

# HEALTH & SAFETY POLICY AND PROCEDURES EMPLOYEE HANDBOOK

CITY CARE SOUTHWEST LTD

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CITY CARE SOUTHWEST LTD

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## SECTION 1: INTRODUCTION

This policy outlines the commitment of City Care Southwest Ltd to meeting our legal duties and providing, as far as is reasonably practicable, the required standard or above for the Health, Safety and Welfare of the Company and the people affected by our business activities.

It outlines details of:

- Our organisation;
- The Health and Safety structure of our organisation;
- Responsibilities within the company for implementing our management system;
- Responsibilities of Personnel outside the Company;
- Safety arrangements and procedures;
- Arrangements for auditing, monitoring and reviewing the Health and Safety systems.

We have examined the way in which we carry out our business activities in line with the responsibilities placed on the Company by the Health and Safety at Work Act 1974 (HASWA), established industry standards, nationally issued guidance and codes of practice.

The policy will be reviewed on an annual basis or more frequently if required, to ensure that it is current and reflective of our arrangements and legal requirements. The Health and Safety Policy Statement will be displayed in a prominent position.

City Care Southwest Ltd will exceed their standards for Health, Safety and Welfare within the work environment by engaging our employees through delegating responsibilities to managers, supervisors and any other personnel that have been given suitable and sufficient information, instructions, training and supervision.

All employees working for City Care Southwest Ltd understand their responsibilities for Health and Safety. Compliance and performance will be measured during management appraisals and company audits, this will be documented and kept on file with [The Registered Manager](#).

We support a 'don't walk by' culture and encourage everyone to be an ambassador of safety for the company. We will continue to monitor and review our business activities to ensure we maintain and improve the Health and Safety of the Company.

Competent Health and Safety advice is provided by Aventure Ltd to support our responsible personnel. Specialist advice and services will also be sought if required, and we will consult with our employees as deemed necessary.

For more in depth or specific information, please contact [The Registered Manager](#) who is the overall Responsible Person in charge of Health and Safety.

## HEALTH AND SAFETY POLICY STATEMENT

City Care Southwest Ltd are committed to, and accept our moral and legal duties for ensuring, so far as is reasonably practicable, the Health, Safety, Welfare and Wellbeing for all our employees within the work environment.

We take safety seriously and we will set clear action plans to continually improve our performance. Everybody in the company must 'play their part' so if you see something that is unsafe, 'don't walk by', take appropriate action.

In particular we will:

- Provide adequate control of the Health and Safety risks arising from our work activities;
- Consult with our employees on matters affecting their Health and Safety;
- Provide and maintain safe plant and equipment;
- Ensure safe handling, storage and use of substances;
- Provide information, instruction and supervision for employees;
- Ensure all employees are competent to do their tasks, and give them adequate training;
- Ensure sufficient resources are provided to meet the needs of the Health and Safety Policy;
- Prevent accidents and cases of work-related ill health;
- Maintain safe and healthy working conditions;
- Review and revise this policy as necessary at regular intervals.

To assist us in complying with our legal duties, all employees are required to cooperate with City Care Southwest Ltd, to ensure that they promote a positive safety culture and that their acts or omissions do not cause harm to themselves or others. Any dangerous activity will be subject to review which may result in disciplinary action for breach of the company rules.

City Care Southwest Ltd also recognise our duty of care to ensure that the Health and Safety of visitors, contractors and the general public is not affected as a result of coming into contact with our premises and activities. These persons will be given the relevant information and instruction prior to ensure that their activities are controlled and monitored in such a way as to identify health and safety failings early, so as not to cause harm to our employees or themselves.

All sections within this policy have been approved by **Rhiannon Williams** and are reviewed annually, or earlier if there is a significant change within the business.

Date .....

Review Date.....

Name: **Rhiannon Williams**

Signed .....

Position: **Director**

## ENVIRONMENTAL POLICY STATEMENT

City Care Southwest Ltd recognises the need to control environmental issues through a planned, systematic approach through an Environmental Management System (EMS), by reducing our global environmental burden. We aim to look at our direct effect on the surrounding environment, the disturbance that our work activities have on the people in the surrounding vicinity and the wider effect of our activities on global resources.

City Care Southwest Ltd aim to suitably control the environmental effects of our work activities by protecting and improving the environment through good management and adopting best practice wherever possible. This includes a commitment to develop a culture of continual environmental improvement and wherever possible, adopting greener alternatives.

We will:

- Assess the environmental impact of business operations and continuously seek to improve environmental efficiencies of our operations, including buildings and work practices;
- Raise staff awareness through the provision of suitable information and training on environmental issues and encouraging participation in environmental matters;
- Comply fully with relevant environmental legislation, codes of practice and regulations;
- Commit the necessary financial resources to fulfil the environmental policy;
- Endeavour to use sustainable materials and products that are reusable or can be recycled in order to minimise waste;
- Reduce energy consumption, and where possible, work with suppliers who themselves have sound environmental policies;
- Where necessary, ensure that all waste (*including hazardous*) is transported and disposed of in an environmentally acceptable manner, in accordance with statutory duty of care requirements.

We will regularly monitor performance and compliance with the Environmental Policy, and carry out an annual review of its content and amend where necessary. City Care Southwest Ltd will communicate the Environmental Policy to all employees and sub-contractors, to ensure that we work together to reduce our environmental burden. Upon request, it will also be available to customers and the general public.

Date .....

Review Date.....

Name: Rhiannon Williams

Signed .....

Position: Director

## ORGANISATION

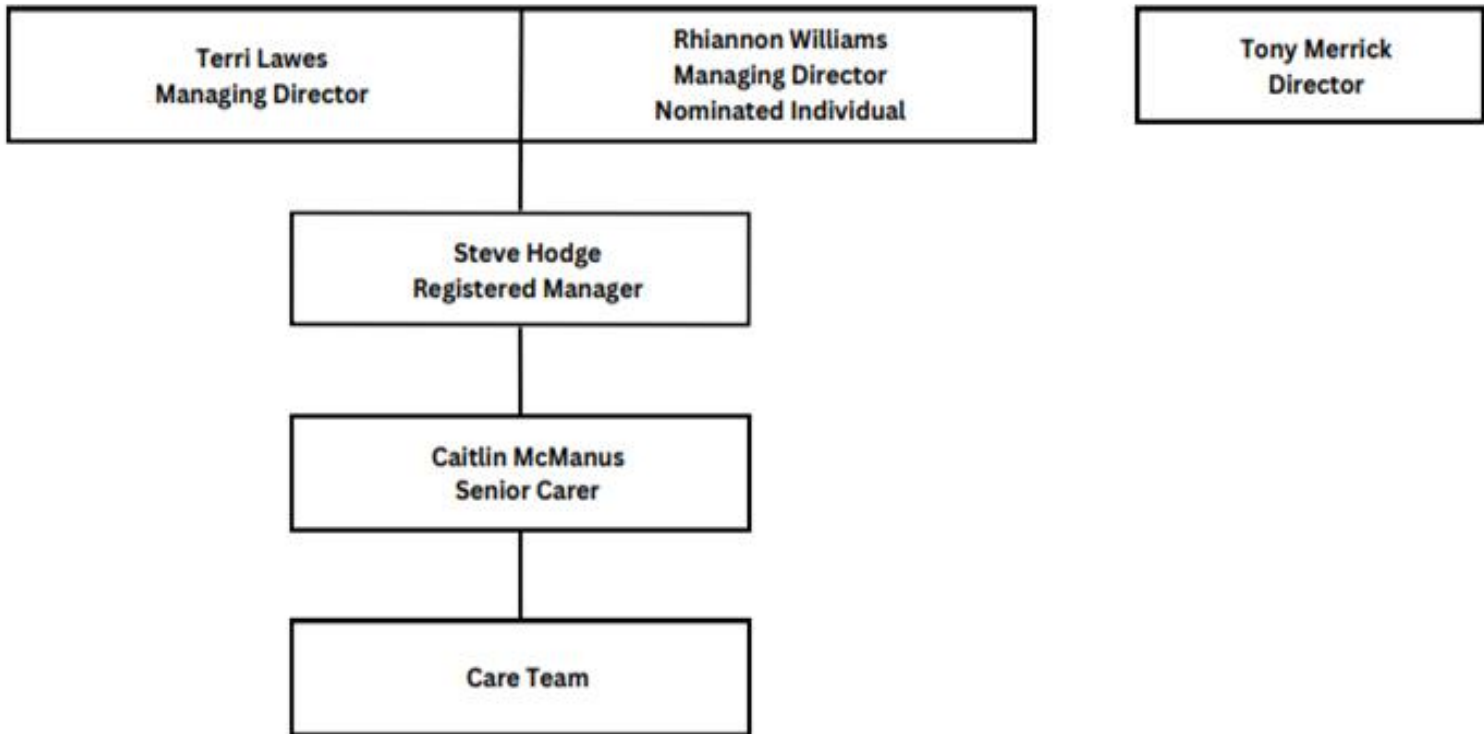
City Care Southwest Ltd recognises our legal duties to safeguard the Health, Safety and Welfare of all the people our business affects, as well as the environment. Rhiannon Williams has overall responsibility for this task. We have looked at how our workplace operates as well as the factors that may affect our operations. We shall continue to monitor, review and act on our findings in our commitment to continuous improvement of our Health and Safety procedures.

