




HEALTH & SAFETY MANAGEMENT POLICY AND PROCEDURES

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This document will be reviewed and updated annually.

Name	Jane Worsley	Signature	
Title	Chief Executive Officer	Date	24 / 5 / 25

1. HEALTH & SAFETY MANAGEMENT POLICY AND PROCEDURES

1.1 INTRODUCTION

Throughout the United Kingdom, thousands of children, and young people, who through no fault of their own, need to be cared for. Educ8 endeavours to help them to turn their lives around.

Educ8 is an organisation with social purpose that seeks to transform the lives of children and young people who have experienced complex trauma and abuse. Our approach is grounded in the lived experience of the children and young people we support and by valuing their contribution. As experts by experience, we ensure the services they receive are personal to them.

Social care and education are about people - a large, diverse workforce looking after a predominantly vulnerable population. Employees have the right to work in a healthy and safe workplace, while our children and young people should receive care and education that is safe, and takes their needs, freedoms, and dignity into account.

The Health and Safety Policy is produced by Educ8 as a legal requirement under the provisions of the Health and Safety at Work etc Act 1974, with respect to the health, safety and welfare of its young people, employees, visitors, and others who may be affected by the company's activities.

Educ8 recognises that health and safety is governed by legislation, regulation, rules, and guidance and will aspire to meet these requirements to the best of its ability.

1.2 HEALTH & SAFETY POLICY STATEMENT

Educ8 is committed to ensuring the health, safety and welfare of its young people, employees, and others who may be affected by its activities. We will take all reasonably practicable steps to achieve this commitment, to comply with our statutory obligations and to promote a positive health and safety culture throughout our organisation.

Health and safety is an integral part of our activities and whilst the Chief Executive Officer takes overall responsibility, all directors, managers and employees, share the responsibility for implementing this policy.

Educ8 has a special duty of care to promote and safeguard children and young people and as such, will ensure that every step necessary is taken to secure their health, safety and wellbeing, considering their dignity and freedom.

Educ8 will provide and maintain a healthy and safe working environment with the objective of minimising the risk of injury or ill-health. The Company will pay particular attention to:

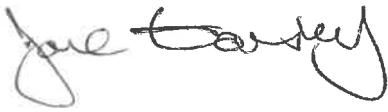
- Undertaking risk assessments to review the health and safety of our activities and premises and implementing safe systems of work as a result.
- Maintaining the workplace in a safe condition, including safe access and egress, and providing adequate facilities and arrangements for welfare at work.
- The provision of suitable vehicles and equipment which are properly maintained, with suitable safety devices installed, where applicable.
- Minimising the use of hazardous and dangerous substances and where their use cannot be eliminated, implementing suitable controls.
- The provision of information, instruction, training, and supervision as is necessary to ensure the health and safety at work of our employees and other persons.
- Maintaining arrangements for emergency response including fire and medical emergencies.
- Investigating incidences of injury and work-related ill-health.
- Consulting with staff on health and safety matters.
- Ensuring that the company has access to competent health and safety advice.
- Ensuring all statutory regulations are observed.

Educ8 recognises its duty to protect the health and safety of all visitors to the Company, including contractors, temporary workers and members of the public who may be affected by the company's work operations. We will take steps to check the competence of any contractor before their services are engaged and will ensure that all third parties are provided with appropriate information on entering our premises and in relation to our work activities.

This policy will be drawn to the attention of all new employees as part of their induction. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare, to familiarise themselves with and implement company procedures and to report any shortcomings in the arrangements.

It is the responsibility of the Chief Executive Officer to monitor the effective implementation of this policy and ensure that adequate resources are provided.

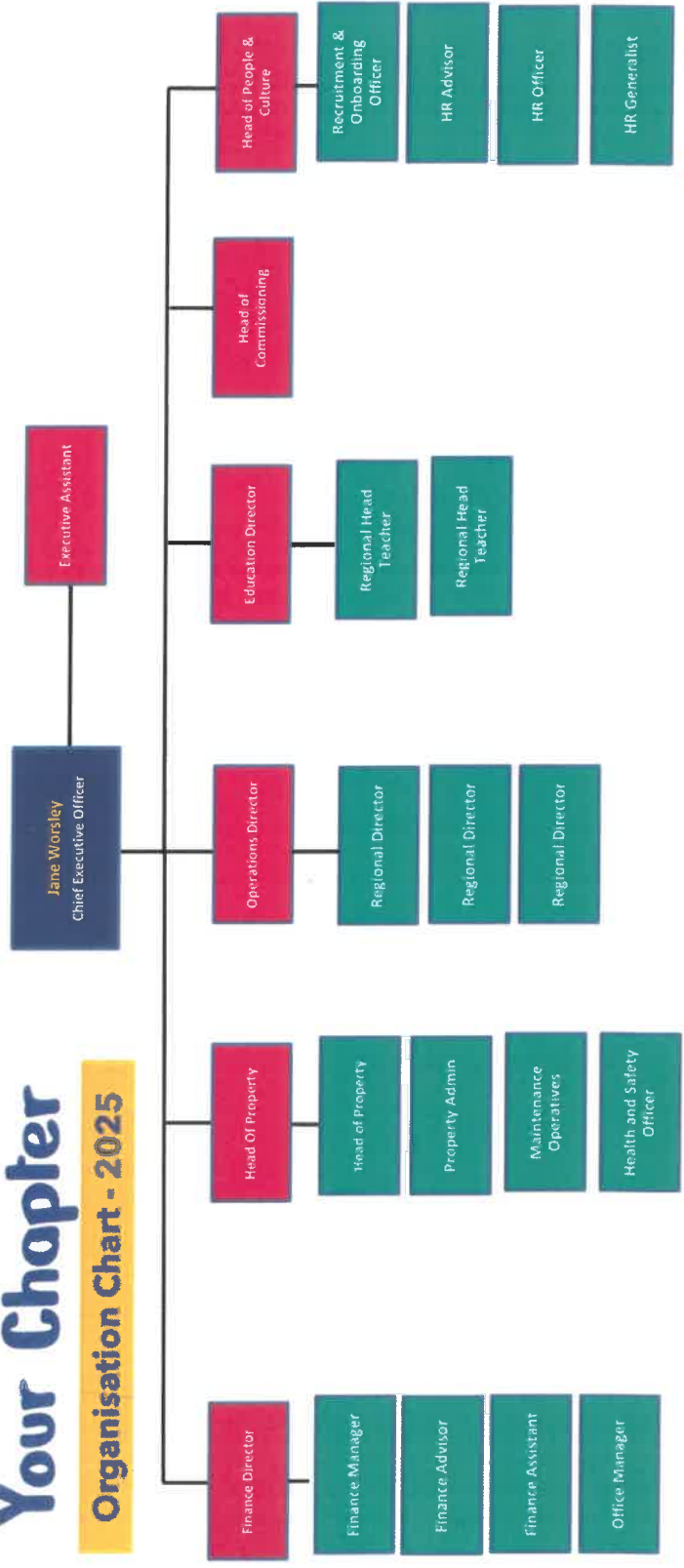
This Health and Safety Policy Statement and the Organisation and Arrangements documents which support it, will be reviewed at least annually and more frequently where there have been changes in the organisation or the activities undertaken or health and safety legislation.

Name	Jane Worsley	Signature	
Title	Chief Executive Officer	Date	24/3/25

2 RESPONSIBILITIES
 2.1 EDUC8 ORGANOGRAM

Your Chapter

Organisation Chart - 2025

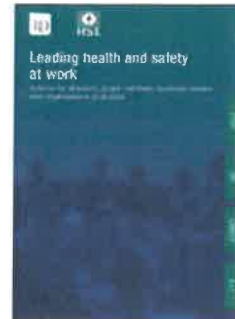


2.2 DELEGATION OF HEALTH & SAFETY DUTIES

The core elements required for Educ8 to manage health and safety are:

- Good leadership and management.
- A trained and skilled (competent) workforce.
- An environment where people are consulted and feel involved.

The Health and Safety Executive (HSE) & Institute of Directors (IOD) guidance NDG417 *Leading Health and Safety at Work*, sets out an agenda for the effective leadership of health and safety. It is essential reading for Directors, Senior Management and Leaders within any business.



The Management of Health and Safety at Work Regulations 1999 (MHSWR) require an employer to appoint one or more competent people to help implement the measures required to comply with the legal requirements. The competent person could be a member of the workforce, the owner/manager, or an external consultant. The competent person should focus on the significant risks and those with serious consequences.

The competence of individuals is vital, whether they are employers, managers, supervisors, employees and contractors, especially those with safety-critical roles. It ensures they recognise the risks in their activities and can apply the right measures to control and manage those risks.

Educ8 recognises that effective health and safety management requires competency across every facet of the organisation and through every level of the workforce.

The Board

The Board is responsible for leadership on health and safety matters and for:

- Appointing a “Health and Safety Person” to oversee health and safety on behalf of the Board.
- Providing sufficient resources to implement the health and safety policy.
- Reviewing the health and safety policy at least annually, with the assistance of a Health and Safety Officer.
- Reviewing health and safety performance from reports arising from inspections, audits, accident investigations, ill-health etc.
- Agreeing a health and safety action plan and monitoring its implementation.
- When introducing changes to the business e.g., new processes, premises or structure, considering the health and safety implications, providing suitable resources, and monitoring to ensure risk is adequately controlled.
- Ensuring that employees are consulted on health and safety matters and that safety needs are considered in the selection and appointment of staff.
- Ensuring that the company has access to competent advice on health, safety and fire safety matters.
- Keeping themselves up to date on health and safety requirements and developments.

Chief Executive Officer

The Chief Executive Officer has overall responsibility for implementing the Health and Safety Policy and for:

- Ensuring that the Board implements their responsibilities as detailed above.
- Appointing a suitably qualified Health and Safety Officer and keeping them informed of incidents, proposed changes to the business, contact from enforcing authorities etc.
- Investigating, or ensuring that others investigate, accidents and work-related ill-health and ensuring that statutory reports are made for serious incidents in accordance with the Reporting of Injuries, Diseases and

Dangerous Occurrences Regulations.

- Continuously reviewing health and safety practices.
- Ensuring that appropriate training is provided.
- Ensuring that staff are consulted on health and safety matters through team meetings etc.
- Ensuring that staff performance objectives include health and safety.
- Making sure that safety information and data sheets are being received as part of the purchasing process, and that the contents are considered within risk assessments.
- Ensuring that Employers' Liability Insurance is maintained and that the details are publicised to employees and displayed in a prominent location on site.
- Purchasing other insurance as required, including insurance for company vehicles.
- Ensuring that statutory requirements are met in relation to working hours, employment of vulnerable workers including pregnant employees, and new mothers at work.

Directors and Senior Managers

Directors and Senior Managers lead by example in matters of health and safety and are responsible for:

- Ensuring that any staff reporting to them understand their health and safety responsibilities.
 - Monitoring the health and safety performance of direct reports.
 - Ensuring adequate manpower and compliance with working time legislation.
 - Ensuring that risk assessments cover all employee activities, that any actions arising from them are implemented and that the findings are shared with employees.
 - Consulting employees on health and safety matters during team meetings.
 - Providing appropriate training for employees, including induction training and training in job skills, general health and safety matters and other specific safety issues, as required.
 - Ensuring that work equipment is suitable for purpose.
 - Providing suitable personal protective equipment and ensuring it's properly maintained.
- Reporting to the Chief Executive Officer any health and safety concerns which they are not able to resolve.

Head Teachers

Head Teachers are responsible for implementing health and safety standards as part of the day-to-day activities of the business including:

- Instructing staff in health and safety requirements and supervising to ensure that rules are followed.
- Contributing to risk assessments as required by Senior Managers/Directors.
- Keeping themselves up to date with health and safety requirements and asking for assistance from Senior Managers or the company Health and Safety Officer as appropriate.
- Carrying out periodic inspections of the workplace, work vehicles and work activities and ensuring that high standards of health and safety are achieved.
- Ensuring that employees are suitably competent and have any necessary licences and qualifications for carrying out the work instructed.
- Making staff aware of arrangements for the provision of eyesight tests for those using computers.
- Taking disciplinary action against staff who fail to follow company rules.
- Reporting to an appropriate senior manager or director any health and safety concerns which they are not able to resolve.

Health and Safety Officer

The Health and Safety Officer is responsible for maintaining their knowledge of health and safety matters, carrying out monitoring as agreed with the Chief Executive Officer, providing advice as requested and in response to observations, and maintaining the health and safety manual.

Head of Property

The Head of Property is responsible for ensuring general maintenance of the premises and for:

- Arranging a periodic test and inspection of electrical installation, portable appliances, emergency lighting, fire alarms, fire safety equipment, legionella etc.
- Implementing the findings of the fire safety risk assessment including the provision, maintenance and testing of fire extinguishers, the fire alarm system and emergency lighting, the provision of signage, drills etc.
- Monitoring that high standards of housekeeping are maintained, with emergency escape routes kept clear and all parts of the workplace maintained in a clean condition.
- Ensuring that appropriate first aid arrangements are implemented including a sufficient number of first aiders and carrying out regular checks of the contents of first aid kits.
- Ensuring compliance with the Construction (Design and Management) Regulations 2015. Construction and maintenance contractors should demonstrate that they are competent to work safely and that they receive, and are requested to provide, adequate information to enable safe working.
- Maintaining a log of all premises' checks, testing, maintenance and repairs.

All employees

All employees must take care of themselves, and others affected by their work and in particular are expected to:

- Behave in a professional manner, follow health and safety rules and not act in a way which would deliberately endanger others.
- Familiarise themselves with the health and safety policy, risk assessments and any other instructions relating to their work and comply with the requirements set out.
- Report unsafe working practices, deficiencies in safety procedures, accidents and near misses to their manager.
- Stop work and liaise with their manager if a procedure appears unsafe.
- Know the emergency procedures for the location at which they are working.
- Use vehicles, equipment, materials or substances in accordance with information, instruction and training provided.
- Ensure that equipment and materials are stored safely when not in use.
- Keep their work area clean and tidy, avoid the creation of tripping hazards and clean up any spillages immediately.
- Wear personal protective equipment as instructed, store it to avoid damage, keep it clean and well maintained and report any loss or damage.
- Dispose of waste materials in the manner instructed so that they do not create a hazard to other workers.
- Not work under the influence of alcohol or drugs.

