

The North of England Refugee Service Ltd

Health & Safety Policy

Document Originated:	06/03/00	By: Georgina Fletcher/QTG/RC
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1. Summary

Part one and two of this policy sets out the North of England Refugee Service Ltd's responsibilities in respect of the Health & Safety of its staff, volunteers and anyone else visiting NERS premises. Part three focuses on the Health & Safety legal framework and good practice and part four refers to specific procedures for implementation of this policy.

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Part One - Health and Safety Policy Statement

1. Introduction

The Board of Directors recognises that it has a responsibility to provide and maintain safe and healthy working conditions, which comply with all statutory requirements and codes of practice and therefore will take all reasonable precautions to fulfil this duty.

2. Duties of the Board of Directors

The Board of Directors of the North of England Refugee Service Ltd (NERS) will as far as reasonably practicable protect the health and safety of all its staff and visitors by ensuring that;

- machinery, equipment, appliances and systems of work are maintained up to standards to ensure a safe working environment and avoid any risks to health,
- it has arrangements for ensuring the safety and absence of risk to health from the use, handling, storage and transportation of any articles and substances,
- information, instruction, training and supervision are provided, as necessary,
- the place of work is maintained in a condition that is safe and without risk to health,
- the access to and exits from the workplace are always safe and without risk to health,
- the work environment is safe and without risk to health and adequate as regards arrangements for welfare and
- this policy is reviewed and revised once per year and all staff members are informed of any reviews to this policy and procedures.

In addition they will ensure that NERS is insured appropriately e.g. Public liability, professional indemnity, employers liability.

The obligation on employers does not extend to guaranteeing total protection against accidents because this would be impossible. Essentially, NERS as employer has to balance the needs of the organisation to achieve its objectives and the cost of safety measures against the risks staff face and measures that can be taken to reduce or avoid the risks.

The CEO shall have prime responsibility for health and safety.

All staff and volunteers are reminded of their own responsibility for the health and safety of both themselves and others that may be affected by their acts or omissions. They are

further reminded of the duty to co-operate with management instructions as far as is necessary, to enable duties or requirements to be performed or complied with.

No person shall intentionally or recklessly interfere with or misuse anything in the interests of health, safety or welfare.

Chief Executive Officer

Date

Part Two - Organisation

1. The Trustees Responsibilities

The Trustees are responsible for ensuring that the legal obligations of NERS are met, in relation to health, safety and welfare, ensuring that the principles laid out in the 'Policy Statement' (Part 1) are carried out in implementation of the Health and Safety Policy via the Chief Executive Officer and the Board of Directors.

2. Chief Executive Officer Responsibilities

The responsibility for health, safety and welfare matters, relating to members of NERS and its visitors rests with the Chief Executive Officer.

It is the policy of the Chief Executive Officer that the health, safety and welfare of individuals ranks equal in importance to any other policy or undertaking of NERS.

The Chief Executive Officer has delegated responsibility for implementing health, safety and welfare to the Chair of the Health and Safety Officers Group.

3. Chair of the Health and Safety Officers Group Responsibilities

The Health & Safety Officer of the organisation is the Chair of the Health and Safety Officers Group and will be the 'Competent Person' for NERS on health and safety matters. The Chair of the Health and Safety Officers Group has the following responsibilities:

3.1 To monitor and review the Health & Safety Policy on annual basis.

3.2 To report to the Board of Directors and the CEO annually regarding Health & Safety matters and ensure that sufficient resources are available to provide any health & safety equipment and training where appropriate.

3.3 To ensure that NERS has assessed the implications for Health & Safety for any post, piece of work or change in working practice.

3.4 To ensure that all staff and volunteers are aware of the Health & Safety policy and outcomes from risk assessments.

3.5 To ensure that any accident or incident, which may lead to an accident, is recorded in the Accident & Incident Report Book.

3.6 To investigate all accidents with a view to prevention of further accidents.

3.7 To ensure that all new and existing equipment is inspected regularly with reference to mechanical and operational safety and in particular, the locations of all equipment,

bearing in mind the requirements of the workplace and the Provision and Use of Work Equipment Regulations 1998.

3.8 To ensure that the organisations' obligations in respect of risk assessment, control and monitoring of the workplace, work equipment, manual handling, operations, personal protective equipment, display screen equipment and monitoring hazardous substances are met.

3.9 To ensure the Health and Safety requirements are included in the annual budget.

3.10 To delegate Health & Safety responsibilities to Site Health & Safety officers.

3.11 To set up and chair the Health & Safety Group.

3.12 To keep updated records in relation to Health & Safety.

3.13 To ensure this policy is kept up to date, particularly as NERS changes in nature and size.

4. Staff and Volunteers Responsibilities

Each staff member has the duty to take reasonable care for their own health and safety and that any other person who may be visiting the office is served in a safe working environment and without any risk to their health. In doing so all staff members of NERS will:

4.1 Follow the NERS Health & Safety Policy and Procedures.

4.2 Report any accidents 'near-miss occurrences' and any other hazardous situations that may occur in the work place to a Site Health and Safety Officer.

4.3 Raise any issues immediately with the Chair of the Health and Safety Officers Group and Site Health & Safety Officers of NERS, if faced with a conflict between the demands of safety and his or her job.

4.4 Work efficiently and without endangering the health and safety of themselves, their colleagues or anybody else working or visiting the organisation's premises.

4.5 Ensure that they use any equipment provided in accordance with the training/instructions that they have received.

4.6 Report any potential hazards or risks immediately to the Site Health & Safety Officer.

4.7 To keep all emergency exits free from obstruction.

5. Health & Safety Officers Group Responsibilities

This group is convened and coordinated by the Chair of the Health and Safety Officers Group. Its main function is to contribute to the implementation of the NERS' Health & Safety Policy and Procedures in all sites.

This group is responsible for the following tasks:

5.1 To ensure that Health & Safety Policies and Procedures are carried out and reviewed every year.

5.2 To regularly monitor accidents and risk assessments.

5.3 To meet at least quarterly to establish an action plan on health & safety for the North of England Refugee Service Ltd and in conjunction with the Chair of the Health and Safety Officers Group ensure it is implemented.

5.4 The Health & Safety Officers Group reports directly to the Chief Executive Officer.

6. Site Health & Safety Officers Responsibilities

One person at each NERS site will be appointed as Site Health & Safety Officer. Their main responsibility is to ensure that NERS Health & Safety policy is implemented on each site.

Health & Safety Officers Group will elect Site Health and Safety Officers.

Site Health & Safety Officers are responsible for the following tasks:

6.1 To induct new staff and volunteers on health & safety issues (first aid, fire instructions) and health and safety legislation.

6.2 To ensure that any new employees (including volunteers) are, as part of their induction, instructed/trained in basic health & safety, including any precautions or procedures appropriate to their specific jobs and on how to properly set up workstations. All new members of staff and volunteers must be shown the location of first aid boxes, fire exits, evacuation points and fire fighting equipment. Staff will have access to risk assessments as indicated in point 1.4.5 under part three of this policy.

6.3 To ensure that all staff are made aware of any procedures in place if they face serious imminent danger (e.g. from fire), and the name of competent person (s) designated to implement these procedures (fire officers).

6.4 To ensure appropriate notice of emergencies evacuation procedures and health & safety posters are displayed.

6.5 To report any accidents 'near-miss occurrences' and any other hazardous situations that may occur in the work place to the Chair of the Health and Safety Officers Group.