### General Responsibilities

As part of our responsibilities for City Care Southwest Ltd we will:

- Through Rhiannon Williams and management team, actively encourage and demonstrate by example, a commitment to promoting a positive Health and Safety culture;
- Fully involve all staff in our Health and Safety procedures and consult at all levels to ensure good two-way communication;
- Ensure adequate cover for Employers' Liability Insurance is in place and display the certificate in our workplace;
- Ensure that the Health & Safety Policy and Welfare Management System is kept up to date;
- Review the Health, Safety and Welfare Management System on a regular basis or if there is a need to address any issues, at any time;
- Establish good reporting procedures and maintain a record of significant findings, in addition to the legal requirements to record and monitor our procedures;
- Provide and liaise with an appointed Health and Safety Representative and have access to Health and Safety advice, in order to ensure we work within the current legislation;
- Make sure that the risk management systems are in place and effective. We will consider these in identifying risks, evaluating their potential consequences and determine an effective method of eliminating or controlling personnel, and where the risks cannot be eliminated, action will be taken to minimise the impact;
- Make sure that the whole of the Health and Safety requirements of the company are addressed and that individuals are aware of their own responsibilities;
- Ensure that this policy will be supported by supplementary written procedures, arrangements and guidance;
- Ensure that any work sub-contracted by our company shall, in all cases, be suitably planned and those commissioned for the work are vetted for competence, in order to ascertain that it can be demonstrated the work meets statutory requirements, and the contractors are competent to undertake the work safely. Where necessary, as part of this, Contractors will be required to provide suitable risk assessments and method statements;
- Provide the necessary support and assistance (interpreters, appropriate signage, etc.), should we employ or utilise the services of anyone who is non-English speaking;
- Employees have a legal duty to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions and to fully engage in the environmental policy.

## ORGANISATIONAL CHART



## SECTION 2: RESPONSIBILITIES

### Responsibilities of Rhiannon Williams

Rhiannon Williams has overall responsibility under the Health and Safety at Work Act 1974 for Health and Safety matters within the Company and in particular will:

- Take an active role around health and safety matters by promoting a positive work culture and acting promptly where deficiencies are identified;
- Ensure that resources are widely available for the successful implementation of the Health and Safety Policy;
- Delegate responsibilities to appointed, competent persons who will manage the Health, Safety and Welfare arrangements within the company;
- Ensure agendas for meetings incorporate Health and Safety matters, to ensure that the policy requirements detailed above, are fulfilled;
- Regularly review the Health and Safety standards and practices within the company and ensure that at least annually or more frequently, this Health and Safety policy is reviewed and reflects any relevant changes (business activities or legislation and guidance);
- Take an active role within the investigation procedure for serious accidents, incidents and cases of ill health. We will ensure that serious incidents are reported in accordance with RIDDOR, and will seek assistance from Avensure where necessary;
- Rhiannon Williams has the ultimate responsibility for ensuring that all contractors carrying out maintenance and/or construction work on the premises, are passed through the selection process, whereby we will require evidence of their competence and other supporting documentation (risk assessments, method statements, Health and Safety policy, accident reporting procedure, etc.).

## Responsibilities of The Registered Manager

The person identified as the overall responsible person for overseeing the day-to-day activities and maintaining high standards of Health and Safety within City Care Southwest Ltd is **The Registered Manager**.

They will:

- During meetings, inform **Rhiannon Williams** of any Health and Safety issues or concerns that have the potential to affect the company, our employees or others who may come into our company;
- Following meetings, they will consult with employees and any other relevant persons on Health and Safety matters through team meetings, memos, toolbox talks or on the noticeboards;
- Consider arrangements if/when purchasing materials and equipment outside the EU to ensure that the relevant Product Safety Legislation and Labelling requirements are complied with through manufacturer instructions, maintenance schedule and Safety Data Sheets;
- Ensure that the premises are maintained in a safe and sound condition by carrying out, or outsourcing testing, inspection and maintenance as applicable. This may include:
  - *Fixed electrical installations;*
  - *Portable Appliance testing;*
  - *Fire alarm tests;*
  - *Facilitate Fire evacuation drill;*
  - *Fire extinguishing media checks;*
  - *Emergency lighting checks;*
  - *Carry out a first aid needs assessment;*
  - *Housekeeping;*
  - *Combustible waste;*
  - *Access and Egress to premises.*
- Make suitable arrangements for supervision and monitoring of employees (and sub-contractors) so far as is reasonable, taking into consideration the level of risk from the work activities and the competence within the workforce;
- Ensure so far as is reasonably practicable, work equipment and PPE (Personal Protective Equipment) is supplied to employees, and any other persons who enter our workplace and may be affected by our activities. These will be assessed for suitability and where necessary, maintained;
- Ensure that our external Health and Safety advisory service, Avensure, and any other specialist advisors as required, are informed of:
  - Any dangerous occurrence, incident or work-related illness which caused or had the potential to cause serious injury or ill health;
  - Any proposed changes to the business (premises location, activities or management structure);
  - Any potential new hazards brought to attention that may need to be assessed within the current risk assessments;

- Any notification of Health and Safety failings from enforcing authorities through correspondence or visits;
- Where further assistance is required **The Registered Manager** will contact Avenure or a specialist advisor, to ensure that the relevant risk assessments for City Care Southwest Ltd are suitable and sufficient and communicated appropriately to all employees (and sub-contractors).