No employee of the Company may carry out or authorise practices which place staff or others in danger, or which are in direct breach of legal requirements.

2.3 CONSULTATION

In workplaces where employees are not in a trade union and/or the employer does not recognise the trade union, or the trade union does not represent those employees not in the trade union, the Health and Safety (Consultation with Employees) Regulations 1996 (as amended) will apply.

The Directors and Executive Management Team of Educ8 recognise that consulting with employees can have real benefits, including:

- Increased productivity – businesses with good workforce involvement in health and safety tend to have a better productivity rate.
- Improvements in overall efficiency and quality.
- Higher levels of workforce motivation.

Educ8 will consult with employees or their representatives on the following:

- The introduction of any measure which may substantially affect their health and safety at work.
- Arrangements for competent people to help them comply with health and safety laws (a competent person is someone who has the necessary knowledge, skills and experience to help an employer meet the requirements of health and safety law).
- The information provided on the risks and dangers arising from their work, measures to eliminate or reduce the risks and what employees should do if they are exposed to a risk.
- The planning and organisation of health and safety training.
- The health and safety requirements of introducing new technology.

Educ8 will fulfil its obligations to consult with its employees by:

- Board meetings.
- Management meetings.
- Staff meetings.
- Daily handovers.
- Written communications.
- Providing information, instruction, and training.
- Engaging in consultation with employees.

2.4 MANAGEMENT PROCESS

Educ8 are committed to continuous improvement of its health and safety management system by following the Plan – Do – Check – Act cycle to ensure that it is embedded within the overall management of the business.

HSG65

Managing health and safety requires a sustained and systematic approach. It is an integral part of the everyday running of Educ8, and of the behaviours and attitudes displayed by all.

Plan – Educ8 will identify and assess the risks associated with our work and decide upon reasonable and practical control measures.

Do – Educ8 will profile the risk identified, organise our activities to deliver our plan, decide on the preventive measures, and ensure there are systems and equipment in place to do the job safely.

Check – Educ8 will monitor the work to see that it is being done safely and investigate the causes of accidents, incidents and near misses.

Act – Educ8 will review performance and act on lessons learned, including from audit and inspection reports.



3 ARRANGEMENTS FOR HEALTH AND SAFETY

3.1 RISK PROFILE

Educ8 has its own unique risk profile. The Directors and Line Managers at Educ8 must identify the risks, prioritise them, and act to control them. The identification of risks goes beyond health and safety and should include financial, quality, environmental risks. An integrated approach to risk management will benefit the business.

Our risk profile examines:

- The nature and level of the risks faced by our organisation.
- The likelihood of adverse effects occurring and the level of disruption.
- Costs associated with each type of risk.
- Effectiveness of the controls in place to manage those risks.

Foreseeable Risks	Likelihood & Impact	Controls
Driving at work in own or company vehicles. Transporting children and young people. Risk of road traffic collision.	HIGH Potential for multiple fatalities	Driving at work Policy Risk assessment Vehicle telematics
Staff working alone.	HIGH Potential for fatality	Lone Working Policy Risk assessment Training Supervision Safeguarding Protocols
Exposure of staff to violence & aggression.	HIGH Potential for fatality	Risk assessment Training Supervision Managing Behaviour Policy
Electrocution from contact with live parts of electrical equipment.	HIGH Potential for fatality	Fixed wire testing Portable Appliance Testing Periodic inspection Risk assessment Audit Maintenance Competent accredited electrical contractors.

Foreseeable Risks	Likelihood & Impact	Controls
Fire in a home, school, vehicle, or office.	MEDIUM Potential for fatality	Fire Risk assessment Fire and Emergency Plan Firefighting equipment Fire detection and alarm Suitable means of escape Training Supervision Audit Training of children and young people in fire safety
Exposure of staff, young people and others to Legionella.	MEDIUM Potential for fatality	Legionella survey Legionella management plan Periodic checks Audit
Failure to adequately manage stress in the workplace.	MEDIUM Potential life affecting illness	Risk assessment Training Supervision Simply Health-consultation Audit
Slips and trips indoors and outdoors.	MEDIUM Potential life affecting injury	Risk assessment Management daily checklist Audit Maintenance
Exposure to hazardous substances, both chemical and biological.	MEDIUM Potential life affecting illness	Inventory COSHH Risk assessment Secure storage Training Supervision Audit
Impact of severe weather conditions, high winds, torrential rain, flooding, ice and snow.	MEDIUM Potential for fatality	Risk assessment Winter maintenance
Effect of manual handling tasks on staff and others.	MEDIUM Potential life affecting illness	Training Supervision Audit
Exposure of staff, young people, contractors and others to asbestos or asbestos containing materials.	LOW Potential life limiting illness	Asbestos Type 2 survey Asbestos Management Plan Audit

3.2 RISK ASSESSMENT

It is our policy to ensure that risk assessments are undertaken in accordance with legal requirements. Risk assessments are regarded as useful tools which help us to prevent accidents and ill-health. For this reason, our goal is for these documents to be frequently reviewed and conducted with input from staff who are involved in the work being assessed.

Legal position

We are required to undertake risk assessments for our activities and for our business premises. These assessments are required by numerous pieces of legislation including the **Management of Health and Safety at Work Regulations 1999** (as amended), which set out the general risk assessment requirements. Failure to conduct them is an offence.

Risk assessment programme

Educ8 undertake a programme of risk assessments to cover general as well as specific risks, for which there are assessment requirements in law. The recommended actions arising from risk assessments are implemented by the person responsible for the activity or premises area. Progress on the implementation of these improvements is monitored by the Health and Safety Officer and Head Teachers.

Communication

The significant findings of risk assessments are shared with staff by circulating the assessments to all managers and discussing the outcome of assessments at relevant staff meetings, ensuring that staff are informed of our progress against the planned programme of assessments.

Review

Risk assessments are reviewed at least annually by the assessor. They are also reviewed if there have been changes in the matters to which they relate or incidents which indicate the assessments might not be valid.

Records

A master copy of each assessment is retained in the relevant department and annotated to indicate when actions have been completed.

Competent assessors

Risk assessments are undertaken by assessors with relevant training and experience. Where appropriate, assessors seek input from the staff involved in the work activities being assessed.

Educ8 risk assessment objectives are:

- To prevent workplace accidents.
- To prevent near misses, sickness and disease.
- To evaluate the extent of risk to a person.
- To ensure all people are safe.
- To enable the company to manage the risks identified effectively.
- To comply with current legislation.

Educ8 will consider all activities, taking account of possible harm to:

- Young persons.
- Employees and temporary workers.
- Contractors and maintenance workers.
- Members of the public and visitors.
- Anyone else affected by the activity.

Special consideration will be given to:

- Young people.
- Expectant/nursing mothers.
- Disabled workers.
- Lone workers.
- Children and young people.
- Workers with underlying health conditions.

Educ8 will ensure that risk assessments are:

- Suitable and sufficient.
- Written.
- Communicated.
- Reviewed and updated.

Criteria which must be met for a general risk assessment to be suitable and sufficient:

- Should be relevant to the activity taking place.
- Should be in enough detail to ensure legal compliance.
- All significant hazards and risks arising from or connected with the activity to be carried out should have been identified.
- All persons at risk must be identified.
- The adequacy and effectiveness of existing control measures should have been evaluated.
- Other protective measures that may be required should have been identified.

The assessment should determine:

- Whether the risk is so great or the consequences so unacceptable that the risk must be refused.
- Whether the risk is so low that no precautions are required.
- If the risk falls between these, the risk is reduced to as low as reasonably practicable.

Risk Matrix

The following risk matrix is used to determine the risk rating of a particular hazard, and then to determine the residual risk once all control measures have been applied. The level of the severity of the consequences due to the hazard in question is multiplied by score attributed to the likelihood of the event happening according to the table below:

Severity		Likelihood	
Fatality	5	Certain or imminent	5
Major injury, disabling illness, major damage	4	Very likely	4
Lost time injury, illness, damage	3	May happen	3
Minor injury, minor damage	2	Unlikely	2
Delay only	1	Very unlikely	1

The resulting risk ratings and action required are then applied as below:

VERY HIGH Risk	20 - 25	Immediate action required to stop the activity or reduce the risk.
HIGH Risk	12 – 19	Urgent action required as soon as practicable and within two weeks at the latest.
MEDIUM Risk	8 – 11	Keep under regular review and investigate further measures to reduce the risk.
LOW Risk	1 - 7	Acceptable risk.

Educ8 will ensure that risk assessments follow five simple steps:

1. Identify the hazards.
2. Decide who might be harmed and how.
3. Evaluate the risks and decide on precautions.
4. Record your findings and implement them.
5. Review your assessment and update if/where necessary.

Other techniques for the identification of hazards may be used, including:

- Inspections.
- Management/Safety Tour/Walk.
- Direct observations of behaviour (unsafe acts).
- Safety Audits.
- Regulatory Inspections.
- Senior Management visits.

Risk controls

When considering risk controls, Educ8 will discuss the issues with our staff and think about what is already being done, then compare it with the industry standard and best practice.

A risk assessment may need to focus on the broad range of risks that can be foreseen:

- Where the nature of the work may change frequently or the workplace itself changes and develops (such as a construction site).

- Where workers move from site to site.

3.3 TRAINING

A Training matrix for the business is monitored and reviewed by Human Resources in conjunction with Home Managers/ Head Teachers.

EduC8 are committed to ensuring that all our staff have received adequate training to be able to carry out their duties safely and without risk to themselves or others. We aim to achieve this by providing induction training for all new employees. This will also be provided to other workers, such as agency temps, who may spend time with us. Where necessary, we will provide training for existing staff. The need for training will be determined by the requirements of the individual employee's job role.

Legal position

Providing adequate training to our staff is a requirement of the Health and Safety at Work etc. Act 1974. It is also required by other more specific legislation which relates to the use of machinery, handling activities, hazardous substances and the wearing of personal protective equipment. The test of adequacy is based on providing sufficient training to ensure that employees can carry out their duties without jeopardising either their health and safety or that of their colleagues and visitors.

Procedures

The following procedures describe the steps that we will take to comply with our obligations on adequate training:

- All new employees will receive induction training. This is based around our Health and Safety Induction Checklist which covers key areas such as fire safety, first aid and any workplace hazards. A signature will be required from the employee to confirm that they have understood the contents. A copy of this form will be kept on their personnel file.
- This training will also be provided to other groups who will be working on our premises. This includes agency temps, work experience students, contractors and volunteers.
- Some training is a statutory requirement e.g., for manual handling activities. However, where this is not the case, a risk assessment will be used to determine whether any training is necessary in order to carry out the job role safely. The specific needs of the individual will also be considered at this time. Other training needs will be identified during the staff appraisal process.
- Where an employee's job involves the operation of tools or machinery, on-the-job training will be provided. It is the responsibility of the employee's manager to ensure that this is carried out. This training will also be given if an employee changes jobs.
- If certain training is needed and it cannot be provided in-house, then the individual employee and their manager will need to identify a suitable alternative including courses or external trainers.

Employee duties

Employees are expected to co-operate fully with regard to attending health and safety training courses. We expect that all reasonable effort will be made to attend a course, but if this isn't possible that we will be notified well in advance. Should an employee fail to attend a course which is a legal requirement without good reason, we retain the right to treat it as a disciplinary matter.

Whilst it remains the employer's responsibility to deliver the above training every employee is responsible for ensuring they are compliant and are not to put themselves or others at risk by carrying out any activities without the relevant training or certification.

3.4 PERSONAL PROTECTIVE EQUIPMENT (PPE)

Educ8 has duties concerning the provision and use of personal protective equipment (PPE) at work. PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE). PPE will be provided free of charge to the user.

Making the workplace safe includes providing instructions, procedures, training and supervision to encourage people to work safely and responsibly.

Even where engineering controls and safe systems of work have been applied, some hazards might remain. These include injuries to:

- the lungs e.g., from breathing in contaminated air
- the head and feet e.g., from falling materials
- the eyes e.g., from flying particles or splashes of corrosive liquids
- the skin e.g., from contact with corrosive materials
- the body e.g., from extremes of heat or cold

Personal Protective Equipment is needed in these cases to reduce the risk.

What to do?

- Only use Personal Protective Equipment as a last resort.
- If Personal Protective Equipment is still needed after implementing other controls, it will be provided to employees free of charge.
- You must choose the equipment carefully (see selection details below) and ensure employees are trained to use it properly and know how to detect and report any faults.

Selection and Use

You should ask yourself the following questions:

- Who is exposed and to what?
- How long are they exposed for?
- How much are they exposed to?
- How will exposure be prevented?

When Selecting and Using Personal Protective Equipment:

- Choose products which are CE marked in accordance with the Personal Protective Equipment at Work Regulations 2002 – suppliers can advise you.
- If more than one item of Personal Protective Equipment is worn at the same time, make sure they can be used together, for example wearing safety glasses may disturb the seal of a respirator, causing air leaks.
- Instruct and train people how to use it, for example train people to remove gloves without contaminating their skin. Tell them why it is needed, when to use it and what its limitations are.

Maintenance

Personal Protective Equipment must be properly looked after and stored correctly when not in use, for example in a dry, clean cupboard. If it is reusable, it must be cleaned, kept in good condition and within expiry date.

Employees must make proper use of Personal Protective Equipment and report its loss or destruction or any fault in it.

Monitor and Review

- Check regularly that Personal Protective Equipment is used. If it isn't, find out why not?
- Take note of any changes in equipment, materials and methods – you may need to update what you provide.

3.5 AUDIT & REVIEW

It is the policy of Educ8 to conduct internal audits of its Health and Safety Management Systems to demonstrate its effectiveness in achieving the policy objectives and complying with legislation. Audits and inspections will be completed on an ongoing annual cycle, or more frequently if deemed necessary, and reviewed at Senior Management Meetings.

We will proactively measure our performance against our Health and Safety objectives and monitor our compliance with legislative standards.

The Board and management team will also review accidents, incidents and sickness absence to monitor for any trends which may indicate areas for improvement.