6.6 To ensure that First Aiders are appointed and known by all staff/volunteers members.

6.7 To check that First Aid boxes are regularly filled and that fire safety equipment is regularly maintained.

6.8 To take immediate action in cases of any health & safety emergencies, hazards or risks as soon as reasonably practicable. Staff should raise matters immediately and not wait to raise the matter at the Health and Safety Officers Group Meetings.

6.9 In conjunction with the Chair of the Health and Safety Officers Group to ensure that the annual health & safety plan is implemented in each site.

7. Contractors, Visitors & Service Users

All visitors, including contractors and service users, are entitled to such information as necessary to ensure their health and safety whilst on NERS premises. Provision of such information shall be the responsibility of those persons managing the respective services.

Contractors, depending on the nature of the service they are providing, may need substantially more information than visitors who merely have appointments with staff. Such information may include the location of asbestos or fragile roofs. Contractors must inform members of staff of any risks e.g. from equipment, substances or working practices that they introduce to the premises.

Contractors should be contractually obliged to provide copies of their own Health & Safety Policies as appropriate and provide Method Statements as required by specific regulations governing their work. They should also comply with all relevant NERS Health and Safety requirements whilst on NERS premises.

Part Three - General Arrangements

This section does not intend to be an exhaustive description of the legal framework that applies to NERS in relation to Health and Safety. For further information please refer directly to the relevant legislation which can be found at www.hse.gov.uk.

1. Management of Health & Safety at Work

1.1 Risk Assessment

Under the **Management of Health & Safety at Work Regulations, 1999**, NERS must make an assessment of the health and safety risks employees are exposed to while at work. It is implicit within each manager's responsibility to ensure that their staff is able to work safely and to minimize or eliminate the risks to which their staff are exposed whilst at work.

1.1.1 If NERS develops a new area of work, moves into new premises, takes on new staff or volunteers, buys new equipment or reorganises the work area or working methods further Risk Assessments will be needed. Risk Assessments should be reviewed on an annual basis even if not changes to process have been made.

1.1.2 See procedure to carry out risk assessments in 'Part four' of this policy.

1.1.3 Under the **Health & Safety (Young Persons) Regulations 1977**, NERS must not employ anyone under 18 unless a specific assessment of the risks to the health and safety of young employees has been carried out.

1.2 Emergency Procedures

NERS must have appropriate procedures to follow in the event of serious and imminent danger to people at work and nominate and train staff to implement the procedures to evacuate premises in an emergency.

1.3 Information to Staff

NERS must provide information to all staff members on any risks identified and on preventive and protective measures in place.

1.4 Staff capabilities and Training

1.4.1 NERS must ensure that staff capabilities related to health & safety are taken into account when allocating work and that adequate health & safety training is provided when staff are recruited and when they are exposed to a new risk. This also includes training to carry out work tasks.

1.4.2 Training should be repeated periodically.

2. Workplace (Health, Safety and Welfare) Regulations, 1992.

Under these regulations NERS will ensure that:

2.1 Premises and equipment are kept in a good state of repair and in proper working order and properly maintained.

2.2 Temperature of offices is appropriated, neither too hot nor too cold. The minimum acceptable working temperature is 16° in most cases. There is no maximum working temperature but the accepted norm is 21-25 for office conditions.

2.3 Ventilation is effective. (e.g. windows that open or mechanical ventilation).

2.4 Lighting is adequate (e.g. natural or artificial lighting) and does not cause glare on VDU screens.

2.5 Standards of Cleanliness are high and that all premises, furniture and fittings are kept clean.

2.6 Workspaces have enough space to enable staff to get to and from workspaces and move within the room easily and safely. To avoid risk of injury to its staff and visitors, NERS will ensure that they do not overcrowd any room. A worker should normally have an absolute minimum of 11 cubic metres of space, discounting any height above three metres. This minimum area only includes desk and chair, other furniture and fittings are not to be included.

2.7 Workstations (place where an individual works e.g. desk, chair, computer, immediate shelving and drawers) of all employees/volunteers are suitable for the individual for whom they are provided as well as for the work they are required to do.

2.7.1 Furniture for the use of VDU (visual display units) users must meet required standards.

2.7.2 Work equipment and materials should be within easy reach without undue bending or stretching.

2.8 Floor and internal traffic routes must not have dangerous holes, or slopes, or slippery or uneven surfaces.

2.9 Measures to prevent people and objects from falling are in place. (E.g. objects safely stored, strong and stable units, barriers on roof and balcony areas and handrails on stairs).

2.10 Drinking water is accessible.

2.11 Rest and eating facilities are provided at a convenient place.

3. Work Equipment

Under the **Provision and Use of Work Equipment Regulations 1998**, NERS must ensure that work equipment is suitable for the purpose for which it is used and for those who use it. Therefore NERS must:

- ◆ Ensure that equipment is in good repair.
- ◆ Record maintenance of equipment.
- ◆ Ensure that employees have received health & safety information in relation to the use of equipment (e.g. written instructions on its use, training).

4. Manual Handling

4.1 Manual handling is defined by the **Manual Handling Operations Regulations 1992** (as amended in 2002) as 'any transporting or supporting of a load, by one or more workers, including lifting, putting down, pushing, pulling, carrying or moving of a load, which by reason of its characteristics or unfavourable ergonomic conditions involves a risk particularly of back injury to workers'.

4.2 Under the Manual Handling Operations Regulations 1992 NERS must:

- ◆ Identify and avoid hazardous manual handling operations for employees where possible.
- ◆ Carry out an assessment of any hazardous manual handling operations.
- ◆ Remove or reduce any risks of injury.
- ◆ Provide information to those affected.

4.3 Employees have the duty to take care to ensure that their activities do not put others at risk, follow appropriate systems of work laid down for their safety and make proper use of equipment provided.

5. Display Screen Equipment

5.1 Under the **Health & Safety (Display Screen Equipment) Regulations 1993** (as amended in 2002) NERS has the following duties in relation to employees who use display screen equipment as a significant part of their normal work:

- ◆ Analyse thoroughly all workstations to ensure that employees are not put at risk and improve facilities where necessary (e.g. provide document holder, adjustable chairs for height and back support).
- ◆ Plan work activities so that they include breaks or changes of activity.
- ◆ Provide information and training.
- ◆ Pay for an appropriate eye or eyesight test as indicated in 5.4.
- ◆ Provide adequate training and information regarding health & safety in the use of Visual Display Units (VDU) and Display Screen Equipment (DSE).

5.2 VDUs do not give out harmful levels of radiation but the fatigue of intensive VDU

work can cause discomfort.

5.3 There is no legal limit on how long a staff member should work with a VDU, but it is advisable to take short and frequent breaks depending on the nature and intensity of the work. This is particularly important for those whose work consists mainly at working at a VDU.

Guidelines suggest that you should take a 15 minute break from your screen every 45 minutes. In practice it is better to have frequent shorter breaks just by regularly looking away from your screen at objects in the distance and at varying your tasks from time to time.

5.4 Everyone who is a user of VDUs, or is about to become a user can request an eye and eye sight test at the expense of NERS. Users can have repeated eye tests at regular intervals, usually every 2 years, or sooner, if recommended by an optician if they are having eyesight problems which could reasonably be attributed to DSE use.