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## Responsibilities of Managers and Supervisors

All Managers and Supervisors are required to:

- Read and understand the City Care Southwest Ltd Health and Safety Policy and comply with the arrangements identified in this document;
- Understand the importance of a positive Health and Safety culture by leading by example and enforcing health and safety rules;
- Co-operate with City Care Southwest Ltd to fulfil our various statutory requirements;
- Ensure compliance of the company's requirements under health, safety and environmental legislation.
- Monitoring on a daily basis that high standards of housekeeping are maintained, with gangways and exits remaining clear and unobstructed, and kitchens/toilets are in a clean condition;
- Ensure that the no smoking policy is strictly applied;
- Ensure that risk assessments are acted upon and that the results are shared with employees undertaking those activities;
- Report to Rhiannon Williams any health and safety concerns, which they are not able to resolve.

## Responsibilities of all Employees

All employees have legal duties under the Health and Safety at Work Act 1974. These duties are:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions at work;
- To co-operate with the management to enable the employer to carry out legal duties or any requirements as may be imposed;
- Not to intentionally or recklessly interfere with, or misuse any item provided in the interest of Health, Safety and Welfare.

In order to fulfil these duties, employees at City Care Southwest Ltd will:

- Upon receiving of any health and safety information, familiarise themselves with the procedures relating to their work activities;
- Abide by the requirements set out in the Policy and Risk Assessments and raise any issues with their Manager;
- When working with machinery/equipment, materials or substances, ensure that they are used in accordance with the manufacturers guidance and follow the information, instruction and training provided by City Care Southwest Ltd. This includes:
  - Following the Safe System of Work and not misusing equipment/machinery
  - Not to knowingly use defective equipment and report immediately to the superior if any defects are found
  - Wearing suitable PPE that has been provided, and ensure maintenance is carried out including reporting loss or damage.
- Report any colleagues who are not complying with the safety arrangements to their manager. This includes safety concerns, accidents or near misses;
- Not to work under the influence of alcohol or drugs.

**All employees of City Care Southwest Ltd are aware that any activity carried out which places colleagues or others in danger, or those who breach their legal requirements under health and safety legislation is a criminal offence and following further investigation, action may be taken against the individual by the Company or an Enforcing Authority.**

## SECTION 3: ARRANGEMENTS

### Risk Assessment / Risk Management

City Care Southwest Ltd recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all significant risks arising from work activities are adequately managed.

City Care Southwest Ltd will endeavour to comply with the relevant legal requirements, as contained within the relevant legislation, other applicable legislation and guidance notes issued by the Health and Safety Executive.

In particular, the following rules and procedures will be applied in relation to these areas or work activities:

City Care Southwest Ltd will institute a programme of hazard identification and risk assessment of all its activities in order to eliminate, reduce or control, so far as is reasonably practicable, any harm or danger to employees or other affected persons.

- All risk assessments will be fully documented and recorded;
- All risk assessments will be reviewed annually (or sooner if an accident should occur or there is a change in the work process);
- All Risk Assessments will be monitored on a regular basis at a frequency determined by, and stated within, the assessment;
- All relevant employees or other persons will be informed of the significant findings of risk assessments that relate to their work activities or otherwise affect them.

#### **DEFINITIONS**

**Hazard** - something that has the potential to cause harm.

**Risk** - is the likelihood of the harm being realised. The risk, therefore, reflects both the likelihood that harm will occur and its severity. It will generally be recorded as insignificant, low, medium or high.

#### **CONTROL MEASURES**

Where work activities, items or areas with significant risks are identified, the risk assessment will contain details of the measures that must be applied or actions that must be taken in order to eliminate, reduce or control the risks in question and therefore allow the activity etc. to be carried out safely.

These required measures or actions are referred to as 'control measures'.

The following principles will be applied to adopting control measures:

- Avoiding the risks altogether;
- Evaluating the risks which cannot be avoided;
- Combating risks at source;
- Adapting the work to the individual;
- Adapting to technical progress;

- Replacing the dangerous with the non-dangerous or less dangerous;
- Developing a coherent overall prevention policy;
- Giving collective protective measures priority over individual protective measures;
- Giving appropriate instructions to employees.

### **REVIEW AND REVISION**

The risk assessments must be kept up-to-date and be reviewed and modified, where necessary. If changes take place which mean that the current risk assessment is no longer valid or that it can be improved, the assessment must be reviewed. In all cases, risk assessments will be reviewed on a regular annual basis.

All significant findings of risk assessments and subsequent monitoring must be recorded. The records must include:

- The significant hazards identified in the assessment - those which might pose serious risk to workers or others who might be affected by the work activity if they were not properly controlled;
- The levels of risk associated with the hazards;
- The existing or required control measures;
- The people who may be affected by the risks or hazards, including any groups of employees who are at special risk;
- Decisions taken as a result of the assessment.

The person responsible for Risk Assessment and Management is **The Registered Manager**.

## Safe Systems of Work and Working Procedures

City Care Southwest Ltd recognises that we have a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that safe systems of work and/or safe working procedures are developed, understood and followed.

In particular, the considerations that will be applied in relation to the preparation and development of safe systems of work and safe working procedures will include:

- The work or tasks being carried out;
- The associated potential hazards;
- Any existing instructions or procedures;
- Who is doing the work;
- The skills and abilities of the people;
- The level of control and supervision required;
- The tools or equipment that are required;
- The personal protective equipment required;
- The associated training requirements;
- Any isolation or locking-off requirements;
- Any permit to work requirements;
- Other activities being carried out;
- Communication requirements;
- Emergency planning;
- Handover procedures upon completion;
- Monitoring requirements;
- Review and updating requirements.

The following rules and procedures will be followed in relation to this area:

- All safe systems of work and safe working procedures will be developed by the relevant manager / supervisor in conjunction with **The Registered Manager**;
- All safe systems of work and safe working procedures will be brought to the attention of all employees and other persons that they affect;
- Regular monitoring of compliance with, and the effectiveness of, all safe systems of work and safe working procedures will be carried out;
- All safe systems of work and safe working procedures will be reviewed and amended, where necessary, on an annual basis or when significant changes in the activities or other matters to which they relate occur;
- All safe systems of work and safe working procedures will be reviewed and amended, where necessary, following an accident or incident arising from the related activities, or when the results of monitoring reveals problems of compliance or effectiveness.

The person responsible for our Safe Systems of Work arrangements is **The Registered Manager**.

## Information, Instruction and Training

The need for effective communication between all parties in the workplace is recognised by City Care Southwest Ltd.

To enable them to carry out their work activities, City Care Southwest Ltd will ensure that its employees are provided with adequate information and suitable instructions.

Information and instruction will be provided in a form which takes account of any language difficulties or disabilities.

Information relevant to the safety of all will be communicated where the workplace is shared.

- City Care Southwest Ltd will not require any employee to perform any work activity or task unless they have received suitable and adequate information, instruction and training, or is working under the supervision of a trained and competent employee;
- City Care Southwest Ltd acknowledges the importance of providing information, instruction and training to all new staff as soon as is practicable after commencement of employment;
- City Care Southwest Ltd recognises that instruction and training may also be necessary for existing employees to act as a reminder and to accommodate any changes in their work practices or environment;
- City Care Southwest Ltd accepts the responsibility of ensuring that all temporary employees are also given basic health and safety information, instruction and training appropriate to their work activities and environment;
- The training needs for all employees (or groups of employees) and their related work activities will be evaluated, and the results of the evaluation will form the basis of a training matrix;
- Training need's assessments will be reviewed periodically, and the training matrix updated as required;
- Records will be kept of all training provided to employees and any relevant outcomes.