The legal position

The Management of Health and Safety at Work Regulations 1999 place a duty on employers to monitor and review the arrangements which have been put in place for health and safety. Where the employer has five or more employees, the management arrangements for health and safety, including the monitoring arrangements, must be put in writing.

In addition, there are legal requirements to retain records of accidents affecting employees.

Although there are few specific legal requirements to undertake performance monitoring, without doing so, it is very difficult for directors and senior managers to know that they have complied with their duties under health and safety legislation. Monitoring and auditing will therefore form an intrinsic part of Educ8's health and safety management system.

Management responsibilities

Directors and senior managers are responsible for overseeing the regime of monitoring and auditing to ensure that it remains "fit for purpose" and delivers the information required to effectively manage health and safety. All managers are responsible for providing such reports as may be requested, in a timely manner.

Our Health and Safety Officer will assist the management team in developing and delivering performance monitoring and auditing systems.

Employee responsibilities

Employees must follow the company requirements for accident reporting, provide other information as requested in a timely manner and co-operate with those appointed to audit their work activities.

Current monitoring arrangements

Educ8 will monitor Health and Safety performance through the following means:

- The setting of annual health and safety objectives.
- An annual health and safety audit.
- An annual review of the health and safety policy to ensure that it reflects current business activities and legislation.
- Monthly health and safety monitoring of the workplace.
- Periodic informal checks by managers.
- Oversight by our Health and Safety Officer of all accident, inspection and audit reports and all health and safety action plans.
- Health and safety objectives for individuals and monitoring of completion through staff appraisals.
- Our Human Resource department reviewing trends in sickness absence and work-related ill health.
- Monthly health and safety performance review reports tabled at our Board meeting.

Records

Reports of all Health and Safety monitoring activities will be retained, including all inspections, reviews and audits. These will normally be kept for a minimum of 5 years.

3.6 KEY PERFORMANCE INDICATORS

Measuring performance

Educ8 will check the effectiveness of our Health and Safety Management Plans by measuring and reporting upon the following:

- Home and school audits.
- Accidents, incidents or near misses.
- Absenteeism.
- Vehicle accidents.
- Vehicle telematics.
- Statutory inspection and tests.

3.7 ENVIRONMENTAL POLICY

Educ8 recognizes that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving performance as an integral part of our business strategy and operating methods.

The future can only be guaranteed if we positively seek to defend and protect our environment. Educ8 believes this can only be achieved by a common effort to reduce waste and use energy wisely and efficiently. We will strive, not only to comply with all current environmental legislation, but also to impress upon the children and young people we care for and educate of the need to be environmentally vigilant.

The business will undertake and periodically review an environmental impact assessment to determine its environmental management strategy and arrangements across all its business undertakings.

In areas where Local Authorities operate a recycling scheme, all children's homes and educational premises will

recycle glass, plastic, aluminium/cans, paper and “Green” waste in the receptacles provided. In areas where no recycling commitment is made by the local authority, homes and schools are encouraged to make use of central recycling facilities. Children and young people are also encouraged to take part in the recycling of items from the homes and schools and to be environmentally aware.

To reduce the amount of wastepaper, electronic means (e-mail and data file transfers) are the preferred method of communications throughout Educ8.

All sites are to ensure that lighting, heating and water are not wasted. Lights must be switched off when not in use, heating should be set to the agreed temperature level and all thermostats checked to see if they are in working order. Staff and young people are encouraged to conserve water supplies. Topics about the environment and conservation should be encouraged during activities and leisure time in the home and school curriculum. Educ8 seek to purchase fuel-efficient and low emission vehicles, which also are better able to be recycled at the end of their useful life.

Unnecessary journeys should be discouraged. Care should be taken in planning journeys so that wherever possible more than one task can be accomplished during the journey and care is taken to drive within safe limits.

The Company will ensure that its homes and schools are run in as environmentally friendly way as possible, commensurate with the needs of vulnerable young people enjoying a normal residential/family lifestyle.

3.8 LONE WORKING POLICY

Educ8 recognises that there may be an increased risk to the health and safety of its employees whilst working alone. From time-to-time staff may be required to work by themselves for periods of time without close or direct supervision. The Lone Working policy sets out our approach in both identifying these risks and adequately managing them.

Lone Working – definition

For the purpose of this policy, a lone worker is an individual who spends some or all their working hours working alone, without close or direct supervision, and may include staff working in an isolated location within the normal workplace or away from their usual place of work. It may also include driving alone or trips/holidays away with young people.

Legal Position

Our duty to both assess and control any risks from lone working is governed by Health & Safety at Work etc. Act 1974 (HSWA). S2. Requires us to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees. Similar duties are owed to other workers, such as temps under S.3 of the HSWA. This will be achieved by carrying out risk assessments in accordance with the Management of Health & Safety at Work Regulations 1999 (as amended), and considering any special needs, such as pregnancy and young workers.

We will ensure, so far as is reasonably practicable, that employees are protected when working alone through the process of risk assessment, hazard identification and elimination (or where elimination of the risk is not possible, to reduce the risk to an acceptable level). In general, lone working should be discouraged where possible.

All staff including care, teaching, support and ancillary have a responsibility to be aware of the issues of lone working and under no circumstances should staff compromise their safety or the safety of others. If they feel unsafe at any point, whilst in a lone working situation, they should remove themselves from the situation immediately and contact their Line or Regional Manager.

Educ8 acknowledges that staff face risks of violence, aggression and /or allegations whilst carrying out their jobs and

sometimes face a dilemma in that they have a duty of care to the young people in our care and others by acts or omissions and may feel that coping with a certain amount of these types of behaviours is 'part of the job'. Part of developing risk management plans is to develop safeguards or alternative ways of delivering care so that staff do not feel that they must jeopardise their own safety in order to provide care for the young people.

The objectives of this policy are:

- To ensure the health and safety of staff working alone.
- To ensure that all staff feel safe and secure, so that they can perform their duties free from fear and in full knowledge that there are strong management procedures in place to be certain that effective action can be taken should they find themselves in a threatening environment and need help.
- To ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as reasonably practicable.
- To ensure that adequate training is available to all staff in all areas that equips them to recognise risk and provides practical advice on safety when working alone. Priority for training will be given to those staff deemed at greatest risk.
- To encourage full reporting and recording of all adverse incidents relating to lone working.
- Ensure that staff are aware of the precautions they should take to ensure their own safety.
- Ensure that the lone worker has access to remote support via telephone.

Line Managers

It is the responsibility of individual line managers to monitor the tasks being carried out by their staff. If the nature of tasks change in any way, the manager must ensure that a new risk assessment is carried out. They also need to ensure that any lone worker follows good working practices and safe systems of work.

Lone Worker Duties

All lone workers are expected to co-operate fully with any instructions given by their managers. They are also expected to follow the Company's safe systems of work and any other associated procedures. Failure to do so may be a disciplinary offence.

3.9 LONE WORKING ARRANGEMENTS

Risk Assessment

Our risk assessment will cover all work currently undertaken alone (or proposed to be), where the risk may be increased by the work activity itself, or the lack of hands-on support should something go wrong. Once all job roles involving lone working have been identified, factors such as risk of violence, the worker, access and egress etc. will be considered. To maintain the risks identified control measures including communication, first aid and emergency procedures will be introduced. These will be reviewed annually or following any significant change or incident. Lone working risk management plans must take personal circumstances into account including (but not limited to) gender, race, disability, history, physical capacity, age, experience etc.

Risk management plans to consider:

- Lone working in head office, homes or schools.
- Travelling in vehicles and to areas of high risk.

Risk Management Plans for head office, home or school based lone workers must include:

- **Risk of violence**

All jobs involving an element of lone working will be assessed for a risk of verbal threats, or physical violence. The priority will be those involving face to face dealings.

- **The worker**
The medical fitness of each worker to continue working alone will also be assessed. Any concerns will be referred to their GP.
- **Staff access and egress**
Some lone working may require access to locations which are difficult to access or exit. Where this is the case, an assessment will consider whether this type of task is suitable to be carried out by only one person.
- **Communication**
Checks of site-based workers will be made where they are at risk. Off-site staff will be expected to call in at the end of each day.
- **First Aid**
Those staff whose lone working activities occur working off-site will be provided with a personal first-aid kit. It is the responsibility of everyone to ensure that it remains adequately stocked.
- **Emergency Procedures**
If a lone worker falls ill, or into difficulties, they are to use the mobile phone provided to alert the line manager.
- **Site security**
Consider gates, CCTV installation, lighting, keypad entry, signing in and out system/visitor's book, ID checks etc.

Risk Management Plans for staff when travelling in vehicles and to areas identified as high risk must include:

- Consideration to travel with car doors locked especially at night.
- Channels of communication in an emergency if driving, find a safe place to stop before using a mobile phone.
- Locking valuables in the car boot and avoidance of wearing expensive jewellery.
- Parking vehicles in well-lit areas and a way that enables you to drive off safely, reverse parking.
- Accompany another person if there is a significant risk.

Incident Management

New Educ8 staff will attend induction, reference to the lone working policy will be made.

Individual risk management plans and training are provided to staff who are at risk of lone working. Risk assessments/management plans must be reviewed and revised following a full investigation into the incident with a view to minimising the chance of re-occurrences.

In the event of an incident involving a lone worker, the line manager should ensure that the necessary medical treatment and support is provided, and a full de-brief completed with the staff member before returning to work.

Educ8 is actively committed to protecting its staff and will endeavour to support criminal proceedings. Staff members who fall victim will be fully supported throughout this process. All relevant agencies must be informed.

Reporting & Recording

Irrespective of violence or verbal threats, staff should report any incident where they feel threatened or unsafe immediately.

Reporting arrangements should fulfil RIDDOR requirements.

Training

Where necessary, all lone workers will be fully trained in the safe working practices to be adopted in order to carry out their tasks safely. This will apply to employees and other workers where applicable, such as agency staff.

All staff should have the skills and techniques to ensure they are confident when dealing with confrontational or aggressive behaviours. Staff should also recognise how their actions and behaviours may influence or trigger an uninvited response.

Staff at greatest risk when working alone will be prioritised for managing challenging behaviours, physical intervention and risk management training.

3.10 ALCOHOL POLICY

General statement

Educ8 are a responsible employer and take our duties under the Health and Safety at Work etc. Act 1974 seriously. Therefore, we have formulated this policy to help us comply with our legal duties. These include providing a safe place and a safe system of work for our staff and others who may be affected by our activities. We recognise that drinking before or whilst present at work could have serious health and safety implications.

Alcohol and health and safety

Whilst the consumption of alcohol is an integral part of many employees' lifestyle, its presence in the workplace is prohibited. Not only can a small amount affect work performance, but it can also compromise the individual's safety and that of others. Common side effects include a loss of concentration, impaired judgement, loss of coordination and manual dexterity. This has implications for all staff, in all areas of the business.

Prohibition of alcohol

For these reasons, staff, contractors and visitors are not allowed to bring alcohol onto company premises including children's homes for the purpose of consumption for any reason and at any time. This is totally prohibited.

Educ8 have the discretion to undertake random alcohol testing in the workplace where deemed necessary in order to protect and safeguard our children, staff and others who may be affected by our activities. Failure to refuse a test may lead to disciplinary action.

Disciplinary sanctions

If an employee comes to work whilst under the influence of alcohol or consume alcohol on the premises, they will be in breach of this policy. This may result in disciplinary action being taken against them. In the case of contractors, a review of the contract will be carried out to assess continued suitability. The company Code of Conduct also provides details of this policy.

Advice and counselling

We recognise that there may be circumstances when an employee has an alcohol-related problem that requires specialist help. Therefore, it is our intention to deal with these cases sympathetically.

Educ8's occupational health provider (Simply Health) and employee assistance programme will provide advice and guidance on how to obtain help and assistance with any alcohol-related issues. If any member of staff is diagnosed as having a problem, we will treat it as a health matter. However, this does not necessarily mean that the individual

concerned will be excused from any consequences of their conduct that would otherwise merit disciplinary action being taken. If a programme of counselling is sought and the individual employee subsequently reverts to his/her previous level of alcohol dependency, we retain the right to treat any resulting decline in performance or breach of policy as a disciplinary matter. All requests for help will be treated in the strictest of confidence.

Continuation in present role

For reasons of health and safety of the individual, or of others that may be at risk, we reserve the right to transfer any individual undergoing treatment for alcohol dependency out of their current role. In doing so, the needs of the individual will be considered and wherever possible, a suitable alternative post sought. Where an individual's job role is found to be contributing to a problem, then the company will take all reasonable steps to deal with it.

3.11 DRUG POLICY

General statement

Educ8 are a responsible employer and take our duties under the Health and Safety at Work etc. Act 1974 seriously. For this reason, we have formulated this policy to help us comply with our legal duties. These include the provision of a safe place and a safe system of work for our staff and others who may be affected by our activities. We recognise that non-prescribed drugs are widely available that could have health and safety implications for the company. We are also aware that whilst not developing an addiction, some employees may choose to take them recreationally. As a result, this policy states our position on the taking of any non-prescription drugs that are unlawful under the criminal law.

Drug use and health and safety

Many drugs have side effects that not only affect an individual's health but may also compromise their safety and that of others. Although the impact may vary depending on the drug used, common side effects can include a loss of body coordination, forgetfulness, and confusion. This has implications for all children and young people and staff, in all areas of the business.

Prohibition of use of illegal drugs

Due to these risks, no drugs are allowed onto company premises or to be consumed on them at any time. This includes all areas, both internal and external. The prohibition on illegal drugs extends to all activities that staff are involved in whilst at work. These include, but are not confined to the following:

- Driving whilst on company business.
- On-call/standby duties.
- Overnight conferences/training courses.
- Attendance at Educ8 meetings

Educ8 have the discretion to undertake random drug testing in the workplace where deemed necessary in order to protect and safeguard our children, staff and others who may be affected by our activities. Failure to refuse a test may lead to disciplinary action.

Disciplinary sanctions

A breach of these rules may result in disciplinary action being taken against the individual. It may also result in summary dismissal on grounds of gross misconduct. The company Code of Conduct also provides details of this policy.

Advice and counselling

The company does recognise that there may be circumstances when an employee experiences a drug-related problem that requires specialist help. So, it is our intention to deal with these cases constructively and sympathetically.

