to carry out work safely and the specific features of the job that might affect health and safety.

Communication

The procedure for employees / volunteers dealing with any health, safety or welfare problem is as follows:

- Employee / volunteer solves problem and informs immediate line manager of action taken
- If not within employee's / volunteer's capability, refer problem to immediate line manager
- Problem dealt with by line manager and / or Chair of the Board of Trustees; all parties informed of the result
- Board of Trustees to be involved where necessary

Section 14:

Accidents & Monitoring

(including RIDDOR – Reporting of Disease & Dangerous Occurrences Regulations)

First Aid

Ross-on-Wye CDT does not have premises currently. Once it has an office it will nominate staff trained in the use of first aid and provide first aid equipment.

Measuring Performance

Health and Safety must be monitored just the same as with any other work placed activity and the most common form of establishing Health and Safety performance is via the current accident statistics (reactive monitoring). This can then be compared to average accident frequency levels in similar occupations and used as a benchmark for improvement.

Health and Safety performance can also be monitored by proactive monitoring such as safety audits and inspections by safety representatives / managers to highlight possible areas for improvement and assist in preventing accidents and ill health, etc.

Independent Health and Safety Audits and inspections such as by the Health and Safety Executive or our Insurance providers can also provide information for improving Health and Safety performance.

The purpose of proactive monitoring is to ensure that the established performance standards are being adhered to and to help prevent an accident or ill health. The primary objective of this monitoring is not just to identify failure in the form of unsafe acts or conditions, but to measure success and recognize positive good behaviour. Each manager shall undertake health and safety inspections at a predetermined frequency. The inspection shall observe workplace operations and be carried out using a checklist style proforma to record the findings. Copies of the monitoring report are sent to the Finance and Administration Officer for record keeping and the Chair of the Board of Trustees.

Accident Reporting & Investigation

Certain injuries, ill health and dangerous occurrences are required by law to be reported to the enforcing authority (usually the Health and Safety Executive), under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR).

However, it is the policy of Ross-on-Wye Community Development Trust to investigate all accidents and incidents, including near misses. The purpose of the investigation is to identify the causation and to establish and enforce measures to prevent reoccurrence and not to apportion blame.

Some organizations claim to have a ‘no blame culture’ for accident reporting and investigation to ensure that every employee feels that they can report accidents and co-operate with any investigation without fear of retribution. However, we promote a ‘just and fair culture’ which is similar to ‘no blame’, but there may be some apportion of personal responsibility. Investigations must not lay blame indiscriminately; all accident investigations shall be objective, open and fair.

All line-management who lead accident investigations will receive formal investigation training.

- All accidents and first aid treatments, plus near misses, no matter how minor, should be reported, within 24 hours, by direct contact or email to your line manager so that they can be recorded in the Accident Book.
- Any accidents requiring the use of the emergency services must be dealt with prior to recording the logbook
- Serious injury involving emergency services or absence from work for more than 3 days should be reviewed and reported to the HSE under RIDDOR (Reporting of Incidents, Diseases and Dangerous Occurrences Regulations). Informing the HSE for reportable incidents will be undertaken by your line manager. Accidents or near misses can be reported to the HSE at http://www.hse.gov.uk/riddor/report.htm
- Asbestos and Lead at work are covered by specific legislation and should be treated accordingly. Further information can be obtained from the HSE website at www.hse.gov.uk

It is the responsibility of the relevant manager to ensure that RIDDOR injuries, ill health and dangerous occurrences are reported. The absence period that triggers an accident report to the HSE or local authority is seven days. In addition, the period in which duty holders must notify the authorities of a RIDDOR-reportable accident is within 15 days after the accident.
All incidents can be reported online but a telephone service remains for reporting fatal and major injuries **only.**
The RIDDOR reference number must be recorded on the Accident Report Form. The Health and Safety Executive's RIDDOR report details are listed below:

Telephone	0845 300 99 23 (Monday to Friday 8.30 am to 5 pm only)
Email	www.hse.gov.uk

Categories of accidents covered by this reporting procedure are as specified on the HSE RIDDOR website http:hse.gov.uk/riddor/guidance.htm

Near Miss Incidents

A near miss incident represents an event that does not cause injury or damage to property but has the potential to cause significant injury or property damage. The person responsible for carrying out investigations of near miss incidents is the Chair of the Board of Trustees. The person responsible for ensuring other parties are informed and will monitor the progress of any actions to be taken to prevent a recurrence is the manager.