At all workplaces where employees are located, all relevant safety information will be provided. This will include:

- HSE law poster
- Fire safety instructions
- Names of Fire Wardens and First Aiders
- Employer's Liability Insurance Certificate
- Health and Safety Policy
- Environmental Policy
- Other safety instructions relevant to that workplace

The person responsible for overseeing Information, Instruction and Training is **The Registered Manager**.

## Consultation

City Care Southwest Ltd recognises that communication is a two-way process.

The Registered Manager or an appropriate supervisor will call regular meetings in which all onsite employees will be briefed as to what is required of them on a day-to-day basis and also, should an emergency arise, what steps should be taken.

At such meetings, in addition to the technical aspect of the work activities, safety will be discussed, and controls developed and handled on an equal level of priority with other elements of the business meeting.

Details of these meetings and discussions will be documented.

The consultation will involve not only giving information to employees but also listening to and taking account of what employees say before any Health and Safety decisions are made.

We will ensure that Safety Representatives have the required facilities, equipment and information for them to participate fully and effectively to enable them to carry out their functions, as proportionate to the workplace and that they are treated in line with the current Regulations and our HR Policy.

In order to communicate effectively, we will ensure that employees understand the meaning and purpose of the policy, vision, values and beliefs, which underline it.

Designated Managerial/Supervisory staff (as applicable) will establish lines of communication with other organisations/persons that may be affected by City Care Southwest Ltd's activities. This may be through the use of signage, verbally, in writing or a combination of these methods.

Likewise, Managerial/Supervisory staff (as applicable) shall expect that other organisations/persons will communicate health & safety or organisational issues that may affect City Care Southwest Ltd's staff welfare & Health and Safety.

The person responsible for overseeing our consultation arrangements is The Registered Manager.

## Accident Reporting and Investigation

City Care Southwest Ltd recognises that it has a responsibility to provide a safe and healthy working environment and acknowledge that this includes ensuring that all accidents and incidents are reported and investigated.

In particular, the following rules and procedures will be applied in relation to this area by City Care Southwest Ltd and its employees:

All employees are required to report all accidents to **The Registered Manager** as soon as possible.

For these purposes, an accident is defined as any unplanned event which may give rise to injury, ill health, property or plant damage or any other potential loss, including near misses. All accidents involving injury must be recorded in the accident book or equivalent form of recording. This record can be made by the relevant first aider, injured person or another suitable person e.g. manager, colleague or another appointed person.

- All accidents must be recorded by the appropriate manager on the Accident Report Form. The completed accident report form must be forwarded to **The Registered Manager** for further analysis or investigation;
- All accidents must be investigated by the appropriate manager and recorded on the Accident Investigation Form;
- If the accident or incident is reportable under RIDDOR the required notification procedures as detailed below must be followed by the nominated person(s);
- Where an accident investigation reveals matters that are required to be implemented in order to prevent a recurrence, the required action must be taken immediately by the appropriate manager;
- Where an investigation reveals that immediate action is required to prevent a recurrence but circumstances dictate that it is not possible or feasible, any required interim measures to ensure the safety of the persons affected must be taken (e.g. disconnection of equipment).

The person responsible for overseeing our Accident Reporting and Investigation arrangements is **The Registered Manager**.

## Fire Safety and Other Emergencies

City Care Southwest Ltd will endeavour to control the associated risks and to comply with the legal requirements relating to fire safety and other emergencies, as contained within the relevant Legislation.

The following rules and procedures will be applied in relation to this area and associated work activities:

- The company will take such general fire precautions that will ensure, so far as is reasonably practicable, the safety of all employees and other persons that may be affected by its activities;
- Risk assessments will be completed for all premises occupied by the Company for the purpose of identifying the general fire precautions required to be implemented;
- The significant findings of the assessments and details of any groups of persons identified as being especially at risk will be recorded and brought to the attention of relevant employees and other affected persons;
- All relevant risk assessments will be subject to periodic monitoring at a frequency prescribed by the assessment;
- All relevant risk assessments will be subject to periodic review at a frequency prescribed by the assessment or when they are no longer valid or significant changes have occurred;
- Where dangerous substances may be present in or on premises, the risk assessment will take account of any relevant special hazards with a view to eliminating or reducing the risks so far as is reasonably practicable;
- All premises will be equipped with appropriate fire-fighting equipment and with fire detectors and alarms where considered to be necessary, as determined by the risk assessment;
- All non-automatic fire-fighting equipment will be easily accessible, simple to use, and their location will be indicated by signs.
- Suitable and sufficient emergency routes and exits in order for employees and any other persons to evacuate as quickly as possible;
- All emergency routes and exits will lead to a place of safety and will be indicated by signs;
- All emergency exits and the routes to emergency exits from premises must be kept clear at all times. All emergency exit doors will open in the direction of escape and allow easy and immediate opening. All emergency exit doors must remain unlocked and unfastened at all required times;
- All emergency exits and routes requiring illumination will be provided with suitable emergency lighting;
- All fire alarms will be maintained in efficient working order, good repair, serviced at required intervals and tested at regular intervals, as determined by the risk assessment. A suitable record of such tests will be kept and maintained;
- Fire drills / emergency evacuations will take place at required intervals. A suitable record of such drills shall be kept and maintained;
- All employees will be provided with suitable and sufficient instruction and training on the appropriate precautions and actions required to be taken by them in case of fire or other emergencies. This training will be provided at induction and repeated periodically and/or when required;

- All visitors to Company premises, including contractors, will be provided with suitable information and will be required to record their details in a register, including times of arrival and leaving.

City Care Southwest Ltd will appoint one or more suitable `Competent Persons` for every premise, who will be responsible for ensuring that all preventative and protective measures for fire and other emergencies are in place. All such appointees will be provided with adequate information, training and other resources in order to carry out their role and duties effectively.

City Care Southwest Ltd will appoint a sufficient number of fire marshals at every premise in order to implement and manage the emergency evacuation procedures. Duties of fire marshals will be as detailed below.

The company will prepare and publish a Fire / Emergency Plan for all company premises as detailed below.

### **Fire / Emergency Plan**

Any person discovering a fire shall raise the alarm and then notify the fire marshal or appropriate Manager/Supervisor. The Fire Marshal or Manager/Supervisor shall ensure that the relevant emergency services are phoned giving the following information:

- Name of person making call
- Site address;
- Telephone number;
- Nature of incident (if known);
- The Fire Marshal shall remove the visitors book/staff register and vacate the premises by the nearest available exit.

All personnel should vacate the premises calmly and quickly by the nearest available emergency exit and assemble at their nominated point.

Once at the assembly point employees must report to the fire marshal who will conduct a roll call to establish complete evacuation or any missing persons.

The person responsible for overseeing our Emergency arrangements is **The Registered Manager.**

## First Aid

City Care Southwest Ltd recognises that it has a responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring the provision of adequate numbers of trained First Aiders and adequate First Aid equipment and facilities.