For information regarding eyesight test NERS staff should contact the Chair of the Health and Safety Officers Group, who will be able to inform staff members whether they are entitled to an eyesight test and the procedure to be followed. NERS is under no obligation to pay for eyesight test which a staff member has arranged privately without consultation.

Where a visual defect has been detected, NERS has to meet the cost of special corrective appliances if normal corrective appliances cannot be worn or the glasses are solely for the use of DSE work. NERS is only obliged to pay the minimum cost for the appliances –if the staff members want designer frames etc they can opt to pay more themselves.

6. The Working Time Regulations 1998

Under these regulations, which became law in the United Kingdom on 1 October 1998 requirements for holidays, rest breaks and maximum working weeks to protect employee's health & safety have been introduced. Some of the rights that have been given to employees are:

- ◆ an entitlement to a 20 minute rest breaks if they work for six hours or more. Virtually all workers, including part-time, freelance, agency and casual workers have the right to a 20 minute rest break if the work day is six hours or more.
- ◆ an entitlement to an uninterrupted 24 hour rest period in each seven days,
- ◆ a right to have a minimum of 11 consecutive hours rest period in each 24 hours,
- ◆ a right not to work more than 48 hours per week (except if agreed between employers, employee representative, individual and trade union) and
- ◆ a right to four weeks paid annual leave if the worker has been employed for 13 calendar weeks. (Part timers are entitled to paid leave on a pro-rata basis).

7. Fire Safety

7.1 There are two main bodies of legislation concerning fire safety in the workplace: The Fire Precautions Act 1971 and the Fire Precautions (Workplace) Regulations 1997. The Management of Health and Safety at Work and Fire Precautions (Workplace) (Amendment) Regulations 2003 amend the Fire Precautions (Workplace) Regulations 1997 (S.I. 1997/1840).

7.2 Under the above regulations the employer is obliged to provide:

- ◆ a suitable means of escape in case of fire,
- ◆ appropriate, maintained and readily available fire fighting equipment on site,
- ◆ an effective fire alarm, tested at least every three months and
- ◆ training for all employees in escape routes and building evacuation.

8. Electrical Apparatus

The Electricity at Work Regulations 1989 establishes a general duty on employers to ensure that, so far as is reasonably practicable:

- ◆ systems are maintained to prevent danger,
- ◆ use is made in a manner to prevent danger arising and
- ◆ electrical equipment is tested for safety every 18 months to 2 years, including portable appliances testing (PAT).

9. Hazardous Substances

The Control of Substances Hazardous to Health Regulations 1999 (COSHH), requires employers to identify hazardous substances and assess risks to employees in writing. (E.g. photocopier toner and cleaning fluids).

10. First Aid

10.1 Under the Health and Safety (First Aid) Regulations 1981, NERS must have first aid provision. The form of such provision depends on the perceived risks within the organisation.

10.2 NERS recognises that although organisations with fewer than 50 employees have no legal obligation to have a trained First Aider on the premises, it is good practice to have an 'Appointed Person' on each site.

10.3 First aid boxes should contain only the items that a First Aider has been trained to use. They should not contain medication of any kind.

11. Reporting Injuries and Accidents

11.1 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, known as RIDDOR 1995, require the reporting of certain specified work-related accidents, diseases and dangerous occurrences to the proper enforcing authority.

11.2 Under these regulations NERS is required to notify if there is an accident connected with work, if the accident results in:

- A fatality to anyone
- A major injury to employees
- An employee having to take more than three consecutive days off work as the result of an accident.

12. Environmental Policy

12.1 It is the policy of the NERS not to permit smoking within its premises. This policy has been introduced to protect the health, safety and comfort of employees who would otherwise be subject to the risks of passive smoking and to allow for an unpolluted working environment. Employees who wish to smoke may do so outside the buildings.

12.2 NERS will endeavour to use environmentally friendly products.

13. NERS Service Users

13.1 The reception area and any offices where users are seen should be kept clear of any obstruction, which may put visitors at risk.

13.2 NERS will display notices in all its reception areas indicating it operates a non-smoking policy together with the public liability insurance certificate, the health and safety poster, first aid and fire notices.

14. Violence at Work

14.1 NERS has adopted the Health & Safety Executive (HSE) definition of violence as any incident in which an employee is abused, threatened or assaulted by a member of the public, in circumstances arising out of the course of his or her employment'.

14.2 In cases where this type of incidents occur, NERS will

- establish the nature of the problem,
- record all incidents,
- establish preventive measures in consultation with staff and
- Make a RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995) report if required.

14.3 It is a primary aim of NERS to prevent situations where violence might occur. In extreme situations this may mean ensuring that group A is kept away from the office

when group B is present. Awareness of the tensions between groups of clients is part of the day to day environment for support workers, and flashpoints have been mercifully rare.

14.4 However, we need to be aware of things like the posting of inflammatory material in our premises, and distinguish between support for communities and exacerbation of tensions.

We also need to be aware that our staff is not, and should not be, trained in physical restraint or combat skills. They are support workers, not bouncers and if further training is required, it should be directed primarily at personal safety rather than counteraction.

That said there may be situations where a skilled physical intervention may obviate the need for Police attendance. There could also be situations where rapid action is required to protect bystanders. Awareness of basic intervention and restrain techniques MAY POSSIBLY be helpful.

14.5 NERS has identified these main sources of potential violence:

a) Client on Client. Conflicts among clients, whether related to our service or not, are always possible. In the event of a violent incident, our main concern is the safety of other clients and our own staff.

b) Client on Staff. Clearly situations may arise when clients do not like what staff have to tell them. Frustration and disappointment may cause a violent outburst. Such situations may be mitigated by the observance of simple protocols, with most client interviews taking place in clear view of other staff, or with additional staff present when interviews are conducted in closed locations.

c) Staff on client. Perhaps unlikely, but not impossible! Bear in mind that, for these purposes, volunteers count as staff. Bear in mind also that the rules which prevent staff assaulting clients also provide a defence against false allegations of abuse.

d) Staff on staff. Should such a situation ever arise, it would signal a major failure of management, since any such trouble should be "headed off at the pass". However, if we are considering all possibilities, this must be included. We must also keep in mind, again, that volunteers are included in this definition of staff. The stressful nature of much of our work, and the domestic situations of some volunteers, may lead to potential flashpoints, of which line managers SHOULD be aware.

e) Outside Agency (Racist attack, etc.). Defensive planning of access, reception and waiting areas, awareness of fire escapes, and evacuation drills would be the main defence against such incidents.

15. Expecting and nursing mothers

NERS must pay particular attention to risks that could affect the health and safety of expectant or new mothers, and their babies. They are especially at risk from manual handling activities, long working hours, unrealistic targets and lack of control over the

work, which may lead to stress. There is also a need to increase their working space. Specific maternity risk assessment needs to be undertaken for anyone in this group.

16. Asbestos Management

NERS will work with its premise owners and agents to manage any asbestos present in the buildings. Staff will be advised of the presence of any asbestos and of any dangers which may exist.

Part Four - Procedures for Implementation of this Policy

1. Risk Assessment

1.1 The Risk Assessment is a requirement of the Management of Health and Safety at Work Regulations 1999. Given that NERS has more than 5 employees, all risk assessments must be written down using the '**Risk Assessment Form**', **Appendix 1**.