Educ8's occupational health provider (Simply Health) and employee assistance programme will provide advice and guidance on how to obtain help and assistance with any drug related issue. If any member of staff is diagnosed as having a problem, the company will treat it as a health matter. However, this does not necessarily mean that the individual concerned will be excused from any consequences of their conduct that would otherwise merit disciplinary action being taken.

All requests for help will be treated in the strictest of confidence.

Continuation in present role

For reasons of health and safety of the individual, or of others who may be at risk, we reserve the right to transfer any individual undergoing treatment for drug dependency out of a safety critical role. In doing so, the needs of the individual will be considered and wherever possible, a suitable alternative post sought and agreed.

If it is shown that the working environment is contributing to a dependency problem, then the company will take all reasonable steps to reduce such problems.

3.12 DRIVING AT WORK POLICY

Driving is one of the most dangerous activities identified in our risk assessment and driving at work tends to be riskier than driving for private reasons. At work drivers' crash more often, even after their higher mileages are considered, they are also more likely to take risks and to be at fault when they crash.

Health and safety law applies to work activities on the road in the same way as it does to all work activities and Educ8 need to manage the risks to drivers as part of our health and safety arrangements.

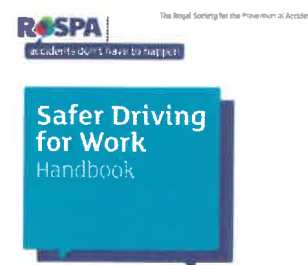
As a driver, you must play your part, by ensuring that you are properly licensed, insured to drive for work, fit to drive, plan your journeys safely and comply with road traffic laws when driving.

As an employee, you must understand, and follow, your employer's driving for work policies and procedures.

The Royal Society for the Prevention of Accidents (ROSPA) Safer Driving for Work Handbook will help you work with Educ8 to avoid accidents and injuries to yourself, your passengers and other road users. It should be read in conjunction with the company's driving at work policy and procedures.

You must also read and follow the Educ8 Transporting Young Person Policy, which summarises the arrangements in place at the home for providing adequate and safe transport for our children and young people to enable them to participate in outings and other exterior leisure pursuits.

It is our policy to take all reasonable steps to manage the health and safety of those staff who drive on company business. This is to comply with our legal duties as an employer and to demonstrate that we have taken all reasonable steps to introduce safe systems of work. It is for this reason that our policy not only sets out our procedures on work-related driving, but details what we expect from our employees; both in terms of complying with relevant legislation and our own standards. These cover a variety of areas including the documentation that we need to see from own-car drivers, as well as basic guidelines on driver health.



We have a duty under the Health and Safety at Work etc. Act 1974 (HSWA) to take steps as far as reasonably practicable, to ensure the health, safety and welfare of those who need to drive as part of their job and to protect other road users. In order to comply with these duties, we will assess and control the risks of company driving activities as required by the Management of Health and Safety at Work Regulations 1999 (as amended). Where applicable, this policy is also based on relevant provisions of the Road Traffic Act 1988.

Procedures

To comply with our legal duties, we have introduced a set of procedures to be followed by staff at all times:

- Where a fleet or company vehicle is provided, employees must always report any suspected vehicle defects to the Head of Property. If a defect is suspected, staff should never take a risk and attempt to drive a vehicle.
- If an employee uses their own vehicle, they will be required to maintain it in a roadworthy condition.
- Managers should carry out a risk assessment of driving activities and identify, and avoid where possible, journeys where the driver is at particular risk of fatigue.
- When planning journeys, managers should build in time for rest breaks, overnight stops and the use of public transport to avoid excessive time behind the wheel. A long drive should be avoided if possible.
- If staff feel tired when driving, they have the company's permission to stop and take the time needed to recover. Where necessary, overnight accommodation will be considered and paid for.
- Staff must not drive recklessly.

Documentation

For us to comply with our legal duties, we will require those using their own vehicles to produce basic documentation. Where this is necessary, the Home Manager and Human Resources should take responsibility for checking the following on an annual basis:

- The employee's driving licence.
- If the car is more than three years old, the current MOT certificate.
- Insurance documents showing that the vehicle is covered for business use.
- Staff must notify HR of any driving offences as they occur.

Employee duties

Section 7 of the HSWA also places a responsibility on employees to assist us in complying with our legal duties. They are also required to be mindful of their own health and safety and that of others who may be affected by their activities. To this end, employees are expected to follow the procedures laid down in this policy and to:

- keep their insurance up-to-date and the vehicle maintained if using their own vehicle.
- make available copies of the above documents annually or when requested to do so.
- inform the designated manager of any changes in circumstances e.g., penalty points or new vehicle.
- to have regular eye tests and to ensure that any necessary glasses for driving are worn.
- to read any updates that we may periodically issue on road safety matters. These will include information on good practice as well as forthcoming legal changes which affect those who drive for work.
- before embarking on a long journey, carry out basic checks e.g., to check oil, water levels and tyre pressure.
- check the weather forecast before driving in winter, and be prepared for snow and ice e.g., carrying de-icer, scraper, sufficient concentration of screen wash, warm clothing etc.
- staff should follow any advice given on route-planning. They should also ensure that sufficient breaks are built in to prevent fatigue, enable contact to be made with the office and allow for any bad weather or traffic congestion etc.
- hand-held mobile phones should never be used whilst driving.
- staff using hands-free mobile phones when driving must abide to the following:
 - the voice activation facility on the phone must be set up and used.

- conversations should be restricted to brief, essential exchanges of information only, complex or stressful exchanges should be avoided.
- on receiving a call, the driver should warn the caller that they are driving and are only able to talk briefly.
- outgoing calls should be avoided unless stopped or queuing in slow moving traffic and should only be initiated using voice activation.
- the phone should only be answered when it is safe to do so (if in doubt, the phone should be allowed to go to voicemail and the driver should stop when convenient to retrieve the message).
- staff should always drive within legal speed limits and according to the prevailing weather conditions.
- if feeling tired, staff should stop and take a break until recovered. The company will reimburse the cost of refreshments and an overnight stay, needed in an emergency, but please seek authorisation for expenses from your manager where possible.
- before driving, staff should familiarise themselves with the procedure to follow in the event of a breakdown.

Ill-health and driving

Employees are responsible for ensuring that they are physically fit to drive. Should this change, their line manager must be informed as soon as possible. Drivers should also remember that some prescription drugs can cause drowsiness and affect the ability to drive safely. If medication is necessary, employees should check with their GP or pharmacist before driving, even short distances. Those who drive regularly for long distances should advise us of any family history of Deep Vein Thrombosis, or if they have ever experienced problems with blood clotting. Where this is the case, we will refer them to their GP to ensure that they are able to drive without compromising their health and safety.

3.13 TRANSPORTING YOUNG PERSON POLICY

This Policy summarises the arrangements in place at the home for providing adequate and safe transport services for children and young people to enable them to participate in outings and other activities.

All staff should be aware that transporting of children and young people whose behaviours regardless of age can be unpredictable, needs to be carefully planned and risk assessed before occurring. Consideration must be given to the likelihood of predictable problems during any journey.

These procedures apply to the use of company and personal vehicles used for the transporting of children. Before staff use their own vehicles, they are required to produce original copies of their valid MOT, Insurance Certificate including Business Use, and a valid driving licence. Line Managers and Human Resources must check these documents every year.

All company vehicles used in the homes are fitted with a vehicle tracker, the data from which is used to monitor staff driving activity.

Planning & providing transport for children / young persons

Where excursions and other organised trips out of the home have been planned, it is the Managers' responsibility to organise appropriate transportation for children and young people.

Where the home's own transport is used, the following will be observed:

- Eligibility to Drive
- Only staff with a valid driving licence, relevant to the category of vehicle, are permitted to drive the car. Staff must inform the head office of any driving offences as soon as they occur.
- Journey time and distance stopping off points for long journeys and toilet breaks - 15 minutes every 2 hours, traffic conditions, awareness of driver's hours, contingency funds, and arrangements in case of breakdown/emergency.
- Children, staff and other passengers must not smoke in vehicles when at work.
- Mobile phones or other devices must not be used when driving a vehicle. Drivers must avoid being distracted whilst driving and carrying passengers.
- The driving licences of such staff will be checked annually by the Homes Manager and Human Resources to ensure continuity, and a copy of the driving licence will be held on the carer's personnel file.
- First aid kits must be carried in the vehicle.
- The vehicles will be serviced every 12 months or as determined by the manufacturer. The Home Managers are responsible for monitoring and ensuring their vehicles are serviced in a timely manner.
- The vehicles will have relevant roadside assistance available through an appropriate organisation.
- Staff have a responsibility, before driving the vehicle, to ensure that the vehicle is road worthy.
- Recorded vehicle checks should be carried out each week. The Home Manager is responsible for ensuring weekly checks are carried out and any issues addressed.
- The driver of the vehicle has a responsibility to ensure that it is returned cleaned and tidy, and the Manager is informed of any defects. Spot checks will be carried out by a senior manager.
- Staff transporting children and young people in their own vehicles must ensure that they have the appropriate levels of insurance and that their vehicles are fully roadworthy. A copy of this insurance must be provided to the home's manager prior to use and a copy must be kept on their personnel file.
- All passengers and drivers must always wear a seatbelt. This remains the responsibility of the driver.
- Children under the age of 12, should not travel in the front of the vehicle. Where the decision is made that the child can travel in the front of the vehicle this must take account of the child behaviour/risks and any agreement made with the placing local authority.

- Children under the age of 12 should not travel without an appropriate child booster seat / child restraint.
- Young people who are between the ages of 12 to 15 should not sit in the front seat of the vehicle unless an appropriate risk assessment has been carried out prior to the journey and in consultation with the home's manager.
- Where possible there should be one person in each home that looks after the vehicle, usually the Home Manager.
- On a weekly basis the home's manager should carry out a vehicle check. The check should contain the following information:
 - Mileage
 - Tyre tread
 - Windscreen washer
 - Indicators
 - Internal damage
 - External damage
 - Oil level
 - First Aid Kit
- Except for the above, all children and young people using transport, will be accompanied by staff at an appropriate ratio, considering behaviour, risks and knowledge of the young people.

Where other forms of transport are used, the following will be observed:

- Contracted taxis / minibus / coach - the organisation will ensure that the appropriate checks are in place (DBS) and confirmation of this must be obtained and kept on the young person's file.
- Children and young people's families own transport - where the relative may collect a child for a trip out or at the point of discharge from the home, in such cases the family member will assume full responsibility for the safety and welfare of the child while in their transport.
- Where the home cannot facilitate its own transport, Homes' Manager should check with another home to see if their vehicle is available to borrow.

If it is assessed that a child/young person may be distressed whilst in the vehicle or a child/young person becomes distressed to the extent that the safety of the vehicle or occupants may be compromised, the vehicle must be stopped, preferably in a lay-by or suitable stopping place. The vehicle may need to be stopped at the side of the road or on the hard shoulder of a motorway. In these circumstances, the hazard warning lights should be activated and, if safe to do so, the occupants should get out of the vehicle and stand well away from the road, and the emergency services must be summoned.

- If the safety of the occupants is compromised, with the risk of injury or damage to property, physical Intervention may be applied (risk assessments and full reports must be completed in line with the Physical Intervention policy). The Police should be called to assist.

If there is any likely or known risk to the young person or others, e.g., a history of violence, the young person may abscond or is refusing to go, as a minimum, staff should ensure the following:

- Children and young people must sit in the rear of the vehicle, preferably not behind the driver, with each child supervised by a minimum of one carer. Apply the child lock if it is assessed appropriate.
- Staff must be clear when it may be appropriate to use Physical Intervention and what techniques may be appropriate.
- Children and young people must not sit behind or be able to distract the driver.
- Staff must be satisfied that no items, which could be used as weapons, are available to the child/young person. These could include tools, aerosols, pens etc.
- If the potential risks cannot be managed safely, the activity must not go ahead and, where appropriate, the

Police called to assist.

Vehicle Breakdown

If the vehicle has a breakdown when carrying children, the driver will, if possible, move the vehicle to a safe position, switch on the vehicle hazard lights and immediately inform the line manager of the following:

- The exact location
- Whether assistance is required
- Their mobile telephone numbers
- The nature of the vehicle problem
- The number of children and staff in the vehicle including names

The staff and children should remain in the vehicle, if it is safe to do so, until assistance arrives, or as directed by a manager or the emergency services, or as circumstances dictate. Staff should be aware of the vehicle breakdown assistance number.

Vehicle Involved in Road Traffic Accident

Where a vehicle is involved in a road traffic accident, the driver must stop the vehicle. The driver must first check whether any of the children/young people or staff have injuries. If the driver is injured another staff member in the vehicle must take over this role. If injuries have been sustained, the 999 system should be used to request police and where appropriate ambulance assistance.

The emergency services should be supplied with the following information:

- The exact location of the accident.
- The mobile telephone numbers
- The registration number of the vehicle
- The nature of the injuries to persons and damage to vehicle
- Information about the escort including the name of children and staff in the vehicle.

Unless it is unsafe to do so children/young people and staff must remain in the vehicle.

The staff should notify the Home Manager of the following:

- The exact location of the accident.
- Your mobile telephone numbers.
- The registration number of the vehicle.
- The nature of the injuries to persons and damage to vehicle.
- The names of staff, children/young people involved.
- Whether the vehicle can continue the journey.
- Requests for additional staff necessary to provide safety and security for the children and/or to replace those who are injured.

The driver of the vehicle will supply the driver of any other vehicle involved, or any other person having reasonable ground for requesting, the following details:

1. Driver's name and address.
2. Name and address of vehicle owner.

3. The registration number of the vehicle.
4. Details of company vehicle insurance.

The driver should obtain similar details from any other driver(s) involved, and/or the name and address of the owner of any property damaged in the accident.

Vehicle Fire

The driver of the vehicle must stop the vehicle immediately if there is a suspicion of a fire. The overriding factor in this situation is the safety of the occupants of the vehicle; they should be removed from the vehicle if they may be in any danger.

The driver should use the mobile telephone to call the emergency services using the 999 system.

The emergency services and the home's manager should be supplied with the following information:

- The exact location of the accident.
- The mobile telephone numbers.
- The registration number of the vehicle.
- The nature of the fire and any injuries.
- The names of the young people and staff in the vehicle.