In particular, the following rules and procedures will be applied in relation to this area:

- The Company will ensure that adequate and appropriate equipment, facilities and personnel are provided at all workplaces to enable First Aid to be given to employees and other persons if they are injured or become ill at work;
- The level of provision of First Aid facilities at each workplace will be determined by an assessment of the particular circumstances and risks involved;
- When carrying out an assessment to determine the level of provision of First Aid facilities the factors that will be considered will include:
  - Any significant risks present as identified within a risk assessment;
  - Any specific risks present e.g. hazardous substances, dangerous machinery;
  - Areas where different levels of risk have been identified;
  - Records of accidents or ill health;
  - Numbers of employees;
  - Employees with special needs or disabilities;
  - Special site location issues;
  - Shift work or out-of-hours working;
  - Employees who travel or work alone;
  - Employees on sites occupied by other employers;
  - Work experience trainees;
  - Access by members of the public.
- Suitable and sufficient First Aid boxes will be provided in all workplaces and work situations;
- All First Aid boxes will be stocked in accordance with the outcomes of the first aid assessment; Where no significant risks or other factors are revealed by the assessment, boxes will contain a minimum stock of the items recommended by HSE guidance;
- First Aid boxes will be located in conveniently accessible positions in workplaces and these locations will be clearly marked;
- The Company will ensure the appointment of suitable and adequate Appointed Person(s) and First Aider(s) for every workplace;
- The numbers of Appointed Persons and First Aiders in each workplace will be determined by the First Aid risk assessment and in accordance with HSE guidance;
- A list of current First Aider(s) and Appointed Person(s) will be displayed on all company notice boards or otherwise brought to the attention of employees;
- All Appointed Persons and First Aiders will receive suitable and sufficient training in accordance with HSE guidance and will receive appropriate refresher training as and when required;
- The duties of Appointed Persons and First Aiders will be as indicated below.

### **Duties of First Aiders**

- To ensure the First Aid facilities are available and boxes are stocked according to the issued instructions;
- To maintain records in all of the cases that they treat;
- To inform **The Registered Manager** of any matter relating to the provision of First Aid that they deem necessary;
- To carry out the duties of an Appointed Person as appropriate;
- To maintain a current First Aid certificate;

### **Duties of Appointed Persons**

- To take charge of situations where someone is injured or falls ill;
- To ensure a First Aider is summoned (if available);
- To call an ambulance and/or other emergency service;
- To give any emergency First Aid treatment to the level for which they have been trained;
- Maintain the First Aid box and replenish as necessary.

The person responsible for overseeing our First Aid arrangements is **The Registered Manager**.

## Manual Handling

The main injuries associated with manual handling include:

- Musculoskeletal disorders (MSDs) e.g. back strain, slipped discs;
- Hernias;
- Lacerations, crushing of hands or fingers;
- Repetitive strain injuries e.g. tenosynovitis;
- Bruised or broken toes or feet;
- Various sprains and strains.

The following rules and procedures will be applied in relation to this area and associated work activities:

- City Care Southwest Ltd will, wherever possible or feasible, avoid the need for potentially hazardous manual handling by providing mechanical means or other working systems;
- Where it is not possible or feasible to avoid potentially hazardous manual handling, suitable and sufficient risk assessments of the tasks involved will be carried out, with a view to reducing the risk of injury by the implementation of control measures;
- All manual handling assessments will be designed to look at all of the following areas:
  - The tasks involved;
  - The individual capacities required
  - The loads involved;
  - The working environment involved;
  - Other factors (PPE).
- Suitable records will be kept of all manual handling assessments, which will be brought to the attention of all relevant employees.
- Suitable and sufficient instruction, training and supervision will be provided in the correct handling and lifting techniques to all employees involved in manual handling tasks.
- Suitable and sufficient required personal protective equipment will be provided to all employees involved in manual handling.
- Employees will not be required to lift or move any loads that are beyond their individual capabilities.
- Employees will be encouraged to seek assistance when lifting or moving loads from other employees when required.
- The selection of persons to carry out manual handling or lifting tasks will be based on the training given, age, physique etc.

The person responsible for overseeing our manual handling arrangements is **The Registered Manager**.

## Driver Safety and Security

The statistics released annually by the HSE and information in the media, is recognised by City Care Southwest Ltd who acknowledges the risks from driving when at work. Controlling the health, safety and welfare of their employees whilst driving either company or self-owned vehicles used for work, is a responsibility of City Care Southwest Ltd.

The hazards and problems associated with driving include:

- Fatigue due to excessive driving hours;
- Distractions during driving;
- Driving without care or attention;
- Driving without a valid licence or insurance;
- Driving when disqualified or under the influence of alcohol or drugs;
- Exceeding speed limits due to unreasonable demands;
- Loading and unloading of vehicles;
- Failing to report accidents or offences;
- Driving in adverse weather conditions;
- Unsafe conditions of vehicles;
- Overloading or unsafe loading of vehicles;
- Theft from vehicles and associated violence.

Drivers must be in control of their vehicle at all times, this is company policy. Even for the shortest period when in control of a vehicle, no electronic devices are to be used. Means of communication including mobile phones are to be used only if the vehicle has stopped in a safe place with the handbrake applied.

- Drivers must be fit to drive. It is forbidden for any employee who is under the influence of drugs, alcohol or any substance likely to cause a danger to themselves or others to drive. A Supervisor or Manager should be immediately informed, should any member of staff feel unfit to drive for any reason;
- Only those employees who hold a current valid driving licence for the vehicle type they plan to drive are authorised to do so;
- A copy of all drivers full UK driving licence will be held on file in order for authority to drive on company business to be given;
- It will be required of authorised drivers to notify the Company of driving convictions and offences. For all drivers, business use insurance must be in place;
- Instructions on how to carry out these checks will be issued to employees and they will be reminded to undertake them;
- Driving without the correct glasses or contact lenses (where required), when fatigued, when under the influence of alcohol or drugs, or if suffering from any illness or taking any medication that may affect their ability to drive safely, will be highlighted to employees as circumstances when they must not drive;
- City Care Southwest Ltd employees should, as far as possible, avoid the use of mobile phones when driving in order to avoid the disturbance of their concentration;

- City Care Southwest Ltd will not put any pressure on its employees to answer calls whilst driving;
- Calls should be made prior to the start of the journey or when the journey has concluded;
- If calls need to be taken or made during a journey, employees will only do so when they are parked in a safe area and the engine switched off.

## Own Vehicle Policy

As part of our overall health and safety policy, we are committed to reducing the risks which our staff face and create when on the road as part of their work. We ask all our staff to play their part by always driving within road traffic laws, safely and responsibly. Failure to comply with the policy may be regarded as a disciplinary matter.

### Senior managers must:

- lead by example, by ensuring that they drive within road traffic laws, safely and responsibly, and by following the organisation's driver assessment and training policy.

### Line managers must ensure:

- they also lead by personal example
- staff understand the dangers and consequences of poor driving
- staff receive appropriate help and advice to ensure their vehicles are safe
- periodic checks of vehicle documents are conducted to monitor compliance of staff who use their own vehicle for work
- periodic visual inspections are conducted of staff's own vehicles that are used for work staff understand what to do if they consider they are at risk due to the driving they are required to do
- staff are confident that they can report and discuss any road safety problems they might have with an appropriate person without fear of being treated unfairly
- work related road safety is included in team meetings and staff appraisals and periodic checks are conducted to ensure our policy is being followed
- they follow our monitoring, reporting and investigation procedures to help learn lessons which could help improve our future road safety performance
- help improve our future road safety performance
- they challenge unsafe attitudes and behaviours, encourage staff to drive safely, and lead by personal example in the way they themselves drive.

### Staff who drive their own car for work must ensure:

- it meets our minimum safety specifications (age, additional safety features)
- they have a valid driving licence
- they have business use motor insurance for the amount of business mileage they undertake
- their car is taxed, MOT'd and serviced according to the manufacturer's recommendations
- they co-operate with our procedures for driving licence and vehicle checks
- their vehicle is used safely (e.g. seat belt use, secured loads)
- they report crashes, incidents, fixed penalties, summons and convictions for any offence, including vehicle defects, to their line manager
- co-operate with our monitoring, reporting and investigation procedures.