1.2 Risk assessment should cover:

- ◆ Premises – see **Premises Inspection Report, Appendix 4**
- ◆ Hazardous substances COSHH
- ◆ Violence at work place
- ◆ Outreach work
- ◆ Workstations
- ◆ Fire procedures
- ◆ Safety of clients including children
- ◆ Disabled
- ◆ First Aid
- ◆ Hygiene

1.3 Who has to assess the risk?

The Chair of the Health and Safety Officers Group within NERS is responsible for undertaking the risk assessment of NERS offices if s/he feels confident to do it, otherwise s/he must get help from a competent source. The following procedure must be followed:

1.4 How risks should be assessed?

1.4.1 Inform all staff members of the dates on which the risk assessment will be carried out and request that they are present.

1.4.2 Use the '**Risk Assessment Guidance**', **Appendix 2**, and tick all relevant areas.

1.4.3 Complete the '**Risk Assessment Form**' (**Appendix 1**):

- Identifying the hazards that could affect anyone (employees, volunteers, students and the general public).
- Assessing the likelihood of an incident, accident or injury.
- Eliminating the hazards if possible, or else reducing them to the lowest level of risk that is reasonably practicable.
- Indicating the people who are at risk.

1.4.4 The Chair of the Health and Safety Officers Group will produce, circulate and implement an action plan to eliminate or reduce all risks identified. S/he has a range of options open for her/his decision to reduce or eliminate the risk. These include:

- Instructing staff to no longer carry out a particularly hazardous activity.
- Sealing off an area.
- Arranging support by other staff e.g. for activities where two people improve safety (e.g. use of step ladders, working late).
- Arranging appropriate training.

1.5 How thorough should the assessment be? Must be 'adequate' or 'suitable and sufficient'.

1.6 When to assess? Every year and every time NERS begin any new work. Whenever NERS feels that the previous assessment is no longer valid or there has been a significant change.

1.7 Health & Safety Action plans and reviews will be circulated to all staff.

1.8 The Chair of the Health and Safety Officers Group will make a copy of completed risk assessments available on each site.

2. Accident Procedure and Reporting

2.1 All accidents and near-miss occurrences should be reported and recorded in the Accident and Incident Book. This is located in the administration office of each site.

2.2 The relevant Area Manager, Project Manager or Site Health & Safety Officer is responsible for keeping records and reporting accidents immediately to the Chair of the Health and Safety Officers Group, who will report them if necessary to the Health and Safety Executive.

2.3 RIDDOR Reporting can be undertaken on-line via the HSE web-site, www.hse.gov.uk

Procedure in the event of an accident:

Any staff member should

- a) Call for the Emergency First Aider on each site, if necessary call for an ambulance on 999. Please remember to add 9 when ringing from the office via the switchboard.
- b) The notice displayed in all sites of NERS offices indicate whom the qualified emergency aid appointed person is.
- c) If the accident is caused by any piece of electrical equipment turn it off at the mains immediately and remove it to a secure area. Do not touch this equipment until an investigation has taken place and then only if the fault has been repaired.

3. First Aid

3.1 Staff members appointed as First Aiders must attend a certified course and later

refresher courses in order to maintain their qualification.

3.2 There must be one First Aider on each site.

3.3 The First Aid box must be in a readily accessible location, properly equipped and properly signposted. It must be readily available to the trained first aider at all times.

3.4 First aid boxes are at present located in the administration area of all sites and it is the responsibility of the Site Health and Safety Officer to check them.

3.5 Statutory First Aid notices must be on display and kept update.

3.6 Disposable gloves and biohazard kits will be available to clear up in cases where contact with body fluid is likely.

4. Fire Procedure, Equipment and Exits

4.1 The Health and Safety Officer at each site is responsible for the induction of all new members of staff and volunteers on fire procedures.

4.2 All staff and volunteers must familiarise themselves with the location of emergency exits, fire equipment, fire alarm points and with the fire procedure.

4.3 It is the responsibility of the Chair of the Health and Safety Officers Group to ensure that all sites have carried out fire risk assessment. The Health and Safety Officer at each site is responsible for conducting an annual fire risk assessment and preparing a fire emergency plan which will be reviewed annually.

4.4 **In the event of a fire:** any staff member who discovers a fire must act in accordance with the procedure of each site (Team Leader to attach a copy of this procedure to this policy).

Equipment

4.4.1 The Chair of the Health and Safety Officers Group in conjunction with Area Managers will ensure that all sites have appropriate fire extinguishers.

4.4.2 The Chair of the Health and Safety Officers Group will ensure that all fire extinguishers and other fire equipment are annually tested and any faulty equipment replaced. Emergency lighting and smoke detection systems will be tested monthly.

4.4.3 Staff members should not attempt to fight any fire with extinguishers unless they have been trained to do so. Staff should attack fires without putting themselves at risk.

4.5 Fire Exits

- 4.5.1 See attached fire procedures for each site. **Appendix 3**
- 4.5.2 Area Managers on each site are responsible for ensuring that all emergency exits be clearly marked and be kept clear of obstruction at all times.

5. Fire Drills

- 5.1 Fire drills are organised by the Site Health and Safety Officers.
- 5.2 Drills must be carried out every six months.

6. Emergency and Evacuation Procedure

The Team Leader, or in their absence the Admin Worker, will be responsible for checking that the premises have been completely evacuated and will follow the instructions in the fire procedures for that site. For example the Team Leader at Bigg Market office is responsible only for their team and clients.

7. Insurance

The Chair of the Health and Safety Officers Group is responsible for ensuring that NERS meets all legal responsibilities in relation to the Employer's liability and public liability insurance.

8. Records of Maintenance of Equipment

The Site Health and Safety Officers are responsible for keeping records of general maintenance of appliances and make them accessible to all stakeholders.

9. Display Screen Equipment

The Chair of the Health and Safety Officers Group will:

- 9.1 Budget for the cost of eye examination and any corrective appliances. **NEED CLARIFICATION**
- 9.2 Maintain records of eye examinations.
- 9.3 **Develop Eye Care Procedure** within six months of this policy being approved by the Board of Directors and ensure it is implemented. Needs to be completed

10. Electrical Apparatus

10.1 The Site Health and Safety Officers will arrange electrical check of all appliances every 18 -24 months. Please see appendix six, Electrical Safety Procedures.

10.2 All staff are responsible for undertaking visual inspections of all appliances they use prior to its use.

11. Environmental Policy

11.1 The CEO, the Chair of the Health and Safety Officers Group and the Team Leader are responsible for introducing NERS policy on smoking to all staff members and implement it.

11.2 All staff members have the responsibility to let clients know that NERS holds a non-smoking policy and ensure clients act accordingly.

11.3 Staff members responsible for purchasing cleaning materials and stationary will ensure those products are environmentally friendly or recyclable whenever possible.

11.4 Team Leader is responsible for displaying appropriate safety signs.

12. Violence at Work

12.1 Staff members on each site will be trained on handling aggressive behaviour and will carry personal attack alarms.

12.2 When withdrawing cash staff members will withdraw the minimum possible amounts of cash to reduce the risk of robbery.

12.3 When handling cash in the office, staff members will work in pairs.

12.4 All outreach workers and other staff members working away from the offices are responsible to keep in touch with the office. Team leaders will implement a system that allows them to locate easily any staff member.

12.5 Unless there are exceptional circumstances, Area Managers should ensure that no staff member works alone at the site.

12.6 In the case of any persistent aggressive client, NERS will withdraw client access to its services. This decision can only be made by the Operations Manager in the first instance subject to latter confirmation of the CEO.