3.14 STRESS MANAGEMENT POLICY

Educ8 is a responsible employer and is aware of our duty of care regarding the mental health and welfare of our staff. For this reason, we will take all reasonable steps to ensure that staff are not placed under excessive stress by their work.

Legal position

The Health and Safety at Work etc. Act 1974 requires us to take reasonable steps to look after our employees' mental health and welfare. This means that we need to ensure that staff do not have excessive demands placed on them by their job. As stress is also caused by bullying, harassment and violence, we are required by law to provide a working environment which is, as is reasonably practicable, free from these influences. However, we are legally entitled to assume that all staff can cope with the normal day-to-day pressures of their job. If this is not the case, staff have a duty to inform us.

Definition of stress

The Health & Safety Executive has defined stress as follows: *'the adverse reaction people have to excessive pressures or other types of demand placed on them.'* In other words, stress occurs when the pressures on a person exceed their ability to deal with them.

Procedures

Should any member of staff feel that they are suffering from an unacceptable level of work-related stress, the following procedures should be implemented:

- In the first instance, the employee should inform their line manager. He or she will treat the matter with sympathy and in confidence.
- If necessary, we will carry out a stress risk assessment based on the six management standards of stress. This will include a review of the employee's actual duties against those described in their job description.
- The findings of the risk assessment will be discussed with the employee. If appropriate, changes will be made to

their role to reduce the levels of stress experienced.

- If appropriate, the employee will be referred to a doctor of the company's choice for a medical assessment. Alternatively, the employee may be offered additional support.

Responsibilities

Managers will:

- Conduct and implement recommendations of risks assessments within their jurisdiction.
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes. This must be done through an effective means of communication e.g. supervisions, handovers, e-mail etc.
- Ensure staff are fully trained to perform their duties.
- Ensure staff are provided with meaningful developmental opportunities.
- Monitor workloads to ensure that people are not overloaded. There must be an adequate number of competent staff present to carry out the required duties safely.
- Monitor working hours and overtime to ensure that staff are not overworking.
- Monitor holidays to ensure that staff are taking their full entitlement.
- Attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of staff who is experiencing stress outside work e.g. bereavement or separation.

Human Resources will:

- Give guidance to managers on the stress policy.
- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics.
- Advise managers and staff on training requirements.
- Provide continuing support to managers and staff in a changing environment and encourage referral to occupational workplace counsellors where appropriate.
- Ensure regular home visits are arranged for a long absence.

Employees will:

- Raise issues of concern with their Line Manager or Human Resources.
- Accept opportunities for counselling when recommended.
- Attend training and follow procedures to help reduce levels of stress in the home.

Non-work problems

Whilst we are not responsible for causes of stress outside the working environment, we recognise that it can impact on an employee's attendance and work performance. Therefore, we would encourage employees to make us aware of any problems which are causing them concern.

3.15 ACCIDENT/INCIDENT REPORTING

Investigating *accidents and incidents* explains why you need to carry out investigations and takes you through each step of the process:

- Step one: Gathering the information.
- Step two: Analysing the information and establishing the root cause of the incident where possible.
- Step three: Identifying any corrective and preventive action required.
- Step four: Establish the action plan and its implementation.



It is our policy that all workplace accidents/incidents will be reported using our accident book/forms. These will be kept securely at each site and will enable the investigation of more serious accidents/incidents to ensure that they do not recur. Therefore, staff are expected to follow the set procedures in the event of an accident/incident. Staff are also asked to report near misses. Near misses are less severe than accidents. However, near misses should not be ignored or treated lightly, as they can provide valuable insight into how well health and safety is being managed in the workplace. Near misses may seem trivial but they are a valuable source of information and taking time to review the underlying causes is likely to reduce risk, improve health and safety, and save time and money.

Legal position

The law on accident/incident reporting is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). These Regulations set down requirements for reporting certain types of accidents/incidents to the enforcement authorities. They explain how this is to be done and who is responsible for it. See section 3.16 below.

Recording of accidents/incidents

All accidents will be recorded as soon after the event as possible. This may be done by the injured employee or a colleague on their behalf. If a visitor has an accident, then the employee they are visiting is responsible for ensuring that it is recorded, unless a first aider or appointed person is providing treatment. If this is the situation, they are responsible for making the report.

After completion of the accident record, it will be filed confidentially in order to comply with data protection requirements.

Cases of reportable diseases will only be accepted with written confirmation from a doctor.

Off-site accidents

If an employee is working on third party premises, details of any accident should be reported to the host employer.

Employee duties

EduC8 expect all employees to assist in complying with our legal duties under RIDDOR. All employees are expected to report accidents and suspected work-related ill health, in a timely manner. They are also required to provide witness statements on request. In the event that an employee fabricates or exaggerates an accident, we reserve the right to bring disciplinary proceedings which could result in dismissal.

Employees should not use the accident book/form to report an accident which occurred in their own home or on an activity which is not work-related.

Accident investigation

Unless the accident is trivial, it will be investigated by the manager of the relevant area, to the appropriate extent. This will help us ensure that the accident is not repeated.

RIDDOR reportable accidents, incidents and ill health may require investigatory input from our Health and Safety Officer. This will be determined and arranged by the Chief Executive Officer.

Where necessary, remedial measures will be introduced and monitored. Details of such accidents will be discussed at our health and safety meetings.

3.16 RIDDOR

RIDDOR puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences.

Reporting accidents and incidents at work

A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) provides detailed guidance regarding reportable incidents. In general, the following types of incidents are reportable:

- Death of any person except suicides.
- Specified injuries to workers.
- Over 7-day incapacitation of a worker.
- Non-fatal accidents to non-workers.
- Occupational diseases.
- Dangerous occurrences.
- Gas incidents.



You must keep a record of any reportable injury, disease, or dangerous occurrence for three years. This must include:

- The date and method of reporting.
- The date, time and place of the event.
- Personal details of those involved.
- The injury.
- A brief description of the nature of the event or disease.

See HSIS1 RIDDOR in Social Care.



Health and Safety
Executive

Reporting injuries, diseases and dangerous occurrences in health and social care

Guidance for employers

RIDDOR reports should be made by the Head of Property.

Reportable accidents and incidents will be communicated and reported to the appropriate insurer if required.

3.17 MANUAL HANDLING

Manual handling relates to the moving of items either by lifting, lowering, carrying, pushing or pulling. The weight of the item is an important factor, but many other factors can create a risk of injury, for example the number of times you have to pick up or carry an item, the distance you are carrying it, where you are picking it up from or putting it down (picking it up from the floor, putting it on a shelf above shoulder level) and any twisting, bending, stretching or other awkward posture you may adopt while doing a task.

Manual handling injuries are part of a wider group of musculoskeletal disorders (MSDs). The term 'musculoskeletal disorders' covers any injury, damage or disorder of the joints or other tissues in the upper/lower limbs or the back. Statistics from the Labour Force Survey (LFS) indicate that MSD cases, including those caused by manual handling, account for more than a third of all work-related illnesses reported each year to the enforcing authorities.

There is evidence that, as well as manual handling, heavy manual labour, awkward postures and a recent or existing injury are all risk factors in the development of MSDs. The Manual Handling Operations Regulations 1992 (MHOR) require EduC8 to manage the risks to our employees.

The following legislation may be relevant for assessing moving and handling risks:

- Health and Safety at Work etc. Act 1974 (HSWA)
- Manual Handling Operations Regulations 1992 (MHOR) (as amended 2002)
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)



It is our policy to avoid manual handling activities which carry a risk of injury so far as is reasonably practicable. We achieve this by redesigning the task, using mechanisation etc. Where this cannot be achieved, we assess the risk and implement such measures as are necessary to control it to a reasonable level.

EduC8 Managers are responsible for ensuring that a manual handling risk assessment is undertaken for all manual handling tasks under their control where appropriate.

New and expectant mothers and others who have a health condition which puts them at increased risk of injury are not permitted to carry out manual handling activities. Staff are instructed that they must inform their line manager if they have a health condition which increases their risk of injury.

Manual Handling in Property Services

Property Services Managers are responsible for ensuring that manual handling tasks performed under property development and facilities maintenance are properly considered and risk assessed. This involves ensuring contractors Risk Assessments and Method Statements have taken into consideration the manual handling tasks surrounding the movement of materials, tools and equipment and the hierarchy of control measures.

The requirements of the Construction (Design & Management) must be considered when designing and planning construction works and where possible risks such as manual handling should be designed out or minimised wherever possible.

3.18 EQUIPMENT SAFETY

Educ8 will select and install equipment properly, use it carefully and make sure it is maintained to protect the health and safety of yourself, employees and others who may be affected by the way you use it. Sensible risk assessment is the key, following manufacturer's recommendations for use and maintenance, and ensuring employees are trained and competent. This includes taking reasonable steps to ensure new work equipment complies with the relevant European requirements for safe design and construction. Educ8 will not use, or permit the use of, unsafe work equipment.



Educ8 must ensure:

- Manufacturer's instructions and manuals are available to staff.
- The use of the work equipment has been properly assessed.
- Safe operating procedures are in place and are followed.
- The equipment is regularly inspected and where necessary tested periodically by a competent person.
- Staff have been trained to use the equipment correctly.

For example:

- Portable Electrical Appliances
- Gas & Oil boilers
- Air conditioning
- Vehicles

Employee responsibilities.

Employees are responsible for following any instructions given and making use of the equipment provided.

3.19 SLIPS TRIPS & FALLS

Educ8 recognise that slips, trips and falls are common accidents and can cause serious injuries. It is therefore our policy to do all that we reasonably can to prevent such accidents.

Key points to consider

- Have you assessed the risks and put control measures in place?
- Is the flooring in different parts of your premises suitable for the activities carried out there (e.g., non-slip flooring in potential wet areas)?
- Do your floor cleaning methods create additional slip risks (e.g. leaving the floor wet at a time/place where residents might have access)?
- Are arrangements in place to ensure that floor surfaces are adequately maintained and free from trip hazards?
- Good housekeeping is maintained.

Where residents are assessed as being at high risk of slips, trips, and falls, are individual factors (taking the environment into account) included in the care plan, and are measures to reduce the risk in place?

Floors

Slip-resistant flooring will be used in bathrooms or where surface contamination cannot be effectively controlled. Change in floor surface, e.g. stepping from carpet to a smooth floor or vice versa, can cause stumbles and slips, especially for people with impaired vision or mobility. Where floor levels change, they should be clearly identified, handrails should be considered.

Contamination

Contamination can include food, liquids, urine, talcum powder, leaves and dirt from outside, and cleaning substances etc. Consider how you can prevent floors getting contaminated so far as reasonably practicable. Design tasks to minimise spillages and, if they cannot be prevented, control the contamination e.g., by containing and effective cleaning.

Obstacles

Floors should be kept free from trip hazards and obstructions e.g., avoid trailing wires and ensure equipment is stored away when not in use, rather than left in walkways. Access and egress should be clear and have ramps if considered necessary.

Cleaning

Decide how, when, and how often floors should be cleaned and how spillages can be quickly and effectively dealt with. Decide on the most effective cleaning method and avoid introducing more slip or trip risks. For example, smooth floors left damp by a mop are likely to be extremely slippery and access to these areas should be restricted until they are dry. Spillages or localised contamination should be spot cleaned to reduce the risk of widening the contaminated area. Where traditional mopping takes place, there should be adequate segregation until the floor is dry. Effective training and supervision are essential.

Footwear

Where your risk assessment shows there is a risk of slips and trip injuries, consider providing staff with suitable footwear for the environment or work activity. For example, where floors are likely to be contaminated (e.g. food preparation or wet rooms), staff may require slip-resistant footwear. Cleaners are likely to be exposed to wet floors on a regular basis and appropriate footwear should be provided. It may be appropriate to advise residents about suitable footwear, depending on individual factors.

Human factors

Have a positive attitude towards health and safety – a ‘see it, sort it’ mentality can reduce the risk of slips and trips accidents e.g., dealing with a spillage, instead of waiting for someone else to do it. EduC8 Managers should make regular inspections of their workplace to check for slips, trips and falls.

Workplace precautions

The following are examples of risk control measures which can be taken to control the risk of slips, trips and falls:

- suitable safety flooring in areas which may become wet.
- mats at entrances.
- suitable bags/storage for wet umbrellas.
- wet floor signs.
- regular cleaning to remove dust, grease and other slipping hazards.
- staff provided with materials for cleaning up spillages.
- floor drying techniques employed where floors are made wet during cleaning of occupied areas.
- provision of footwear/footwear rules.
- avoidance of trailing cables by providing sufficient sockets close to point of use.
- training of staff including cleaning staff to minimise slip, trip and fall hazards.
- maintaining surfaces in smooth condition.
- sufficient and suitable storage facilities provided for equipment and materials.
- management and checking of storage areas.
- handrails provided on slopes, stairs and at places where there is a drop.
- step edges highlighted with white/ yellow paint where visibility could be a problem.
- regular removal of waste.
- all parts of the workplace are well lit.

- emergency lighting in case of lighting failure.
- arrangements to deal with ice and snow.
- clearing external traffic routes of algae and the accumulation of leaves.

Responsibilities

All staff are expected to take responsibility for the condition of the work environment and for clearing up any spillages they cause, or discover, and for preventing the obstruction of walkways. Staff are also instructed that they must avoid trailing cables across walkways and that work equipment/materials must be returned to their proper location after use. If they identify a slip, trip or fall hazard which they are not able to deal with they are instructed to inform the manager responsible for the area.

3.20 WORKING AT HEIGHT

Employees may occasionally work at height as part of their job. It is our policy to ensure that these staff and any visitors etc. are not placed at any extra risk because of their job role. To achieve this, a risk assessment will be carried out before any work at height is undertaken. Following this, the most suitable control measures for each individual job will be introduced as are necessary. It should be noted that work at height now refers to all work carried out where there is a risk of a fall, and not just those activities involving heights of two metres or more.