The person responsible for overseeing driver safety is [The Registered Manager](#).

## Slips, Trips and Falls

City Care Southwest Ltd will ensure that areas and operations which involve a high risk of slip, trip and fall accidents will be eliminated, so far as is reasonably practicable.

City Care Southwest Ltd will designate a senior member of staff to oversee and implement the necessary control measures.

City Care Southwest Ltd will look in detail at the design of work areas and traffic routes and ensure regular maintenance.

Risk assessments, processes, methods and controls will be developed, implemented and clearly communicated to all involved. All risk assessments must consider the hazards that could result in slips and trips and, where identified, measures must be taken to eliminate, reduce or control the risks involved. When carrying out risk assessments, account must be given to access of areas by members of the public and possible vulnerable groups (e.g. older people and disabled).

City Care Southwest Ltd will ensure there are periodic visits and monitoring of work areas and traffic routes by the Responsible Person and carry out checks on site so as to ensure that the applicable controls are maintained.

City Care Southwest Ltd will ensure that our staff are kept safe by identifying the risks and providing the necessary training for which the appropriate records will be kept.

Other measures that City Care Southwest Ltd will include:

- Selecting floor surfaces must include consideration of the slip resistant qualities and general suitability to the areas in question and the activities or processes carried out;
- Spillage procedures must ensure the rapid clean-up of any spillages or contamination by designated personnel without further endangering employees and other persons. Where floors are greasy a suitable cleaning agent must be used;
- Warning signs and barriers must be erected during the removal of spillages;
- Levels of lighting must be provided and maintained in all areas and walkways;
- Suitable footwear will be provided for employees, taking into account the conditions, the work and the individual, where necessary;
- Trailing leads must be avoided in all working areas and walkways;
- All accidents and incidents involving slips and trips must be recorded and investigated fully, with consideration being given to the underlying causes and required improvements to prevent a recurrence. Employees must report all spillages immediately to their Manager/Supervisor together with any building defects or other problems that are causing floors to be wet, slippery or uneven.

The person responsible for overseeing our slips, trips and falls policy is [The Registered Manager](#).

## Stress

The likelihood of an employee having or contributing to an accident, becoming a hazard to themselves as well as to others, may significantly be increased by an employee who is severely stressed.

City Care Southwest Ltd will review the impact of stress at work and acknowledges they have a responsibility to control the Health, Safety and Welfare of its employees. The HSE's management standards for stress shall be applied in order to manage stress in the workplace.

Primary sources of stress at work are covered by these:

**Demands** – workload, work patterns and the work environment

**Control** – how much say the employee has in the way they do their work

**Support** – the encouragement, sponsorship and resources provided by the employer, management and fellow employees

**Relationships** – includes promoting positive working, the avoidance of conflict and dealing with unacceptable behaviour

**Role** – whether the employee understands their role and conflicting roles are avoided

**Change** – how change is managed and communicated.

The symptoms of stress in individuals and in groups should be looked for by management and supervisory staff who should have a good awareness of this. Additionally, any employee strongly suspecting a fellow employee or themselves are being affected by stress must refer this to the appropriate Manager who will arrange for the person to be supported.

City Care Southwest Ltd employee's work performance and workload will regularly be reviewed under this policy. Every chance to air views and grievances at these reviews will be offered.

The person responsible for overseeing our stress policy is **The Registered Manager**.

## Display Screen Equipment

The main health problems associated with the use of display screen equipment include:

- Aches and pains in the hands, wrists, arms, neck, shoulders or back;
- Eyestrain or similar visual problems;
- Headaches;
- Stress and fatigue;
- Skin irritation or rashes.

City Care Southwest Ltd will identify all “Users” in accordance with current legislation – those employees who use DSE for a significant part of their working day (usually in excess of 1 hour).

For all “Users”, a suitable assessment of the risk will be carried out. As far as is reasonably practicable, any risks identified will be reduced.

Adequate training and information in the correct set up and use of DSE will be received by all “Users” on a regular basis.

City Care Southwest Ltd will make a contribution to the basic price of spectacles provided specifically for the use of DSE and eye tests will be provided upon request.

Any user who works at home or away from the Company’s premises will receive adequate information on the correct set up and use of DSE. This information should enable the person to complete their own DSE risk assessment, which once done, must be returned to their Managerial/supervisory staff (as applicable).

Any risks identified will be reduced to as low as is reasonably practicable.

The person responsible for overseeing our DSE arrangements is **The Registered Manager**.

## Personal Protective Equipment (PPE)

City Care Southwest Ltd recognises PPE will be selected following a risk assessment identifying its need. The use of PPE is part of City Care Southwest Ltd's strategy to control risk.

PPE shall be provided free of charge, to all personnel requiring it to carry out their allocated tasks. The selection will be based on the PPE's ability to afford the best protection.

It will be ensured, by City Care Southwest Ltd, that suitable and adequate quantities of PPE are available at all workplaces and used appropriately.

Personnel shall report any loss or damage of PPE. Employees will utilise issued PPE fully and correctly.

PPE will be personally issued to the individual.

Other considerations include:

- City Care Southwest Ltd acknowledges that, as a means of hazard elimination, the use of PPE is the last consideration;
- Where it has been established that PPE is the only means, or is required to supplement other control measures, City Care Southwest Ltd will ensure that adequate supplies of suitable PPE are available and maintained;
- Each department will maintain a list of all tasks requiring PPE and specify the standard of the PPE required;
- Registers of PPE will be kept, including details of any inspection, maintenance or replacement requirements and relevant records;
- Where appropriate, all PPE will conform to the applicable British Standard, and/or the relevant `Certificates of Approval` issued by the Health and Safety Executive, or will be required to have the appropriate CE marking;
- Where required, suitable and sufficient storage accommodation will be provided for PPE when not in use;
- All employees required to wear PPE will receive suitable and adequate information, instruction and training in its use, maintenance, cleaning and storage and the relevant risks it will avoid or limit;
- All employees required to wear PPE must use it in accordance with the training and instructions provided;
- All employees must report any defects to PPE or loss to **The Registered Manager**.

The person responsible for overseeing our PPE arrangements is **The Registered Manager**.

## Visitors

Visitors will be under the supervision of one of our members of staff and/or will be provided with information via signage that will assist them in remaining safe during their visit.

The person responsible for overseeing our Visitor arrangements is The Registered Manager.

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## Lone Working

A Lone worker is defined as 'a person who works by themselves without close or direct supervision'.

Examples of lone workers would include:

- People who work in isolation in premises or areas of premises;
- People who work outside normal working hours (e.g. security, cleaners, maintenance staff);
- Mobile workers.

Employees working alone is not generally prohibited. In cases where specific legislation requires more than one person to be involved in the operations or activity and circumstances where either the location or the nature of the work is unsuitable to a lone worker in some specific instances we will ensure that lone working does not take place.

If it is the case lone working is likely to occur as part of an employees working conditions, this must be established and confirmed.

Prior to the lone work commencing, risk assessments must be carried out and control measures put in place. Communication, as an element of remote supervision should be included as part of the method of work. Only employees who display a high level of competence in their given tasks should be involved in lone working.

Certain cases of lone working are not permissible, and the worker will require physical supervision, included are young people undergoing training and other potentially vulnerable staff.

The person responsible for overseeing our Lone Working arrangements is **The Registered Manager**.