12.7 Team Leader is responsible for ensuring that adequate security is available in reception areas and that expected waiting times are advised in an attempt to reduce client stress.

12.8 Under no circumstances should personal details of any staff member (e.g. address, home phone number) be given out to clients.

12.9 The Chair of the Health and Safety Officers Group will provide personal attack alarms to any staff member who requests them.

12.10 Home visits should whenever possible be carried out by pairs of workers.

12.11 Staff should record their whereabouts at their base site. If their plans change then they must notify their Team Leader.

12.12 See appendix 6 on Personal Safety when visiting clients or attending non-NERS venues.

13. Service Users

13.1 Chair of the Health and Safety Officers Group is responsible for displaying all relevant notices on health & safety at each site.

13.2 Team Leader and all staff members are responsible for keeping reception areas clear of any obstruction that put visitors at risk (e.g. unsuitable children's toys, plastic bags).

14. Hazardous Substances

14.1 Office Managers will ensure that all hazardous substances such as cleaning materials and printers and photocopier toners are properly stored and disposed.

15. Staff Vaccination

Advice will be given to staff on the availability of vaccination.

16. Implementation of this policy

All stakeholders have responsibilities to ensure that this policy is implemented. The following specific mechanisms will guarantee that the policy is implemented, reviewed and improved on a regular basis:

16.1 The Chair of the Health and Safety Officers Group will draw up an Annual Health & Safety Plan which will be presented to all staff and Board of Directors members.

16.2 The Chair of the Health and Safety Officers Group will report to the Board of Directors, the CEO and Staff members on the implementation of the Health & Safety Plan.

16.3 All staff will be trained on an introduction to health & safety issues, including NERS' policy. The Chair of the Health and Safety Officers Group or other staff member can deliver training.

16.4 The Chair of the Health and Safety Officers Group will ensure that annual financial resources are allocated for the implementation of the Health & Safety Policy, including First Aid training.

16.5 All Site Health and Safety Officers will ensure that fire procedures are up to date.

16.6 The Chair of the Health and Safety Officers Group together with the QTG will review the policy on annual basis and propose any relevant changes.

Signed (CEO) _____

Date: _____

Signed (Chair of the Health and Safety
Officers Group) _____

Date: _____

Signed (Board of Directors) _____

Date: _____

Risk Assessment Form

Site Location:



North of England
REFUGEE SERVICE

Risk Assessment No.

(To be allocated by Health & Safety Officer)

Activity/Task being assessed:		Persons affected by the Assessment:	
Date Assessment made:		Person conducting Assessment:	
Others involved in the Assessment:		Signature:	
Identified Hazards:		Criteria (H.M.L)	
1.		1.	
2.		2.	
3.		3.	
Likelihood of Incident (H.M.L)	Hazard x Likelihood - (See 'Gravity Estimator' overleaf)		
1.	1.		
2.	2.		
3.	3.		
Control Measures already in place.			
1.			
2.			
3.			
Further Control Measures Required:		Actioned to:	Review Date:
1.		1.	
2.		2.	
3.		3.	
Date for Risk Assessment to be reviewed:		Assessment seen by Safety Representative:	
		Date:	
Examined and filed by Health & Safety Officer:			
Date:			

1. Physical Health Issues Do you have any mental health issues that may make you more vulnerable?					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

2. Disability Do you have any disability that may make you more vulnerable? Do you need any adaptations to where you live?					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

3. Mental Health Issues Do you have any mental health issues that may make you more vulnerable?					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

4. Emotional Health. Have you any emotional difficulties that might make you more vulnerable?					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

5. Self harm Have you ever hurt your self deliberately or seriously considered doing so?					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

6. Managing Aggression Do you have any difficulties managing aggression either physically or verbally?
Are there things that make it worse/better?

What are the specific concerns?

Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5

Risk Management Plan (if required)

7. Racism Are you experiencing any difficulties as a result of racist incidents ?

What are the specific concerns?

Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5

Risk Management Plan (if required)

8. Criminal Convictions Have you been convicted of any criminal activity?

What are the specific concerns?

Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5

Risk Management Plan (if required)

9. Substance Abuse. Have you any difficulties with substance misuse such as alcohol, street drugs or other substances?

What are the specific concerns?

Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5

Risk Management Plan (if required)

10. Domestic Violence Have you been subject to 'domestic violence' or been assaulted because of your gender or sexuality?

What are the specific concerns?

Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5

Risk Management Plan (if required)

11. Are there any risks for you when support staff are not available					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

12. Do you have any other concerns we should consider?					
What are the specific concerns?					
Likelihood of event occurring	1	2	3	4	5
Severity	1	2	3	4	5
Risk Management Plan (if required)					

Risk Assessment	
Service User	Signed
Worker	Signed
Date Completed	
Points of Disagreement	
Housing Services Manager Comments	
Signed	
Date	

Appendix 2

FIRE & EVACUATION PROCEDURES - JESMOND



Action to be taken on discovering a fire:-

Raise the alarm. Alarm activation points are located on each landing of the main staircase and at the front and rear exit doors. If the fire is small (e.g. waste paper bin) tackle the fire with the appropriate extinguisher if you feel that you can do so without putting yourself at risk. Fire extinguishers are also located on each landing of the main staircase and outside of the basement kitchen. When abandoning a room which contains a fire, close the door.

Action to be taken upon hearing the fire alarm:-

Switch off electrical and gas appliances at the mains if possible.

Leave the building by the main staircase, or rear fire door if you are in the basement, (walk, do NOT run) and assemble at the University's map board outside the front of the building. Do not use the connecting doors between numbers 2 and 4 Jesmond Road West as fire exits.

The Operations Manager (or Invoicing Officer in the absence of the Operations Manager) will be responsible for taking the signing in book and ensuring that a role call is undertaken at the assembly point.

All members of staff are responsible for directing clients/visitors to the nearest means of escape.

The Operations Manager (or the Invoicing Officer in the absence of the Operations Manager) will be responsible for ensuring that the toilets are vacated.

The correct method of calling the Fire Brigade :-

Dial 9 – 999 and ask for the Fire Brigade (and an ambulance if anyone has been hurt).

Quote NERS address and give location i.e. opposite the University Library and next to the Great North Road.

The location and use of fire fighting equipment :-

Water/foam extinguishers (Red) – fires involving solid materials usually of organic matter such as wood, paper etc. These are located on the landings of the main stairs and outside of the basement kitchen.

Carbon Dioxide extinguishers (Red) – fires involving electrical equipment and fires involving liquids or liquefiable solids such as paints, oils or fats but NOT cooking oils or fats. These are located on the landings of the main stairs (except for the attic) and outside of the basement kitchen.

Knowledge of escape routes:-

Leave the building by the main staircase at the front of the building or the fire door at the rear of the basement. Guide clients/visitors as you leave. Never go up the stairs in the event of fire. By following the fire escape signs you will be guided to one or other of the exits. The connecting doors between numbers 2 and 4 Jesmond Road West are not to be used as fire escapes until their status has been confirmed by the fire brigade.

Knowledge of the operation of any special escape door fastenings:-

The fire door in the basement is locked, the key is hung on the wall to the left of the door. The key turns in a clockwise direction and the door opens into the building.

Appreciation of the importance of fire doors:-

All fire doors need to be closed at the time of a fire and on hearing the fire alarm. It is preferable that all fire doors are kept closed at all times. Under no circumstances must a fire door be wedged open, anyone finding a fire door wedged must remove the wedge and counsel the culprit, if known.