Legal position

This policy has been introduced because of the new Work at Height Regulations 2005 (WAHR). These regulations came into effect on 6 April 2005 and place duties on us to ensure the following:

- All work activities carried out at height must be properly planned and organised
- A risk assessment is undertaken to assess the tasks involved
- Following this assessment, the appropriate work equipment is selected and used
- All those working at height are competent to do so
- Any risks from fragile roof surfaces are properly controlled
- And where equipment is used for work at height, it will be inspected and well-maintained.

Control measures

Educ8 will implement the necessary control measures to ensure that the risks of working at height will be reduced, so far as is reasonably practicable. This will also include ensuring safe access and egress (exit) from the workplace. Wherever possible, the need to work at height will be avoided, though we recognise that this is not always possible. If this is the case, it is our policy that the following control measures will be implemented.

- **Safe site access/egress.** We will take steps to ensure that those working on the site can access it and leave it safely. This includes vehicle access, the bringing of building materials onto and off the site and the need to protect other contractors, staff or visitors from our activities.
- **Choice of access equipment.** When selecting access equipment, WAHR require us to consider collective fall prevention measures over individual ones e.g., the use of scaffolding in preference to safety harnesses. Therefore, in making our selection, we will consider a number of factors including the following:
 - The prevailing working conditions and any space constraints
 - The nature of the risks involved for those carrying out the work
 - The distances involved in transporting the access equipment on site
 - The distances and consequences of a potential fall
 - How often the equipment is to be used and for what duration

- The need for an easy and timely evacuation and/or rescue in the event of an emergency
- Any additional risks posed by the use, installation or removal of that work equipment

Employee duties

All employees are expected to always adopt safe working practices and to follow any instructions made for their safety and that of their colleagues. Employees are also expected to assemble and use any work equipment in accordance with the manufacturer's instructions and their training. If any defects are found, they should be reported to your manager.

3.21 HAZARDOUS SUBSTANCES & INFECTIOUS DISEASES.

It is our policy to ensure that the risks associated with the use of chemicals on-site is minimised at all times. This will be achieved by implementing a series of risk control measures. Our starting point will be to eliminate the use of hazardous chemicals wherever possible. If this can't be done, then we will take all reasonable steps to find less hazardous chemicals. Personal protective equipment (PPE) will be used where hazards cannot be effectively managed by other means. The use of new chemicals will be assessed prior to use. In general, only domestic cleaning and laundry products will be in use for those activities.

This policy must be read in conjunction with The Infection Control Policy.

The legal position

The use of chemicals in the workplace is governed by the Control of Substances Hazardous to Health Regulations 2002 (COSHH) and the Control of Substances Hazardous to Health (Amendment) Regulations 2004. They require us to minimise the risks from using chemicals at work and to introduce control measures to manage those which may remain. COSHH also requires us to train employees in the safe use of chemicals and to monitor the effectiveness of any control measures. In certain circumstances, we are required to conduct health surveillance. This will occur if any employee is exposed to a hazardous substance which is known or is likely to cause a disease or be detrimental to health. COSHH also requires us to store chemicals safely to avoid the risks of fire, explosion, or environmental damage.

Procedure

It is our policy that this procedure will be followed by all staff with responsibilities for the procurement and safe use of chemicals whilst on our premises.

Purchasing chemicals

Adequate information on each chemical must be obtained prior to its use where possible. This will take the form of a safety data sheet (SDS), which should be provided by the supplier of the chemical. If the intention is to use a chemical for the first time, then the relevant SDS needs to be obtained before the chemical is ordered or prior to use. Where necessary, further information will be obtained from the chemical supplier and other resources, such as the Health & Safety Executive website (<http://www.hse.gov.uk>).

Use of chemicals on-site

The use of all chemicals on-site will be assessed. For those which have relatively low-hazard properties, this process will be straightforward. In these cases, it will be assumed that implementation of controls in line with the SDS will be sufficient. If high-hazard substances are required, such as potential cancer-causing agents, managers are expected to try and source less hazardous substitutes. Where this is not possible good controls will be required. If chemicals need to be mixed with other materials, each must be assessed to ensure that no adverse reaction will occur. The SDS will provide information on incompatible chemicals. The importance of this procedure must not be overlooked as even everyday cleaning agents can cause a serious reaction if mixed.

Storage

We will provide appropriate storage according to the properties of each chemical. The type of storage necessary will be determined by reference to the SDS. Special consideration will be given to flammable liquids, environmentally hazardous chemicals and oxidising agents (due to the risks of explosion).

Employee duties

All employees will be expected to co-operate with the employer in respect of any controls which have been introduced, to ensure the safe use and storage of chemicals on site. Where PPE has been deemed to be necessary, employees will be expected to wear and maintain it in line with the manufacturer's recommendations. We also expect all employees to report any concerns to their line manager or supervisor. These will be dealt with promptly. Should any further action be required, then the employee raising the concern will be informed as to what form it

will take.

Employee training

All employees will receive information, instruction and training on how to use chemicals safely. This will be repeated as necessary e.g., on the introduction of new chemicals or processes.

Monitoring

This policy will be monitored by managers through the carrying out of periodic safety audits. These will cover the following:

- Use of chemicals.
- Maintenance of control systems.
- Adherence to safe working practices.
- Provision of information to employees.
- Storage of chemicals.

Where contractors are engaged on site, they will be monitored to ensure that they do not pose a hazard to employees, visitors or themselves.

COSHH/DSEAR stands for: Control of Substances Hazardous to Health Regulations 2002/Dangerous Substances and Explosive Atmospheres Regulations 2002

3.22 LEGIONELLA

It is our policy to properly maintain our water systems to prevent the growth of legionella bacteria.

The guidance is aimed at duty holders, including employers, those in control of premises and those with health and safety responsibilities for others, to help them comply with their legal duties in relation to legionella. These include identifying and assessing sources of risk, preparing a scheme to prevent or control risk, implementing, managing, and monitoring precautions, keeping records of precautions, and appointing a manager to be responsible for others.

Legionnaires' disease is a potentially fatal form of pneumonia. It is normally contracted by inhaling tiny, airborne droplets containing viable legionella bacteria. Although everyone is susceptible to infection, the risk increases with age and some people are at a higher risk, such as people over 45, smokers, heavy drinkers, people suffering from chronic respiratory or kidney disease, diabetes, lung and heart disease and anyone with an impaired immune system. Water systems in care homes need consideration.



Although legionella bacteria are widespread in natural water sources, outbreaks of the illness occur from exposure to legionella growing in purpose-built systems where water is maintained at a temperature high enough to encourage growth and where there are nutrients that support bacterial growth such as rust, sludge, scale, organic matter, and biofilms. The bacteria are dormant below 20 °C and do not survive above 60°C. Airborne water droplets are created by water systems such as hot and cold-water services, atomisers, wet air-conditioning plant, spa baths and hydrotherapy baths.

A competent person, who understands the water systems and any equipment associated with it, should assess the risks of your hot and cold-water systems, and advise on whether adequate measures are in place to control the risk of exposure to legionella bacteria.

Water temperature checks are carried out monthly as a minimum, any outlets that are not used regularly are flushed weekly, and shower heads are cleaned and disinfected quarterly.

3.23 WORK RELATED VIOLENCE & AGGRESSION

General statement

As a responsible employer Educ8 have formulated this policy to help us comply with our legal duties. These include the provision of a safe place and safe systems of work for our staff and others who may be affected by our business activities.

We recognise that potential violence and threatening behaviour are issues of concern to many staff, and we resolve to do all that is reasonably practicable to reduce the risk of such events.

Violence at work

Violence at work has been defined as *“any incident in which the person is abused, threatened or assaulted in circumstances relating to their work”*.



The legal position

S.2 (1) Health & Safety at Work etc. Act 1974 provides that *“it shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his employees”*. We also owe visitors such as customers and suppliers’ similar duties.

For us to fulfil these and other duties, as laid out in regulations, we will do the following:

- carry out a risk assessment to assess the risks to staff, contractors and other visitors.
- decide what control measures, if any, are necessary, including adjustments to the workplace and systems of work.
- implement any control measures if the assessment shows that they are necessary.
- monitor any arrangements to ensure that they are effective.

Management responsibilities

Line managers have a responsibility to ensure this policy is always adhered to including undertaking risk assessments of work which may put staff at risk from violence, making changes to the physical environment, ensuring that there are safe procedures for staff to follow, supervising to ensure procedures are followed, and investigating any incidents.

Should a risk assessment identify that staff training is necessary to reduce the risks, then managers must arrange suitable training in consultation with *our HR department*.

Training will be delivered as necessary to at-risk employees to cover:

- How to respond to rude and aggressive young people.
- How to deal with rude and aggressive visitors or members of the public.
- How to report incidents.
- How to stay safe while lone working.
- What to do in the event of an incident.
- The use of security systems.

Employees’ duties

All employees have a responsibility to take reasonable steps to ensure that they do not place themselves, or others,

at risk of harm. Employees are also expected to co-operate fully with us in complying with any procedures that we may introduce as a measure to protect the safety and wellbeing of our staff and visitors.

The safety of our staff is paramount. So, if anyone finds themselves dealing with rude or aggressive visitors, they must never return aggression as this is how anger can escalate into violence. In the unlikely event that a situation escalates, staff should always withdraw from it. If employees require further training or have concerns about existing procedures, they must raise this with their line manager.

The workplace

EduC8 understand that the design of the workplace can be very important as a means of reducing the risk of violence within it. We will ensure that we do all we can to control the risk through appropriate design, procedures, and training. The security of our staff and visitors is something we take very seriously.

Procedures

The following are guidelines on action that we will take to reduce the risk of violence to staff and visitors:

They are not exhaustive but are a set of principles to be followed if a risk is perceived.

- As part of the risk assessment process, we will talk to staff across the business to assess what, if any, further measures are required.
- Staff are actively encouraged to discuss with their managers any concerns that they may have, and all approaches will be treated sympathetically.
- Any incidents of violence which result in an injury must be entered in the Company's accident book. All incidents of violence, threats and verbal abuse must be reported to an individual's manager.
- If the outcome of any incident is RIDDOR-reportable, this should be followed up by the Property Manager.
- Follow ups are to be completed following an incident to identify any further actions that may be required e.g., further staff training.

They are not exhaustive but are a set of principles to be followed if a risk is perceived.

Advice and counselling

In the event of an employee being a victim of violence, counselling or another specialist help may be required. It is our intention to deal with these cases constructively and sympathetically. Regional Managers and Human Resources are available to give help and assist with any workplace violence-related issues including directing managers and staff to sources of additional support. All requests for help will be treated in the strictest of confidence.

3.24 DISPLAY SCREEN EQUIPMENT

It is our policy that new employees will be assessed as to whether they are classified as DSE (Display Screen Equipment) "users" for the purposes of current legal requirements.

Legal position

The law relating to the use of DSE, such as computers, is covered by the **Health and Safety (Display Screen Equipment) Regulations 1992** (the DSE Regulations). These regulations set down a series of minimum standards for the workstations used by DSE users. This includes seating, lighting levels and workstation layout. We have also incorporated the amendments made to these regulations in 2002.

Definition of "user"

The Health and Safety (Display Screen Equipment) Regulations apply to workers who use DSE daily, for continuous

periods of an hour or more. We describe these workers as 'DSE users'. The regulations don't apply to workers who use DSE infrequently or only use it for a short time.

Procedures

To comply with the DSE regulations, Educ8 have introduced procedures which are to be followed by all staff.

These are as follows:

- All new employees who are required to use computers as part of their job role will be given a self-assessment DSE checklist to complete. It is the duty of Human Resources to provide this to all new starters.
- The DSE self-assessment should be reviewed annually or where any change has occurred, such as location or job role, has occurred.
- Where the checklist identifies problems, such as glare, it is the responsibility of the individual's manager to ensure that these are rectified.
- Staff are actively encouraged to rotate their job tasks and to spend at least ten minutes in every hour away from the computer screen. This time should be spent engaged in work duties such as telephone calls and general office administration. If any employee feels that their workload does not permit adequate breaks, this should be brought to the attention of their manager.
- Where necessary, staff will be provided with training and information to help them set up their workstation correctly.

Employee duties

Employees are expected to complete the self-assessment DSE questionnaire in a timely manner. They are also required to set up and operate their workstations correctly. In the unlikely event that any difficulties are experienced with workstations, employees should bring this to the attention of their manager as soon as possible.

Eye tests

Any employee who has been designated as a DSE user may request an eye test. This should be a full eye and eyesight test by an optometrist or doctor, including a vision test and an eye examination. The employee should have an eye test form signed by their manager prior to arranging an eye test. The cost of the eye test will be reimbursed. Employers must only pay for glasses for DSE work if the test shows an employee needs special glasses prescribed for the distance the screen is viewed at.

Laptop users

It is our policy to ensure so far as reasonably practicable, that laptop computers do not create health and safety hazards for users.

Legal position

As a responsible employer, we recognise our duties under the **Health and Safety (Display Screen Equipment) Regulations 1992 (as amended)** (DSE Regulations). Therefore, we have introduced a policy that applies to all users of laptop computers within the company. It should be read in conjunction with the Display Screen Equipment Policy.

Risk assessment and management arrangements

The smaller size and design of laptop computers mean that users can experience discomfort if the laptop is used for prolonged periods. This is because the smaller screen and keyboard encourages users to bend over, causing shoulder and neck problems.

Laptops, when in use for prolonged periods, fall within the requirements of schedule 1 of the DSE Regulations. It is not possible to meet these requirements unless a laptop is supplemented by additional desktop equipment.

As a result, it is Company policy that:

- Where a laptop is used at the employee's permanent base location, the workstation will be subject to a display screen assessment in the usual way.
- Those who use a laptop as their primary computer will be offered a separate keyboard and mouse. In addition, depending on the outcome of the DSE assessment, they will be supplied either with a screen raiser to use the laptop screen at the correct height, or with a separate screen with height adjustment. Suitable means of connecting the separate devices will be provided, including a docking station where justified for operational reasons.
- Employees are required to use the separate keyboard, mouse and where applicable, screen, whenever they are at their base location.
- Where an employee experiences discomfort in carrying the laptop, the company will seek to resolve the problem in the most appropriate way e.g., by providing a smaller laptop, a backpack style bag or a wheeled bag.