## Violence and Aggression in the Workplace

City Care Southwest Ltd has strict rules and codes of conduct to ensure that all persons, work colleagues, visitors and members of the public are treated with equal respect and consideration.

We actively encourage reporting of all forms of harassment, aggression or violence in the workplace and make sure our managers and supervisors are adequately trained to recognise any signs of such issues. They will oversee and implement the necessary control measures.

Where necessary City Care Southwest Ltd will provide counselling or occupational health services support.

It is necessary to have an easy channel of communication for people to make the senior management aware of any issues regarding workplace aggression and violence.

In particular, the following rules and procedures will be applied in relation to this area and associated work activities:

- An assessment of the risks relating to work related violence faced by employees must be carried out for all relevant work activities or situations;
- Management and employees at all levels will be encouraged to take work related violence seriously. It must not be accepted as “part of the job”;
- The Company will adopt suitable measures to minimise exposure of employees to work related violence;
- All employees who could be affected by work related violence must receive adequate and suitable information, instruction and training to assist them in recognising signs of aggression and situations that could result in violence and how to avoid or deal with them;
- The Company will implement and monitor a system for the reporting and investigation of any incidents of work-related violence;
- Where work-related violence is due to physical violence, mental abuse or threatening behaviour by management or a fellow employee the Company will fully investigate the feasibility of taking legal and/or disciplinary proceedings against any perpetrators as appropriate;
- All employees are required and encouraged to report to their manager/supervisor any incidents of work-related violence regardless of the circumstances;
- Employees who have been victims of, or otherwise affected by, work related violence will receive all support, counselling, legal advice or other assistance from the Company as is necessary to assist them in their recovery.

The person responsible for overseeing our Violence and Aggression policy is [The Registered Manager](#).

## New or Expectant Mothers

An employee is required to notify City Care Southwest Ltd (in writing) that she is pregnant, has given birth within the previous six months, or is breastfeeding.

A certificate from a registered medical practitioner or a registered midwife showing that she is pregnant is required to be provided to City Care Southwest Ltd by the employee.

In the event that an employee notifies City Care Southwest Ltd that she is pregnant, and on return to work following birth, we will undertake a specific risk assessment of her work taking into account HSE guidance and any particular information which the employee has provided.

Reviews of the assessment at regular intervals by managerial/supervisory staff (as applicable) or as/when the employee requests it, will be carried out.

Suitable facilities for pregnant and breastfeeding mothers to rest while at work will be provided by City Care Southwest Ltd.

Some activities involve risks to new or expectant mothers at work e.g. use of chemicals, exposure to vibration, risk of specific infections, exposure to lead, heavy lifting, etc. As a result, additional risk control measures which are implemented on notification of pregnancy should be informed to the employee and anyone else who would need to know and be observed by all parties. These control measures will be the outcomes of a specific risk assessment for the employee, which will take into account such considerations as the impact of their pregnancy on them, the nature of the work and physiological changes during the period they are pregnant.

Recommendations arising from the assessment are implemented promptly and the assessment is reviewed every 3 months or as required.

If a new or expectant mother has a medical certificate stating that night work could adversely affect her health, we will offer alternative day time work or if such work is not available, will suspend her from work on paid leave.

The person responsible for overseeing our New or Expectant Mothers policy is **The Registered Manager**.

## Young Persons

Ensuring the safe working environment of young people, particularly those under 18, is an accepted responsibility of City Care Southwest Ltd.

City Care Southwest Ltd will undertake a risk assessment in accordance with current legislation before employing a young person.

City Care Southwest Ltd will make arrangements for the protection at work of all young persons from any risks to their health & safety which are a consequence of their lack of experience or absence of awareness of existing or potential risks, or the fact that they have not yet fully matured.

A young person will not be employed by City Care Southwest Ltd for work that:

- Involves a risk of accidents, which they are unlikely to recognise because of their lack of experience
- Training or attention to safety
- Is beyond their physical or psychological capacity
- Involves a risk to their health from extreme heat, noise or vibration;
- Exposes them to substances chronically harmful to human health, e.g. toxic or carcinogenic
- Substances, or effects likely to be passed on genetically or likely to harm any unborn child
- Exposes them to night work, which is not normally permitted between 22.00 and 06.00 but may be varied in writing to 23.00 to 07.00 hours
- Exposes them to radiation.

In the following special circumstances, the restrictions do not apply:

- As a requisite for training (e.g. NVQ, SVQ, In-House, Apprenticeships)
- Where supervision by a competent person will be provided to the young person, and
- Where reduction of the risk to the lowest level that is reasonably practicable is achieved.

City Care Southwest Ltd will obtain parent or guardian consent before employing a young person below the minimum school leaving age and provide the local authority with relevant information on the individual so that he/she can be issued with an employment permit.

The person responsible for overseeing our Young Persons policy is **The Registered Manager**.

## Drugs and Alcohol Misuse

The Health and Safety of staff, employees and others effected by City Care Southwest Ltd's work or in City Care Southwest Ltd premises, could be adversely impacted by alcohol or drug misuse by their employees or contractors.

Therefore, alcohol and/or drugs are prohibited in the workplace and whilst representing City Care Southwest Ltd as a matter of policy.

A report must be made to the appropriate supervisory or management representative in the event that any persons are known to be, or strongly suspected of being affected by alcohol and/or drugs. Arrangements will be made for the person under the influence to be removed from the workplace.

Substance abuse is divided into three main categories:

- Alcohol Dependence/Excessive Consumption;
- Taking or possession of illegal drugs;
- Solvent abuse (inhalation of glues or gases).

Substance dependency is a condition where an employee's consumption of alcohol/drugs/solvents continually or repeatedly interferes with his/her health, attendance or work performance.

If any employees feel there may be an issue with any of the above in relation to themselves or colleagues, they will inform [The Registered Manager](#).

The person responsible for overseeing our Drugs and Alcohol policy is [The Registered Manager](#).

## Smoking at Work

With no exceptions, smoking is prohibited throughout the entire workplace. Employees, contractors, or visitors are covered by this policy.

To smoke or permit smoking in a smoke-free area is an offence. Should anyone be seen smoking in a smoke-free area this should be reported to managerial/supervisory staff (as applicable).

On clear display at or near the entrances to smoke-free premises, public spaces and within vehicles are 'No Smoking' signs of the appropriate size and containing the information required by the relevant regulation.

The person responsible for overseeing our Smoking policy is **The Registered Manager**.

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## Working at Height - Ladders and Step Ladders

Only where the use of more suitable work equipment is not justified, will ladders be used. Factors such as risk and short duration of use or, because of existing features within the workplace, which cannot be altered, which make ladders the only possible suitable equipment, are examples of reasons for this.

Unless a risk assessment shows that this is the only reasonably practicable and final option, no work will be conducted from ladders. City Care Southwest Ltd will make every attempt to eliminate the use of ladders and step ladders as an option for working at height.

Where it is decided that ladders are the only option, only if a risk assessment shows the following, will they be used:

- That the task is low risk;
- That the operative can maintain three points of contact;
- Ladders are clearly identifiable and subject to regular inspections;
- All ladders are EN131 standard only;
- That the task is of short duration (under 30 minutes);
- Ladders can be set at an angle not exceeding 75 degrees (1 out to 4 ratio).

To reduce the risks to a minimum, additional control measures will be introduced (if practicable). Ladder stays, stand offs or other proprietary ladders or ladder securing devices will contribute to such measures.