Dangerous Occurrences

A dangerous occurrence represents an event that normally involves damage to property and has the potential to cause serious injury. Dangerous occurrences are clearly defined within the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995, Schedule 2. Employees and volunteers should report dangerous occurrences to their line manager as soon as practicable. Where the occurrence is reportable under RIDDOR, the person responsible for ensuring that the HSE are informed is the Chair of the Board of Trustees.

Potentially Disabling Accidents

Potentially disabling injuries represent any injury suffered whilst at work, which requires the injured party to seek treatment from a qualified medical practitioner.
A disabling injury represents an injury where the injured person is unfit for work on the day following that on which the injury occurred.
Potentially disabling accidents should be reported to your line manager and the Chair of the Board of Trustees as soon as is practicable and be the subject of an immediate investigation. The person responsible for ensuring that the Health and Safety Executive is informed as deemed necessary is the Chair of the Board of Trustees.

Major Accidents

A major injury represents an injury resulting in broken bones (other than toes and digits) and any injury that results in a person being detained in hospital for a period greater than 24 hours. In the event of a major accident, all appropriate personnel will be informed as soon as is practicable. The person responsible for ensuring that the Health and Safety Executive is promptly informed is the Chair of the Board of Trustees. Initial investigations at the site of the accident will be carried out ensuring that there is no disturbance of evidence or items that could have contributed to the cause of the accident. This investigation would be, where practicable, carried out by the Chair of the Board of Trustees.

The initial investigation would be followed up by a detailed investigation. On completion of this investigation, a report of findings, including details of short- and long-term actions, together with time scales required to prevent recurrence, will be drawn up.

Fatal Accident

In the event of a fatal accident, the area of the accident will be isolated and nothing will be moved or interfered with, except by the emergency services or where action is required to protect others who may be at imminent risk.

The person responsible for informing the Health and Safety authorities by telephone as soon as possible is the Chair of the Board of Trustees. Full cooperation will be given by personnel throughout all levels of the company to the Health and Safety Executive representatives conducting any investigations.

ALL ACCIDENTS MUST BE RECORDED IN THE ACCIDENT BOOK NO MATTER HOW MINOR THEY SEEM AT THE TIME

Section 15:

Emergency Procedures, Fire and Evacuation

Ross-on-Wye Community Development Trust does not currently have premises. Once it has an office it will provide site-specific procedures. However, please see below regular checks that will be undertaken.

It is the responsibility of the Chair of the Board of Trustees to ensure that fire risk assessments for the building, floor, office that our organization occupies, is completed on an annual basis.

Regular Checks

- Escape routes will be checked, on a monthly basis, by a nominated competent person.
- Fire extinguishers are serviced and maintained annually by a competent person. The person in the organization responsible for organizing the checks is the Finance and Administration Officer.
- Fire drills will be carried out regularly to ensure that evacuation procedures are effective. Records will be kept showing the date, time, people present, notes. The records will be kept at http://bit.ly/RGNriskassessments and maintained by the Finance and Administration Officer.

Section 16:

Work-Related Stress

Ross-on-Wye Community Development Trust is committed to providing a safe and healthy working environment for its staff and recognizes the importance of fostering psychological as well as physical well-being. This commitment arises from Ross CDT's duty of care to its employees and volunteers, and more generally the recognition that a safe and healthy working environment contributes to the motivation, job satisfaction, performance, and creativity of all staff.

The Health and Safety Executive defines stress at work as *"the adverse reaction people have to excessive pressures or other types of demand placed on them".*

This makes an important distinction between ***pressure***, which can be a positive state if managed correctly, and excessive pressure causing ***stress***, which can be detrimental to health. The point at which workplace pressures become excessive will, of course, vary with individual levels of tolerance and with levels of pressure in other areas of life at particular times. Ill health resulting from stress caused at work has to be treated in the same way as ill health due to physical causes in the workplace.

Ross CDT aims to minimize the risk of stress through a risk management process involving the identification, assessment and implementation of control measures to workplace stressors. In furtherance of these aims, it will do the following:

- Foster a co-operative and supportive environment
- Ensure good communications within teams
- Ensure adequate preparation for new roles and responsibilities through risk assessment and training
- Enable staff to report excessive workloads, interpersonal pressures and symptoms of stress without fear of discrimination
- Recognise early signs of stress in employees and take action to provide appropriate intervention
- Support staff in recovering from stress-related illnesses and manage the return to work after any period of sick leave so that stress does not recur

Section 17:
Smoking

This policy section has been developed to protect all employees, volunteers, contractors, and visitors from exposure to second-hand smoke and to comply with The Health Act 2006.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses.