Guidelines for users

Employees are advised to apply the following guidelines:

- Do not overload your laptop bag. Try to carry documents electronically wherever practicable.
- Be security aware. Consider the risk of theft before using the laptop in public spaces. Don't leave the laptop in a car boot overnight.
- Wherever possible, the laptop should be positioned on a firm surface, at normal desk height and used with a chair of appropriate height.
- You are advised to angle the computer screen to minimise reflections.
- Ensure that you have enough space in front of the laptop to rest your wrists and forearms whilst working.
- Take regular breaks, or changes of activity - at least five minutes every hour, and more frequently if you're using the laptop on its own, i.e. no separate keyboard, mouse or screen.
- If any discomfort is experienced whilst using or carrying a laptop, please report it to your line manager.

3.25 GENERAL WORKING ENVIRONMENT

Ensuring a comfortable working environment for our staff is a high priority. Educ8 will do all that is reasonably practicable to ensure that the temperature is suitable, there is adequate ventilation and space and sufficient lighting throughout our premises.

Legal position

The Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR) cover the main requirements for comfort of the internal work environment. These state that internal temperatures should be "reasonable" and that there should be sufficient light, space and ventilation.

Workplace temperature

The workplace is equipped with various forms of heating systems and where applicable, cooling such as fans or air conditioning, blinds to prevent excess effects of sunlight, insulation of the building, portable heating or cooling equipment used to supplement in extremes of temperature.

Space

We have ensured that staff have sufficient space to safely undertake their work activities.

Ventilation

Ventilation of the workplace is provided by opening windows, extraction fans and air conditioning systems.

Lighting

We have ensured that there is suitable lighting for the tasks undertaken having regard to the type of light fitting, the amount of light emitted and the need to avoid glare and excess shadow.

Emergency lighting is also provided to illuminate escape routes and high hazard areas in the event of failure of the normal lighting circuit.

Windows are cleaned regularly to ensure sufficient natural light.

Maintenance

Equipment provided for heating, cooling, ventilation and lighting is subject to an appropriate cleaning and maintenance regime. Gas, Oil and LPG Safety Inspections are carried out by a competent Gas Safe/OFTEC registered engineer. Electrical systems are inspected and tested by a NICEIC (or equivalent) registered electrician.

3.26 ASBESTOS

Educ8 understands that airborne contamination by fibres from asbestos-containing materials (ACMs) can endanger the health of anyone coming into contact with them. We therefore recognise our obligation to prevent disturbance of these materials.

The duty to manage asbestos is governed by the Control of Asbestos Regulations 2012 (CAR 2012) and applies to those who own, occupy and/or manage non-domestic premises.

All Educ8 premises are surveyed for the presence of asbestos or asbestos containing materials. The Type 2 survey and management report for each property is reviewed and the appropriate actions taken to ensure that the properties are safe to use. Any construction work that needs to be done at the property will be planned with full consideration of the asbestos report for the property.

If asbestos is in good condition, not likely to be damaged, not likely to be worked on, and it is considered safe to leave it in place, then a management system will be introduced. The management system should periodically check that the asbestos is correctly labelled, remains in good condition and has not been damaged.

Anyone working in and around asbestos (electricians, plumbers, maintenance staff etc.) must be informed of the presence of asbestos before being allowed to start work. If a contractor is being used, their proposed safe system of work should be reviewed so that it is certain that their precautions will adequately protect employees and residents from exposure.

3.27 RADON

Radon is a naturally occurring radioactive gas that can seep out of the ground and build up in houses and indoor workplaces located in a 'radon-affected area'. Educ8 check when purchasing properties if they are in a radon affected area, and the degree of likely risk from it. (UK radon website www.ukradon.org). If Radon is an issue Educ8 will ensure that the properties are constructed in accordance with Building Regulations and the necessary Radon barriers are in place.

3.28 GAS AND ELECTRICAL SAFETY

Educ8 have a list of approved contractors from which managers can select and request assistance for minor repairs and maintenance. Larger planned works will be managed by the Head of Property.

Gas Safety

Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended.

The Gas Safety (Installation and Use) (Amendment) Regulations 2018 came into force on 6 April 2018.

Gas, Oil and LPG appliances, and associated pipework, flues, and ventilation, will be checked for safety and serviced at least once a year by Gas Safe registered engineers to ensure they are maintained in a safe condition. Only registered engineers will carry out any work on appliances and pipework. Oil and Liquefied Petroleum Gas (LPG) installations and service pipework will also be inspected and maintained to ensure that they are in a safe condition.

Electrical Safety

The Electricity at Work Regulations 1989 (EAWR) set out the standards which apply to the use of electricity in the workplace. This includes source, equipment, and all means of connection in-between.

In accordance with the Electricity at Work Regulations 1989 the following action shall be taken:

- Electrical System Checks will be inspected and tested every 5 years.
- Potable Appliance Testing will take place yearly.
- Emergency lighting will be tested yearly.
- Fire alarms will be tested 6 monthly.
- All electrical work shall only be undertaken by a competent person.
- Electrical systems are inspected and tested by a NICEIC (or equivalent) registered electrician.

3.29 FIRE SAFETY

Although serious fires in care homes and schools are rare, when they do occur, they can be catastrophic. Therefore, those responsible for the Educ8 premises must act and take precautions to prevent fire.

This Fire Safety Policy sets out audit and control measures designed to ensure that fire safety is efficiently and effectively managed.

Educ8 will, so far as is reasonably practicable:

- Safeguard all persons on the premises from death or injury in the event of fire.
- Minimise the risk of fire and limit the spread of fire if it occurs.
- Minimise the potential for fire to disrupt the routine business.
- Comply with the requirements of legislation relating to fire and fire safety.
- Enforce the No Smoking Policy.

This policy applies to all staff, including temporary and contracted workers, visitors, children and young people, and contractors.

This policy will be reviewed annually or in response to legislative or procedural change.

The aims of the policy are to:

- Define the fire safety responsibilities of staff.
- Comply with the Regulatory Reform (Fire Safety) Order 2005 and related legislation.

The Regulatory Reform (Fire Safety) Order 2005 covers general fire safety and is the primary fire safety legislation in England and Wales. The Order, also referred to as the RRO, focuses on fire prevention in all non-domestic premises and applies to all workplaces.

Other legislation relevant to this policy is contained in the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Functions related to the safety duties in Articles 8 to 22 of the RRO are the responsibility of the premises manager.

Every member of staff has a general duty to take reasonable care for the safety of themselves and others who may be affected by their acts or omissions concerning fire safety and must co-operate with the management concerning any duty or requirement made under the Order.

Fire File

Each home should have a fire file. The file should contain all the necessary requirements and precautions to safeguard the property and residents and to comply with fire safety regulations. Employees must familiarise themselves with the fire file and the fire safety measures in place. The fire file should be split in the following areas:

- Copy of Fire Risk Assessment by an external consultant (Annual Review) – copy of original certificates to be kept in Mandatory File (old Fire Risk Assessments to be removed).
- Plans of the home (including location of firefighting and detection equipment).
- Fire Safety / Equipment Checks.
- Evacuation Drill Records.
- Staff Fire Safety training conducted pre-employment online via the Training Hub.

It is the managers' responsibility to ensure that all documentation within the fire file, including training is kept up to date and reviewed accordingly.

Fire Risk Assessment

The fire risk assessment shall be:

- Completed and re-assessed annually.
- Significant findings promulgated to staff.

Educ8 employ a specialist to carry out annual fire safety risk assessments.

The Fire Risk Assessment report must be completed and reviewed annually by the Head of Property, Regional Managers, Director of Education, Home Managers and Education Leads to ensure that fire safety arrangements are in place and effective. Actions must be followed up by the Home Manager/Education Leads and signed/dated once complete.

Layout Plans

A detailed floor plan of the home that shows the room layout of the property and the location of the fire equipment and relevant items on site. As well as fire equipment, it should also show:

- Gas supply shut-off
- Mains fuse box
- Mains water shut-off
- Any gas/oxygen cylinders
- Location of fire alarm panel
- Location of fire alarm break glass points
- Location of firefighting equipment
- Location of muster points
- Location of detectors & sounders

It is vital that this plan is kept up to date. It assists staff in carrying out checks and allows the fire services to assess the building. Home Managers/Education Leads are responsible for this.

Plans should be kept in the fire file and on the office wall.

Fire Safety Checks

- Periodic fire safety check to test fire related equipment to make sure it hasn't been tampered with, is damaged or faulty.
- It ensures equipment is fully operational in the event of an emergency.
- Faulty or damaged equipment must be reported immediately so that it can be replaced or repaired as a matter of urgency.
- Completed Fire check forms must be kept in the fire file.
- Visual checks should take place daily.

Maintenance

Arrangements have been made with contractors to carry out periodic tests and inspections for Fire Extinguishers, Fire alarms, emergency lighting, Portable Appliance Testing etc.

Fire Alarm/Drill/Evacuation

All staff will be trained to assist with the evacuation of the premises in case of an alarm. People are to be directed out and away from the building to a place of safety, ensuring no person re-enters the building unless safe to do so.

The Home Manager or most senior staff member will be responsible for ensuring the fire service has been called and will be available to assist the fire service on arrival.

- Documenting an evacuation or fire drill allows us to see how effective the fire plan is and helps to identify any improvements that could be made to affect a safer, speedier and more organised evacuation of the facility in the future.
- Frequent drills also reduce the 'PANIC' factor and therefore allow staff to go about their designated duties in an emergency, in an effective manner.
- It also provides evidence of our fire drills to the relevant authorities.

- Fire drills are intended to train staff in the procedure to safely evacuate all persons (staff, residents and visitors) in case of a fire alarm.
- A record is to be kept in the Fire Log and is to show - the names of anyone taking part, the time taken for evacuation and any learning outcomes.
- All staff must take part in at least one fire drill per year. In addition to the policy, quarterly fire drills are desirable as good practice.
- If any residents require assistance to evacuate this is to be recorded in a Personal Emergency Evacuation Plan (PEEP). Staff MUST be made aware of this and are to practice it as part of the fire drills.
- New staff/residents are to be 'walked' through the evacuation procedure as part of their induction at the start of employment/admission in the home/school. This is to be recorded in the fire log.

When holding a fire safety briefing, please ensure you cover all subject areas on form Fire Briefing Safety Outline.

All staff must ensure that they understand the fire evacuation procedure for the premises, complete any fire safety training, report any observed concerns about fire safety to the 'Responsible Person'.

Completed evacuation drill record forms must be kept in the fire file.

How you will protect people from a fire:

- Carry out a fire safety risk assessment.
- Keep sources of ignition and flammable substances apart.
- Avoid accidental fires – no smoking, no candles.
- Ensure good housekeeping at all times, e.g. avoid build-up of rubbish that could burn.
- Consider how to detect fires and how to warn people quickly if they start by installing smoke alarms and fire alarms/bells.
- Have the correct fire-fighting equipment for putting a fire out quickly.
- Keep fire exits and escape routes clearly marked and unobstructed at all times.
- Ensure your workers receive appropriate training on procedures they need to follow, including fire drills.

3.30 CONTRACTORS

Where contractors are engaged to undertake work for or on behalf of the company, it is our policy to establish that they are competent to undertake the work safely before they are appointed.

Legal position

This Policy has been created to ensure compliance with the common law duty of care placed on employers, to ensure that only competent contractors are engaged. It also assists us to comply with duties under Regulation 11 of the Management of Health and Safety at Work Regulations 1999, which require that we co-operate and co-ordinate with other employers who share our workplace, to ensure compliance with health and safety law.

In relation to construction work, we are also subject to specific legal requirements under Regulation 4 of the Construction (Design and Management) Regulations 2015 (CDM), which demand that we only appoint contractors to carry out or manage construction work or design work once we have taken reasonable steps to ensure their competence.

Co-ordination of contract work

HR are responsible for ensuring that the competence of any contractor is adequately assessed, by implementing the detailed requirements of this Policy.

Selection

We will undertake checks of the competence of contractors and other appointees in a proportionate manner, according to the risks of the job.

We keep a record of contractors who have passed our approval process including their company details, alongside a list of the types of work for which they are approved.

The assessment process evaluates the potential contractor's technical skills, experience and suitability for the work to be done. It demonstrates that they have the organisational capability to manage health and safety.

When we appoint a company to carry out design or specification work on our behalf, we will take steps to check their understanding of their responsibilities under CDM, including the need to design out risk at source.

Follow up

Before placing a contractor on to our approved list we review the HSE's notices and prosecution database (<http://www.hse.gov.uk/enforce/index.htm>) to determine if the potential contractor has been subject to any formal legal sanction.

Any claim that a contractor has a particular license or registration is verified directly with the scheme in question.

Once a contractor is on our approved list, on an annual basis (or prior to re-using them if they are used less frequently), we re-evaluate essential aspects of their competency including that they continue to hold registrations etc. and that they continue to be adequately insured and that their recent health and safety performance is acceptable.

In addition to checking the competence of appointed contractors we:

- allow sufficient time and resources for all stages of the project.
- provide a client brief and pre-construction information to designers and contractors.
- ensure there are suitable management arrangements for the project including the provision of welfare facilities for use by contractors.
- ensure that a construction phase plan is drawn up before the construction phase begins; and
- notify HSE of the planned project if the construction work is scheduled to last longer than 30 working days and have more than 20 workers working simultaneously at any point or exceed 500-person days.

Overall responsibility for this policy

The Head of Property has overall responsibility for planning and co-ordinating contract work. It is their responsibility to ensure compliance with this Policy in practice.

Pre-contract information

Contractors will be given a client brief explaining, as appropriate: **(1)** the purpose of the work and operational requirements of the finished project; **(2)** client expectations for health and safety; **(3)** design direction; **(4)** point of contact for client discussions; and **(5)** realistic time frame and budget.

They will also be provided with general information covering essentials such as access and parking rules, waste management information, fire procedures, smoking rules, information about vulnerable building users and their protection, safety rules regarding the use of our power supplies, any areas where PPE is compulsory, restrictions on high-hazard equipment, permit-to-work requirements, restrictions and rules about the use of hazardous substances or generation of noise, work at height rules, the use of our facilities, requirements for supervision and quality

assurance, restrictions on the use of subcontractors, security and site contact details.