Persons using ladders will be familiar with the hazards associated with the use of this equipment and will have attended training in the use of ladders and any associated accessories.

Only when the risk assessment determines that their use has a low risk and is of a short duration (less than 30 minutes), and where other equipment cannot fit due to space restrictions, will step ladders be used. For work whilst the operative is on the steps, priority will be given to selecting work equipment with a working platform and some type of edge protection or rail. In the first instance, podium steps or similar design equipment will be considered.

To enable the work to be carried out from no higher than the third tread from the top, we will ensure step ladders will be of sufficient height and only used on a firm and level base.

Prior to each use and on a regular basis, all ladders and step ladders will be inspected, which shall be recorded.

The person responsible for overseeing our Ladders policy is [The Registered Manager](#).

## Lifting Equipment

A wide range of equipment is incorporated and categorised as “lifting equipment”. For example, lifts in buildings, hoists, etc.

Suitability for the task must be assured for all lifting equipment prior to use.

Adequate information from the installer or supplier of lifting equipment on its safe and proper use will be obtained by City Care Southwest Ltd.

Thorough examination and inspection in accordance with the relevant standards, for any lifting appliance or lifting equipment provided or delivered to a workplace, must be completed for this appliance or lifting equipment and it must have been tested.

All lifting equipment including lifting accessories, are identified on a schedule which is used to ensure that each item has received the maintenance and inspection required.

At the workplace copies of inspection certificates, register entries etc. must be available.

On a daily basis, when in use, the equipment will be subject to recorded inspections by the operator and on a regular basis dependant on its use and environment.

Equipment weight capacity must not exceed the safe working load of that lifting equipment or be used in a way or for a purpose for which it is not intended. This equipment must only be used by employees trained in the use of all such apparatus.

Equipment is clearly marked with its 'safe working load' (SWL). As appropriate, equipment is also signed to indicate its prohibition for the carriage of persons or where applicable, is marked to indicate the maximum number of persons which it is designed to carry.

Suitable storage is provided for lifting accessories to prevent accidental damage or corrosion.

Equipment is subject to a maintenance regime in accordance with good practice and taking into account manufacturers' instructions. Equipment is also subject to periodic thorough examination and testing to a schedule, meeting the requirements of the Lifting Operations and Lifting Equipment Regulations (LOLER) and an inspection report is issued. Equipment must also be examined on assembly. Improvements identified through inspections are undertaken as required.

Pre-use inspections are carried out by operators of lifting equipment and the results recorded. Defective equipment is taken out of service whilst awaiting repair or replacement.

The person responsible for overseeing our Lifting Equipment arrangements is [The Registered Manager](#).

## Welfare Facilities

Availability of suitable and sufficient welfare facilities at all workplaces for all employees, contractors and visitors will be facilitated. This should include:

- Drinking water;
- Toilet facilities;
- Washing facilities;
- Facilities for rest, preparing/eating meals, including means for boiling water.

At all facilities, a satisfactory standard will be upheld, with regard to:

- Temperature;
- Ventilation;
- Cleanliness/hygiene;
- Accessibility;
- Lighting.

The person responsible for overseeing our Welfare arrangements is The Registered Manager.

## **Hazardous Substances/COSHH**

(Control of Substances Hazardous to Health)

A Hazardous Substance is any material, substance or process to be used or likely to be encountered which could be a Hazard to the Health of employees or others.

Risk assessment(s) related to the use of products or the creation of by-products, to identify whether those substances are Hazardous to Health, shall be carried out by City Care Southwest Ltd. A workplace/job specific Control of Substances Hazardous to Health (COSHH) assessment will be produced if necessary. To ensure the Health and Safety of personnel affected by the use of substances Hazardous to Health and the protection of the environment, appropriate control measures must be identified and implemented. To provide collective protection and/or personal protection, such control measures may seek to eliminate/substitute the substance.

### **General Precautions**

The following general precautions apply to the use, handling and transporting of chemicals and other Hazardous Substances:

- Products must never be allowed to come into contact with, for example the eyes and skin;
- Personal protective equipment and clothing must be worn, if required;
- Always observe good industrial hygiene practices;
- Do not swallow materials or use in areas where food is being consumed;
- Inhalation of chemical vapours or dust should be avoided;
- Adequate ventilation must be provided;
- Suitable respiratory protection must be worn, if required;
- Facilities for the washing and cleansing of the skin must be made available with the necessary cleaners and barrier creams;
- Store all products in ventilated areas away from extremes of temperatures;
- Clean up spillages instantly and dispose of waste using suitable containers;
- Except for transport in closed packages, materials must only be handled by authorised personnel;
- Ensure the correct equipment for handling the products is made available;
- Any person using or handling chemicals and other Hazardous Substances who shows symptoms which may possibly have been caused by exposure to the product should immediately be removed from the area and medical advice sought. Reference should always be made to the relevant COSHH assessment and material safety data sheet.

The person responsible for overseeing our COSHH policy is **The Registered Manager.**

## Electricity

The use of electricity in the workplace is widespread and represents a significant risk of personal injury and fire.

Unless employees hold the relevant qualifications and have been authorised, no City Care Southwest Ltd employee is to undertake electrical work on any equipment or system within the workplace.

In the event of faults or hazards related to electrical equipment or installation, this should be reported to managerial/supervisory staff (as applicable) for action.

Electrical installations are subject to inspection, testing and where required maintenance, which City Care Southwest Ltd will ensure is carried out.

City Care Southwest Ltd ensure that any permanent or temporary (if required) electrical installations are on record and in date, managers responsible for premises will obtain certification.

As suggested by associated guidance or specified by the City Care Southwest Ltd's insurance company, in accordance with whichever is the shortest period, Periodic Portable Appliance Testing (PAT) will be carried out for all electrical equipment.

Visual inspection of any electrical equipment under their control by personnel is required and intended to identify defects, which should be reported for corrective action.

In the event of an employee having problems powering equipment through such issues as a lack of integrated plug sockets, the employee should not remedy this in isolation by using extension leads, but report the situation to a Supervisor or Manager.

The person responsible for overseeing our Electricity arrangements is **The Registered Manager.**

## Food Safety

A Food Safety Policy is required for our food handling activities. This must be developed alongside this Health and Safety Policy. Guidance on food safety within our premises is available from the Local Environmental Health Department.

Food preparation safety falls under the requirements of this Health and Safety Policy. This requirement covers housekeeping, cleaning, layout of the food preparation area, the equipment in use and the condition of floors and surfaces etc.

All employees have a responsibility to ensure that a high degree of personal hygiene is maintained particularly when preparing food for service user consumption.

All employees have a duty to ensure a high degree of housekeeping is maintained but the person identified below has the duty to ensure this is carried out.

The person responsible for overseeing Food Safety is [The Registered Manager](#).

## Control of Waste Materials

All waste materials, accrued as a result of work being performed on the site, within the premises, or its boundaries will be disposed of in line with City Care Southwest Ltd legal duties.

We will designate a senior member of staff to oversee and implement the necessary control measures. Processes, methods and controls will be clearly communicated to all involved.

We shall ensure that any waste produced by our company or being created on our behalf by contractors, is placed in suitable applicable waste bins, or sealed skips, in a compound whenever possible so as to prevent this from being accessed by vermin, or vandals, who may otherwise spread it beyond this control and cause an environmental hazard.

Hazardous wastes will be controlled and dealt with using our CoSHH systems and safe means of disposal will be utilised.

The person responsible for overseeing our Waste arrangements is [The Registered Manager](#).