Smoke Free Policy

Our workplace is smoke free, and all employees, volunteers and contractors have a right to work in a smoke free environment. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace.

Implementation

Overall responsibility for policy, implementation, and review rests with the manager. However, all staff, volunteers and visitors are obliged to adhere to and support the implementation of this non-smoking policy. The person responsible for informing all existing employees, volunteers and contractors of the policy and their role in its implementation and monitoring is the manager.

Appropriate ‘no smoking’ signs will be clearly displayed in Ross CDT premises.
Staff and volunteers should not smoke when on Ross CDT business and in clients’ homes.

Non-Compliance

If a member of staff / volunteer does not comply with this policy this may result in disciplinary action. Those who do not comply with the smoke free law may also be liable to a fixed penalty fine and possible criminal prosecution.

Section 18:

Alcohol & Drugs

It is Ross-on-Wye CDT's aim to ensure the provision of a safe working environment and a high standard of safety for its employees, volunteers and contractors. It therefore has the responsibility to recognize the potential health and safety risks within the working environment which may occur as a result of alcohol and drug abuse or the effects of long-term or temporary use of prescription medication.

Legal Obligations

The organization would be committing a criminal offence by ignoring the principle legislation in the UK for controlling drug and alcohol abuse. There is a legal requirement under Section 2 of the Health and Safety at Work etc., Act 1974 to *"ensure as far as is reasonably practicable, the health, safety and welfare at work of all employees*". Section 7 of the Act requires *"employees to take reasonable care of the health and safety of themselves and others who may be affected by their acts and omissions at work".*

In addition, the Transport and Works Act 1992 imposes strict regulations regarding the alcohol and drug levels in those staff working in "safety critical" posts, for example driving vehicles and operating machinery.

Awareness, Reporting & Consequences

- This policy aims to make all personnel within the organization aware of issues relating to the effects of drug and alcohol misuse in the workplace and the need to understand the potential for some prescription medication to cause either long-term or transient effects on work capabilities.

- Staff and volunteers should not come to work if under the influence of drugs or alcohol or if they have been advised by a doctor not to undertake work activities whilst taking certain prescription medication.
- Managers and trustees should be aware of the issues arising as a result of alcohol or drug related problems. These include absenteeism, high accident levels, impaired work performance, mood swings and misconduct.
- Employees / volunteers should not cover up for colleagues with a drink or drug problem. Collusion represents a false sense of loyalty and will result in compromising health and safety within the organization and longer-term damage for the individual.
- If an employee / volunteer has suspicions about a colleague relating to alcohol or drugs abuse, they should report this to their manager or a trustee.
- If an employee is known to be intoxicated by alcohol or drugs during working hours, they will be sent home. Volunteers will also be subject to action if found to be intoxicated by alcohol or drugs whilst working within or on behalf of the organization. This will usually result in termination of their volunteer role.

Section 19:

Insurance

The following insurance cover is held by the organization:

https://drive.google.com/file/d/1vzCnVs5OVJCcUnhBTh5vG2Th6C0vH6tR/view?usp=sharing

Appendix A: Employee / Volunteer Confirmation of Reading

Employee / volunteer confirmation of reading the Health and Safety Policy and Procedures Manual for Ross-on-Wye Community Development Trust.

I confirm that I have been provided with a copy of, been made fully aware of, and understand the contents of, the Health and Safety Policy and Procedures Manual.

Copies of the Policy and Procedure Manual are available from www.rosscdt.org.uk

Under the H&S Consultation of Employees Regulations 1996 should you have any objections or implications as to your working practices under the Health and Safety Policy, please consult your manager and indicate below.

Please complete the details below and return this completed form to your line manager.