Stopping machines and processes:-

If practical, switch off electrical and gas appliances at the mains before evacuating the building. Familiarise yourself with the whereabouts of the mains switch for your office equipment.

The evacuation procedure for the building:-

Leave the building by the nearest exit and by the most direct route available. Advise clients/visitors of the situation and guide them out of the building. Assemble at the University's map board outside the front of the building. The Operations Manager (or the Invoicing Officer in the absence of the Operations Manager) should check that the toilets have been vacated. The Operations Manager (or the Invoicing Officer in the absence of the Operations Manager) will collect the signing in book and undertake a role call at the assembly point.

General fire precautions:-

The whole office is covered by a No Smoking policy. Staff must discourage clients/visitors from smoking and draw their attention to the No Smoking signs particularly on the main stair case. Be aware of the position of combustible materials e.g. do not leave empty boxes next to heaters or blocking an escape route. Keep Fire Exits clear at all times and never wedge them open. Do not obstruct fire fighting equipment or alarm points. Dispose of waste materials carefully. Fire safety is basically down to common sense, consider the consequences of your actions, be aware and be alert.

FIRE & EVACUATION PROCEDURES - MIDDLESBROUGH



Action to be taken on discovering a fire:-

Raise the alarm. Alarm activation points are located in Reception and on **1st floor landing**.

If the fire is small (e.g. waste paper bin) tackle the fire with the appropriate extinguisher if you feel that you can do so without putting yourself at risk.

When abandoning a room which contains a fire, close the door.

ACTION TO BE TAKEN ON HEARING THE ALARM

Switch off electrical and gas appliances at the mains if possible.

Leave the building by the main staircase or fire escape (walk, do NOT run) and assemble at the **St Steven's Church car park next to Sylvan House**.

The Team Leader (or Administrator in the absence of the Team Leader) will be responsible for taking the signing in book and ensuring that a role call is undertaken at the assembly point.

All members of staff are responsible for directing clients to the nearest means of escape.

The Team Leader (or the Admin Assistant in the absence of the Team Leader) will be responsible for ensuring that the toilets are vacated.

THE CORRECT METHOD OF CONTACTING THE FIRE BRIGADE

Dial 9 – 999 and ask for the Fire Brigade (and an ambulance if anyone has been hurt).

Quote NERS address and give location i.e. next to pelican crossing.

THE LOCATION & USE OF FIRE FIGHTING EQUIPMENT

WATER EXTINGUISHERS – fires involving solid materials usually of organic matter such as wood, paper etc. These are located on the **ground floor passage, first floor landing, and second floor landing.**

CARBON DIOXIDE (CO₂) EXTINGUISHERS – fires involving electrical equipment and fires involving liquids or liquefiable solids such as paints, oils or fats but NOT cooking oils or fats.
This is located in the **ground floor reception area.**

DRY POWDER EXTINGUISHER – fires involving gases, electrical equipment, wood, paper & textiles. You will need to consider the circumstances for its use. This is located in the **first floor kitchen.**

FOAM EXTINGUISHER- fires involving wood, paper & textiles .and inflammable liquids.
This is located in **ground floor reception area.**

FIRE BLANKETS- for fires involving oil, deep fat and chip pans. Also used to cover persons alight by smothering the flames. These are located in **the ground floor kitchen** and the **first floor kitchen.**

Please note that all fire extinguishers are now coloured red

KNOWLEDGE OF ESCAPE ROUTE

Leave the building by the main entrance door at the front of the building or the fire escape at the rear of the building. Guide clients as you leave. Never go up the stairs or fire escape in the event of fire. By following the fire escape sign you will be guided to one or other of the exits.

KNOWLEDGE OF THE OPERATION OF ANY SPECIAL ESCAPE DOOR FASTENINGS:-

The exit door from the ground floor kitchen to the street has a crash bar fastenings. To operate these press down hard on the bar and push open the door.

APPRECIATION OF THE IMPORTANCE OF FIRE DOORS:-

All fire doors need to be closed at the time of a fire and on hearing the fire alarm. It is preferable that all fire doors are kept closed at all times. Under no circumstances must a fire door be wedged open, anyone finding a fire door wedged must remove the wedge and counsel the culprit, if known.

STOPPING MACHINES AND PROCESSES:-

If practical, switch off electrical and gas appliances at the mains before evacuating the building. Familiarise yourself with the whereabouts of the mains switch for your office equipment which are in two locations and there are stairwell upstairs and reception down stairs.

THE EVACUATION PROCEDURE FOR THE BUILDING:-

Leave the building by the nearest exit and by the most direct route available. Advise clients of the situation and guide them out of the building. Assemble at the bus stop on Borough Road. The Team Leader (or the Administrator in the absence of the Team Leader) should check that the toilets have been vacated. The Team Leader (or the Administrator in the absence of the Team Leader) will collect the signing in book and undertake a role call at the bus stop.

General fire precautions:-

The whole office is now covered by a **No Smoking** policy. Staff must discourage clients from smoking and draw their attention to the No Smoking signs in the building. Be aware of the position of combustible materials e.g. do not store donated clothes next to electrical heaters. Keep Fire Exits clear at all times and never wedge them open. Dispose of waste materials carefully. Fire safety is basically down to common sense, consider the consequences of your actions, be aware and be alert.

FIRE & EVACUATION PROCEDURES - SUNDERLAND

Action to be taken on discovering a fire:-

FIRE PROCEDURE if you discover a fire no matter how small –

(1) (a) Sound the nearest fire alarm.
Inform the Fire Warden

(2) **The fire warden (if available) is responsible for ensuring that the Fire Brigade is called immediately on hearing the sound of the fire alarms. If the Fire Warden is not available another member of staff should call.**

(3) **Attack the fire, if possible, with the appliances provided BUT WITHOUT TAKING RISKS.**

(4) **Staff having specified duties (clearing reception of clients and ensuring the building is empty). All other persons must evacuate the building immediately.**

EVACUATION

(1) Stop machines and close room doors and windows.

(2) **Leave the building by the nearest available route (follow the signs indicating the route), or as directed, and proceed in a quiet and orderly manner to the assembly point and await instructions.**

(3) **The assembly point for this office is the pavement area directly opposite the main entry doors.**

(4) **DO NOT stop to collect personal belongings.**

(5) **Staff should accept responsibility for the safety of the public, and instruct them on the means of escape.**

(6) Anyone not in their own room or department when the alarm is sounded should make their own way to the assembly point, and await the arrival of the group.

(7) DO NOT leave the assembly point or re-enter the building until permission has been given to do so by the Fire Brigade.

Duty of Staff

(1) To study this notice, and know what to in the event of fire. If in doubt, consult your Fire Warden.

(2) To make certain that you are familiar with all the means of escape in case of fire and to ensure that staircases, landings and other escape routes are kept clear from obstructions at all times.

(3) To prevent any possible cause of fire.

The FIRE WARDEN for this Office/Area is:

Arthur Carr – OSS Caseworker

FIRE & EVACUATION PROCEDURES – BIGG MARKET



Action to be taken on discovering a fire:-

Raise the alarm. Alarm activation points are located at each landing of the main staircase.

If the fire is small (e.g. waste paper bin) tackle the fire with the appropriate extinguisher if you feel that you can do so without putting yourself at risk.

When abandoning a room which contains a fire, close the door.