Co-ordination of construction work

For all work, regardless of scale The Head of Property will ensure that: **(1)** a written or verbal client brief is given; **(2)** pre-construction information is provided; **(3)** a competent project team is assembled (in accordance with our contractor selection policy); **(4)** work does not begin until there is a construction phase plan in place; **(5)** suitable welfare facilities for workers are available throughout the work; **(6)** suitable management arrangements are in place before the project, and maintained and reviewed throughout; **(7)** the contractors' work is segregated from the other activities taking place on our site as necessary for the safety of all persons; **(8)** permits to work are issued as appropriate for work outside of any construction site boundary; and **(9)** any design work carried out on the company's behalf effectively reduces risks at the design stage.

They will also ensure that on completion, the required certification, operating instructions, guarantees etc. are received before payment is authorised, that any inspection and maintenance requirements for new equipment are scheduled and that the performance of contractors is reviewed.

The Head of Property will identify whether a construction project is notifiable to the HSE and submit the F10 (notification) form online.

Checking in on site

To manage the particular risks of contract work being undertaken in our occupied workplace the Premises *Manager* will:

- evaluate any new hazards introduced to the workplace and any hazards arising from our activities which are likely to affect the contractors.
- decide whether it is necessary to segregate the work of contractors from other activities taking place on site either by scheduling the work out of hours or by physical separation.
- ensure contractors comply with the site safety rules provided.
- review our own risk assessments to identify any new or changed risk control measures which need to be implemented for the duration of the work.
- ensure that contractors are briefed in essential health, safety and emergency information including the requirement to sign in and out of the site each day.
- monitor work periodically throughout the day to ensure site safety rules are being adhered to and to identify any additional hazards not previously anticipated.

Monitoring and review

This section applies to work within our workplace:

- All work by contractors is monitored periodically to ensure that it is proceeding in the manner expected, including a high quality of workmanship and a safe method of operation. Monitoring also assists us to check that our signing-in procedure has been followed and identifies any problems with the work or new hazards at an early stage.
- Where monitoring uncovers poor standards, work will stop until the matter can be resolved.
- The frequency of monitoring will be determined based on the likelihood of safety concerns arising.

On completion of work, or periodically where there is an ongoing maintenance contract, we will undertake a contract review process to evaluate satisfaction with the contractor's work and identify any other concerns which may have arisen. The review covers quality of workmanship, safety of operations and the effectiveness of communications with the contractor. Improvements are identified where needed to either the specific working arrangement or the

contractor control arrangement in general.

Where the review indicates that the contractor's standards are below those required, we will act to ensure that the contractor is not used again or that other suitable measures are taken to improve performance. Unsatisfactory performance may result in removal from the approved list.

3.31 BUILDING SAFETY

Doors and gates in areas of the building where residents have access should be designed so they can be opened easily and should not be fitted with strong self-closers. In some instances, where it does not cause an obstruction, it might be beneficial to re-hang some doors to open outwards. Consider how staff can gain emergency access to areas where they may need to assist a lone resident, e.g. toilets and bathrooms. Locks that can be overridden by staff in the event of emergencies may be appropriate for such areas.

The security of doors and gates should be considered where your assessment identifies that children and young people leaving the premises will present a significant risk to their safety.

As with all issues around the design of a building, your assessment should consider the types of doors and closers required for fire protection, and the advice of a Fire Safety Officer may be required.

Where there are risks of children and young people falling from height through open windows, Educ8 will ensure that suitable window restrictors are fitted and maintained.

Where appropriate automatic gates and barriers will be serviced and inspected annually by a competent person.

Garden and outdoor areas, such as ponds, steps/paths, greenhouses, or balconies, can pose a significant risk to staff, vulnerable residents and visitors. Educ8 have arrangements in place for approved Grounds Maintenance Contractors to service and maintain these areas.

3.32 GENERAL WELFARE

The comfort of our staff is a priority, and it is our policy to provide welfare facilities which meet or exceed the minimum legal requirements.

The legal position

The Workplace (Health, Safety and Welfare) Regulations 1992 cover the main requirements for welfare facilities in most workplaces. These include requirements for sanitary conveniences, drinking water, accommodation for clothing, facilities for changing and to rest and eat meals.

The Construction (Design and Management) Regulations 2015 contain equivalent requirements for the provision of welfare facilities on construction sites.

Educ8 provides welfare facilities and a working environment that's healthy and safe for everyone in the workplace.

We will ensure:

- **welfare facilities** – the right number of toilets and washbasins, drinking water and having somewhere to rest and eat meals. Also, adequate rest breaks are provided.
- **a healthy working environment** – a clean workplace with a reasonable working temperature, good ventilation, suitable lighting, the right amount of space/seating and appropriate waste containers.

- **a safe workplace** – well-maintained equipment, with no obstructions in floors and traffic routes, and windows that can be easily opened and cleaned.

3.33 SMOKING

This policy has been developed to protect all employees, customers and visitors from exposure to second-hand smoke and to assist compliance with the smoke-free legislation made under the Health Act 2006 (as applicable to England), Smoking, Health and Social Care (Scotland) Act 2005, Smoking (Northern Ireland) Order 2006 and the Smoke-free Premises etc. (Wales) Regulations 2007. Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other serious illnesses.

It is the policy of EduC8 that all our workplaces are smoke- and vape-free and that all employees have a right to work in a smoke-free environment. Smoking is therefore prohibited in all enclosed and substantially enclosed premises in the workplace. Smoking for these purposes includes the use of cigarettes, cigars, pipes, electronic cigarettes (or e-cigarettes) and any other type of smoking and all types of tobacco products.

Smoking/ vaping is prohibited indoors at any time.

This also includes Company vehicles.

In addition, when working on behalf of the Company, all staff and subcontractors are prohibited from smoking or vaping within any of our children's homes, schools or within any area where "No smoking" signs are displayed.

If you wish to smoke or vape, you must do this in your own time either outside your normal hours of work or during designated breaks, such as your lunch break. You are not permitted to take additional smoking breaks during the day.

Our employee/resident smoking policy outlines our rules regarding smoking in the workplace. This policy aims to protect non-smokers without unreasonably depriving smokers from their right to smoke.

This policy applies to all young people, employees, visitors, and others.

Our employees who smoke need to follow this policy so they will:

1. Protect non-smokers from second-hand smoking.
2. Avoid setting off alarms and smoke detectors.
3. Avoid fires from discarded cigarettes.

Implementation

Overall responsibility for policy implementation and review rests with the Chief Executive Officer. However, all staff are obliged to adhere to, and support the implementation of this policy. The policy will be drawn to the attention of all new staff members on recruitment/induction.

Designated smoking/ vaping areas

We permit smoking/ vaping only at designated smoking areas and we advise our employees and young people to:

- Extinguish their cigarettes and discard them only in appropriate containers.
- Avoid smoking near flammable objects and areas.

Non-compliance

This policy will be communicated to employees, children and young people. Failure to comply with the above rules is a disciplinary offence and will be dealt with in accordance with the Company's disciplinary procedure. If a consultant, contractor, customer, member of the public or visitor does not comply with this policy, they will be warned that they are committing an offence, requested to immediately refrain from smoking and, if they refuse, they will be asked to leave (or will be ejected from) the premises.

3.34 NEW & EXPECTANT MOTHERS

It is our policy to ensure that the workplace is a safe environment for new and expectant mothers at work. Through risk assessment we ensure that all adaptations are applied as necessary for the protection of the employee and her baby.

Legal position

We are required to undertake risk assessments for the work of new and expectant mothers under the Management of Health and Safety at Work Regulations 1999 (as amended). We are also required by the Workplace (Health, Safety and Welfare) Regulations 1992 to provide rest facilities for employees who are pregnant or are nursing mothers.

General risk assessment

When we undertake general risk assessments of our work activities we consider the risks to particular individuals, including employees who are women of childbearing age, new mothers and those who are pregnant. As a result of these general risk assessments, we have identified that some activities involve risks to persons in these groups as follows: violence and aggression and manual handling. We have implemented risk control measures as a result.

Specific risk assessment

We undertake a specific risk assessment for each individual employee who is pregnant, has returned to work following birth, or is a nursing mother. These assessments consider HSE guidance and any particular concerns raised by the individual employee.

These risk assessments are undertaken by *Line manager, HR manager* with input from the individual employee. Occupational medical advice will always be obtained if there are medical issues or risks which are not obvious and easy to control. Recommendations arising from the assessment are implemented promptly. In addition, where a pregnant worker uses computers for a significant part of her work, we will review her workstation assessment.

Review

Risk assessments are reviewed at least every three months whilst the employee is pregnant and working, and then on their return to work. They are also reviewed if there have been changes in the matters to which they relate, or incidents which indicate the assessments might not be valid.

3.35 FIRST AID

It is our policy to ensure that appropriate first aid arrangements are in place for our residents, staff and any visitors to our premises. Our first aid personnel may also assist others in the vicinity of our workplace in an emergency.

Our first aid arrangements include sufficient trained employees for our business needs and maintaining an adequate supply of first aid equipment. We provide enough information to staff to enable first aid assistance to be sought

during normal working hours and where work is regularly undertaken outside these hours, adequate first aid cover will be provided.

The legal position

Our duty to provide first aid at work is governed by the Health and Safety (First Aid) Regulations 1981. These require us to carry out an assessment of first aid needs to determine what first aid facilities and personnel are necessary to meet the needs of our business. We are also required to review this assessment periodically to ensure that current provision is adequate.

To comply with these Regulations, our assessment has considered a number of factors, including the following:

- size of the business.
- type of business.
- building layout.
- history of accidents.
- proximity of business location to emergency medical services.
- needs of travelling and/or lone workers.
- first aid cover in times of sickness or annual leave.

Responsibilities of first aid personnel

To carry out their duties effectively, first aid personnel have the following duties and responsibilities.

First aiders are responsible for:

- responding promptly to all requests for assistance.
- summoning further help if necessary.
- providing treatment within the limitations of their competence.
- Calling an ambulance where necessary.
- looking after the casualty until recovery has taken place or further medical assistance has arrived.
- reporting details of any treatment provided.
- undertaking a weekly or monthly check (as a minimum) of first aid kits and replenishing them as necessary.
- using the techniques shown to them during their training.
- accurately recording the details of the accident/incident in the company accident book.
- ensuring that the accident reporting procedure is followed.

Procedures

The following are general first aid-related procedures to be followed by all staff:

- If you are aware that an employee has been taken ill, or has had an accident, call for assistance. Unless first aid trained you should not attempt to give first aid treatment yourself.
- Any vehicle can be used to transport an individual with a minor injury. A first aider (where available) should accompany the injured party. The first aider should not be the driver. Anyone who has suffered a serious injury should be taken to hospital in an ambulance.
- If you need to access a first aid kit for personal use, seek assistance from a first aider.
- Do not remove first aid equipment from its designated place.
- Any loss or damage to first aid equipment must be reported to your line manager.
- If a first aid kit is poorly stocked, this should be reported to your line manager.

Dealing with visitors

If the need arises, our first aiders are authorised to provide first aid assistance to visitors and those in the vicinity of our premises. Should a visitor feel unwell or have an accident, then the employee supervising their visit should call for a first aider. If the visitor has had an accident, the visitor host is responsible for ensuring that an entry is made in the accident book.

Staff training

All first aiders will have a current certificate in first aid.

Training is organised by *Human Resources*.

In addition to completing formal training, first aiders should regularly re-read their notes and check for updates to the latest guidance on their trainer's website (where applicable) and at <https://www.hse.gov.uk/firstaid/>.

Where necessary, all line managers will be expected to organise shifts and rosters to enable staff to attend first aid training. We will do our best to ensure that sufficient notice of both initial training courses and any re-qualifications or refreshers are given to managers to assist with this planning.

Information for employees

We acknowledge that first aid arrangements will only operate efficiently where they are understood, both by employees and others who may be working on our premises. These include part-time and temporary staff.

Information on the current first aiders along with their contact details, is displayed on standard green and white signs within our premises.

First aid equipment and facilities

First aid facilities can be found in all Educ8 premises and in vehicles.

4. PROPERTY SERVICES

Educ8 as a building owner, user or managing agent and have maintenance, small-scale building work or other minor works carried out in connection with a business – you will be a client with legal duties under the Construction (Design and Management) Regulations 2015 (CDM 2015).

Complying with CDM 2015 will help ensure that no-one is harmed during the work, and that your building is safe to use and maintain while giving you good value. Effective planning will also help ensure that your work is well managed with fewer unexpected costs and problems.

Many clients, particularly those who only occasionally have construction work done, are not experts in construction work. Although you are not expected to actively manage or supervise the work yourself, you have a big influence over the way the work is carried out. Whatever the size of your project, you decide which designer and contractor will carry out the work and how much money, time and resource is available. The decisions you make have an impact on the health, safety and welfare of workers and others affected by the work. CDM 2015 is not about creating unnecessary and unhelpful processes and paperwork. It is about choosing the right team and helping them to work together to ensure health and safety.

<http://www.hse.gov.uk/construction/areyou/commercial-client.htm>

As a client, you need to do the following:

- 1 Appoint the right people at the right time.
- 2 Ensure there are arrangements in place for managing and organising the project.
- 3 Allow adequate time.
- 4 Provide information to your designer and contractor.
- 5 Communicate with your designer and building contractor.
- 6 Ensure adequate welfare facilities on site.
- 7 Ensure a construction phase plan is in place.
- 8 Keep the health and safety file.
- 9 Protecting members of the public, including your employees.
- 10 Ensure workplaces are designed correctly.

5. SERVICE DELIVERY

EduC8 differ from other workplaces because we are not only places of work but operate services legally registered as children's homes and schools that accommodates children and young people. It is therefore important that they are pleasant places where the freedom and dignity of children and young people is respected, and where everyone's health and safety is sensibly and effectively managed.

Social care and education are about people – a large, diverse workforce looking after a predominantly vulnerable population. Employees have the right to work in a healthy and safe workplace, while children and young people should receive care that is safe, and takes their needs, freedoms, and dignity into account.

Managing these different needs will sometimes present unique and complex situations which can, when not effectively managed, result in serious harm to employees or children/young people. We need to be aware of the different risks and control them effectively.

6. TERMS OF REFERENCE

Health and Safety at Work etc. Act 1974

Management of Health and Safety at Work Regulations 1999

HSG 220 Health and safety in care homes