Employee Name:

Employee Signature:

Manager Name:

Manager Signature:

Further consultation required? Yes / No *(delete as applicable)*
Details of further consultation (if applicable)

Accepted: Yes / No *(delete as applicable)*
Dated:

Comments:

Appendix B: DSE Assessment Worksheet

Name: Date:

Location / Building: Tel:

Line Manager: Email:

Assessor:

Further Action Required? Yes / No *(delete as applicable)*

Required Action:

Assessment Completed

Signed by User:

Signed by Assessor:

Follow-up due on:

Follow-up action completed on:

Review date:

1. Pre-existing Issues

Does the user experience discomfort or other symptoms from their DSE? Yes □ No □
Details:

2. Display Screen

Is the image stable, i.e. free of flicker and jitter? Yes □ No □
Is the brightness and/or contrast adjustable? Yes □ No □
Separate controls are not essential, provided the user can read the screen clearly at all times
Are the characters clear and not blurred? Yes □ No □
Change the text and background colours as necessary
Is the screen clean? Yes □ No □
Clean as necessary
Is the text size comfortable to read? Yes □ No □
Show user how to adjust screen resolution, right click on Desktop > Properties > Settings
Is the screen's specification suitable for its intended use? Yes □ No □
Does the screen swivel and tilt? Yes □ No □
Swivel and tilt need not to be built in, but a separate mechanism would need to be provided
Is the screen free from glare and reflections? Yes □ No □
Adjust blinds as necessary, or provide anti-glare screens
Are adjustable window coverings provided and in adequate condition? Yes □ No □
Comments:

3. Keyboards

Is the keyboard separate from the screen? Yes □ No □
Does the keyboard tilt and is stable? Yes □ No □
Tilt need not be built in, can be separate mechanism
Is it possible to find a comfortable keying position? Yes □ No □
Ensure adequate space for arms, hands & keyboard. Users of thick raised keyboards may need a wrist rest

Does the user have good keyboard technique? Yes □ No □

Hand bent up at the wrist, hitting the keys too hard, overstretching the fingers?

Are the characters on the keys easily readable? Yes □ No □

Comments:

4. Mouse, Trackball, etc

Is the device suitable for the task? Yes □ No □

Would a different design be more appropriate?

Is the device positioned close to the user? Yes □ No □

The device is usually best placed right next to the keyboard

Is there support for the device user's wrist and forearm? Yes □ No □

Desk surface, chair arm, wrist rest

Does the device work smoothly at a speed that suits the user? Yes □ No □

Clean the ball as necessary, check work surface, mouse mat

Can the user easily adjust settings for speed and accuracy of pointer? Yes □ No □

Show user how to change the mouse settings in Control Panel > Mouse

Comments:

5. Software

Is the software suitable for the task? Yes □ No □

Does the user have adequate training or experience to use the software? Yes □ No □

Software should respond quickly and clearly to user input

Comments:

6. Furniture

Is the work surface large enough? Yes □ No □

Can the user comfortably reach all equipment and papers? Yes □ No □

Are surfaces free from glare and reflection? Yes □ No □

Is the chair suitable? Yes □ No □

Is the chair stable? Yes □ No □

Does the chair have working:

- Seat back height and tilt adjustment? Yes □ No □
- Seat height adjustment? Yes

□ No □

- Swivel mechanism? Yes □ No □

● Castors or glides? Yes □ No □

Is the chair adjusted correctly? Yes □ No □

Is the small of the back supported by the chair's backrest? Yes □ No □

Are forearms horizontal? Yes □ No □

Is the screen at an appropriate height and distance? Yes □ No □

Top of the screen level with or below eye level, 35 - 70 cm from user

Are feet flat on the floor / footrest? Yes □ No □

Without too much pressure from the seat on the back of the legs

Comments:

7. Environment

Is there enough room to change position and vary movement? Yes □ No □

Move, stretch, fidget

Is the area free from cables that present a trip hazard? Yes □ No □

Is the lighting suitable? Yes □ No □

Not too bright or dim to work comfortably - shading, reposition or remove, provide desk lamp

Does the air feel comfortable? Yes □ No □

Dry, stale, humid

Are heat levels comfortable? Yes □ No □

Are noise levels comfortable? Yes □ No □

Comments:

8. Final questions to users

Has this covered all the user's problems working with their DSE? Yes □ No □

Advise user of their entitlement to eye and eyesight testing Yes □ No □

Test and lenses specifically for computer use. Speak to HR

Advise the user to take five minutes break in every hour Yes □ No □

Blink, focus on objects at different distances

Comments:

9. Overall Comments

Appendix C: Risk Assessment form

This form can be downloaded in Word format from
https://drive.google.com/file/d/1tq8pUlBXmk-KZILFW48qGxwtksAe-VqA/view?usp=sharing

Risk assessment template

Assessment carried out by:

Date of next review: **Date assessment was carried out:**

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done

If you require any assistance in the completion of this form or additional help in carrying out risk assessments please contact Jane Roberts, Chair of Trustees, jane@rosscdt.org.uk.