Action to be taken upon hearing the fire alarm:-

Switch off electrical and gas appliances at the mains if possible.

Leave the building by the main staircase or fire escape (walk, do NOT run) and assemble at the monument outside of Kentucky Fried Chicken.

The Office Manager (Team Leader in the absence of the Office Manager) will be responsible for taking the signing in book and ensuring that a role call is undertaken at the assembly point.

All members of staff are responsible for directing clients to the nearest means of escape.

The Team Leader (or the Admin Assistant in the absence of the Team Leader) will be responsible for ensuring that the toilets are vacated.

The correct method of calling the Fire Brigade:-

Dial 9 – 999 and ask for the Fire Brigade (and an ambulance if anyone has been hurt).

Quote NERS address and give location i.e. next to Pizza Hut.

The location and use of fire fighting equipment :-

Water extinguishers (Red) – fires involving solid materials usually of organic matter such as wood, paper etc. These are located on the landing of the main stairs and in the waiting area, next to the kitchen door.

Carbon Dioxide extinguishers (with a black band) – fires involving electrical equipment and fires involving liquids or liquefiable solids such as paints, oils or fats but NOT cooking oils or fats. These are mounted on main stairs/entrance lobbies and near fire escape.

Dry Powder extinguisher (Blue) – fires involving gases. You will need to consider the circumstances for its use and combine this with action such as stopping the leak, to remove the risk of a subsequent explosion from the build up of unburnt gas.

Knowledge of escape routes:-

Leave the building by the main staircase at the front of the building or the fire escape at the rear of the building. Guide clients as you leave. Never go up the stairs or fire escape in the event of fire. By following the fire escape signs you will be guided to one or other of the exits.

Knowledge of the operation of any special escape door fastenings:-

The exit door from the kitchen to the fire escape and from the fire escape corridor to the main street has crash bar fastenings. To operate these press down hard on the bar and push opens the door.

Appreciation of the importance of fire doors:-

All fire doors need to be closed at the time of a fire and on hearing the fire alarm. It is preferable that all fire doors are kept closed at all times. Under no circumstances must a fire door be wedged open, anyone finding a fire door wedged must remove the wedge and counsel the culprit, if known. The fire door from the main office to the front staircase lobby is kept locked during opening hours, the key is kept in the lock.

Stopping machines and processes:-

If practical, switch off electrical and gas appliances at the mains before evacuating the building. Familiarise yourself with the whereabouts of the mains switch for your office equipment.

The evacuation procedure for the building:-

Leave the building by the nearest exit and by the most direct route available. Advise clients of the situation and guide them out of the building. Assemble at the monument outside Kentucky Fried Chicken. The Team Leader (or the Admin Assistant in the absence of the Team Leader) should check that the toilets have been vacated. The Resource Manager (or the Finance Officer in the absence of the Resource Manager) will collect the signing on book and undertake a role call at the monument.

General fire precautions:-

The whole office is now covered by a No Smoking policy. Staff must discourage clients from smoking and draw their attention to the No Smoking signs particularly on the main stair case. Be aware of the position of combustible materials e.g. do not assemble donated clothes next the wall heater in the main office. Keep Fire Exits clear at all times and never wedge them open. Dispose of waste materials carefully. Fire safety is basically down to common sense, consider the consequences of your actions, be aware and be alert.

No.	Location	Subject	Problem Identified	Actioned to	Review Date



Appendix 4

Workstation Self Assessment

Health and Safety (Display Screen Equipment) Regulations 1992

Site:

Job Title:

Location of Workstation:

Workstation User:

Assessment No: /200
(To be allocated by H&S Officer)

Environment

Delete the word that does not apply

1. Space

Do you think you have enough room?

Yes	No
-----	----

2. Lighting

Is there adequate lighting for all tasks?

Yes	No
-----	----

Does light reflect on the screen or is there any glare from the screen or other equipment?

Yes	No
-----	----

3. Reflections and Glare

Have adjustable window blinds or an alternative type of easily adjustable covering been fitted to the office?

Yes	No
-----	----

Are the fixtures and fittings designed and positioned to avoid reflections upon workstations?

Yes	No
-----	----

4. Noise

Have all sources of noise been reasonably reduced to prevent distraction and interference with speech?

Yes	No
-----	----

5. Temperature

Is the temperature maintained at a level that ensures operator comfort?

Yes	No
-----	----

Display Screen Equipment

6.

Display Screens

Does the display screen have easily adjustable controls for brightness and contrast?

Yes

No

Is it possible to easily tilt and swivel the screen?

Yes

No

Is the screen at a height to suit the needs of the operator?

Yes

No

Is the image on the screen stable and free from flicker?

Yes

No

Are the characters well-defined and of adequate size and is there adequate space between individual characters and lines of text?

Yes

No

7.

Keyboard

Is it possible to adjust the tilt of the keyboard?

Yes

No

Are the characters on the keyboard legible?

Yes

No

Does the keyboard have a matt surface?

Yes

No

Is there adequate space at the front of the keyboard to provide support for the hands and arms of the operator? (Minimum 50 mm)

Yes

No

Does the design of the keyboard enable ease of use?

Yes

No

Is the keyboard a standard 'Qwerty' keyboard?

Yes

No

Furniture

8.

Work Surface

Is the desk or work surface sufficiently large to allow flexible and comfortable arrangement of all work equipment?

Yes

No

Does the surface have a matt finish?

Yes

No

Is the height of the desk or work surface suitable for use with display screen equipment?

Yes

No

Can the operator sit comfortably and straight on to the screen and keyboard?

Yes

No

9. Chair

Is the chair stable and does it allow easy freedom of movement?

Yes

No

Is it possible to easily adjust the height of the seat?

Yes

No

Is it possible to easily adjust the height and angle of the backrest?

Yes

No

10.

Other Furniture

When the seat is set at the correct height for the desk or work surface is a footrest required?

Yes

No

If required is a footrest provided?

Yes

No

If display screen equipment or any peripheral equipment is placed on shelves, cupboards, filing cabinets, etc are these secure and stable?

Yes

No

If the operator inputs data from written documents, are they provided with a document holder?

Yes

No

Operator / Computer Interface

11.

Software Design

NERS will ensure that software is suitable for the task, easy to use and where appropriate adaptable to the level of knowledge or experience of the operator or user.

12.

System Performance

Have unnecessarily slow system response times been eliminated?

Yes

No

Is information displayed at a pace comfortable to the operator?

Yes

No

Is the format in which information is displayed suitable for the operator?

Yes

No

Has the operator been made aware of any quantitative or qualitative measurements of performance by the system?

Yes

No

13.

Job Design

Has the job been designed to incorporate off-screen activities within the working day?

Yes

No

Are there adequate opportunities for regular breaks from using display screen equipment?

Yes

No

Information

15.

Information for Workers

Has the worker been made aware of the entitlement to eye testing, eye examination and where appropriate the provision of free corrective Appliances for working with V.D.U.'s?

Yes

No

Are the arrangements for the provision of eye tests known to the worker?

Yes

No

Do you normally wear spectacles or contact lenses?

Yes

No

Training

16.

Operator Training

Has the operator been given training to understand and use the software?

Yes

No

Has adequate training been given in the possible risks arising from the use of display screen equipment?

Yes

No

Has the operator been given adequate training in how to adjust the position of furniture and equipment at the workstation?

Yes

No

Does the operator know how to use the brightness and contrast controls on his / her screen?

Yes

No

Has the operator been trained in the importance of adopting a comfortable posture at the workstation?

Yes

No

Has the operator been informed of the procedures to follow, where it is believed that a health and safety problem has arisen at the workstation? *Yes* *No*

Is the operator trained in how to recognise visual or postural fatigue and how to respond? *Yes* *No*

Disabilities

17.

Disabilities

Has the operator any 'Special Needs' *Yes* *No*

Has the operator been advised of the 'Accessibility' options in the Windows software? *Yes* *No*

Assessment made by:

Date:

I agree this is a true record of my workstation assessment:

Additional comments or recommendations:

**When completed please forward the original signed copy to
The Health and Safety Officer**

North of England Refugee Service

Electrical Safety Procedures

Electrical Safety

Introduction

When we consider electricity we must rate it as one of the major hazards in the office environment. Electricity can kill. Each year about 1000 accidents at work involving electric shock or electrical burns are reported to the Health and Safety Executive. Around 30 of these accidents are fatal!

This Appendix deals with the areas of: -

- **Electrical Installations and**
- **Portable Appliance Inspection and Testing.**

Electrical Installations

The Electricity at Work Regulations 1989 set out the requirements for the safety of electrical installations.

What is meant by 'Electrical Installations'?

Electrical installations in the North of England Refugee Service's office environment include all cables and other electrical equipment, including any earthing arrangements, between the Intake Board (also referred to as the Consumer Unit, Meter Board or Fuse Box) and the fixed electrical sockets or electrical feeds and include any Fire Alarms, Emergency Lighting and Lifts.

What does the North of England Refugee Service have to do to comply with the Regulations?

The North of England Refugee Service is required to ensure these installations are tested periodically, to BS 7671 (I.E.E. Wiring Regulations). We must remember that it could be the responsibility of the landlord to arrange and to fund such testing. So it may be necessary to consult the Operations Manager or the Assistant to the

Board to establish what arrangements have been made in the lease for the premise which requires testing.

When should electrical installations be tested?

Installations should be tested at least once every 5 years, unless the previous Test and Inspection Report indicates a lesser period. It may also be necessary to have any installations tested when the North of England Refugee Service move into new premises or after substantial re-ordering of existing premises is undertaken.

Who should undertake such Testing and Inspections?

An 'Institution of Electrical Engineers' (I.E.E.) approved contractor must undertake the testing and inspection. The Operations Manager may be able to provide details of such approved contractors.

What do we have to do when the Testing and Inspection has been undertaken?

Where Testing and Inspection has been carried out, the electrical contractor will produce a written report of the work undertaken. The report should identify any matters, which require action. These actions require to be undertaken in accordance with the recommendations contained in the report. But do remember this work may be the responsibility of the landlord and not necessarily the North of England Refugee Service.

Often such reports are in a technical language and assistance may be required to understand its content. The Operations Manager may be able to assist. In any case, a copy of the report should be passed to the Operations Manager.

Portable Appliance Inspection and Testing

Regulation 4(2) of the Electricity at Work Regulations 1989, says, "As may be necessary to prevent danger, all systems shall be maintained so as to prevent, so far as reasonably practicable, such danger". We therefore have a legal requirement to maintain our electrical equipment in good and efficient working order and free from all danger.

Office environments are in general, classed as low-risk, in their use of portable electrical equipment. The North of England Refugee Service is therefore free to establish its own procedures for inspection and testing of its portable electrical equipment.

What is portable electrical equipment?

Generally, equipment that has a lead (cable) and plug and which is normally moved around or can easily be moved from place to place, e.g. vacuum cleaners, kettles, heaters, fans, televisions, desk lamps; and also equipment that could be moved, e.g. photocopiers, fax machines and desktop computers.

What is the difference between inspection and testing?

An inspection of portable electrical equipment is a formal visual inspection of the equipment and any leads (cables) and plugs. In the North of England Refugee Service this should be done as part of the Site Safety Inspections conducted by the Site Safety Officer every three months.

Additionally, the users of electrical equipment should be encouraged to look critically at the electrical equipment which they use and look for damage to the outside of the equipment and its lead and plug, before they use it, but they should not take the plug apart.

Not all equipment needs testing. However, some faults cannot be seen by visual inspection, particularly lack of continuous earths. For some equipment the earth is essential to safety. Therefore all earthed equipment and most leads and plugs connected to equipment, should have an occasional combined inspection and test. Suggested intervals between combined inspections and test are shown at Recommended Periods Between Inspection and Testing of Portable Appliances at the end of this Appendix.

Does testing have to be carried out by an electrician?

Not necessarily, anyone can do this if they have had suitable training.

But, the Refugee North of England Refugee Service's policy will be, that an I.E.E. approved contractor only, must undertake all testing of North of England Refugee Service portable appliances. Greater knowledge and experience is needed than for inspection alone and those testing appliances need to have the right equipment to do some tests. The approved contractor will possess and know how to use the equipment correctly and how to interpret the results.

When visual inspections are made of equipment what should we be looking for?

Visual inspection is the most important maintenance precaution.

Around 95% of faults can be found just by looking.

First, identify your equipment and where and how it is used. (At the North of England Refugee Service, the Site Safety Officers should hold Inventories of electrical equipment located within their offices.).

The things you are looking for on the equipment, the cable and plug (after disconnecting it) are signs of: -

- damage, e.g. cuts, abrasions (apart from light scuffing) to the cable covering;
- damage to the plug, e.g. the casing is cracked or the pins are bent;
- non-standard joints including taped joints in the cable;
- the outer covering (sheath) of the cable not being gripped where it enters the plug or equipment. Look to see if the coloured insulation of the internal wires is showing;
- equipment that has been used in conditions where it is not suitable e.g. a wet or dusty workplace;
- damage to the outer cover of the equipment or obvious loose parts or screws and
- overheating (burn marks or staining).

In addition, formal inspection could include removal of the plug cover and checking that: -

- a fuse is being used (i.e. it is a proper fuse not a piece of wire, a nail etc.);
- the cord grip is holding the outer part (sheath) of the cable tightly;
- the wires, including the earth where fitted, are attached to the correct terminals (see diagram " How to wire an electrical plug");
- no bare wire is visible other than at the terminals;
- the terminal screws are tight; and
- there is no sign of internal damage, overheating or entry of liquid, dust or dirt.

This does not apply to moulded plugs where only the fuse can be checked.

Most of these checks also apply to extension leads and their plugs and sockets.

The correct way to wire a plug can be seen at the end of this document (How to wire an electrical plug).

What happens if we find something wrong?

The person discovering something wrong with an electrical appliance should tell the Site Safety Officer or Area Manager. The equipment should be labelled as faulty and taken out of use for repair. (The plug could be taken off to stop it being used.)

Where periodic testing is necessary, who arranges for the combined Inspection and Testing to be undertaken?

Arrangements for such should be made locally by the Site Safety Officer. The North of England Refugee Service is responsible for any charges incurred.

Do we have to keep records of such tests?

There is no legal requirement to keep records of the testing, but for audit purposes the North of England Refugee Service will record such testing. Experience of faults found, will determine whether inspection intervals can be lengthened and whether and how often there should be a combined inspection and test.

Any equipment that is the subject of testing will be visibly marked with the date of the test and the person conducting the test.

The Operations Manager and the relevant Area Manager should be advised that testing has taken place and supplied with a copy of any written report produced.

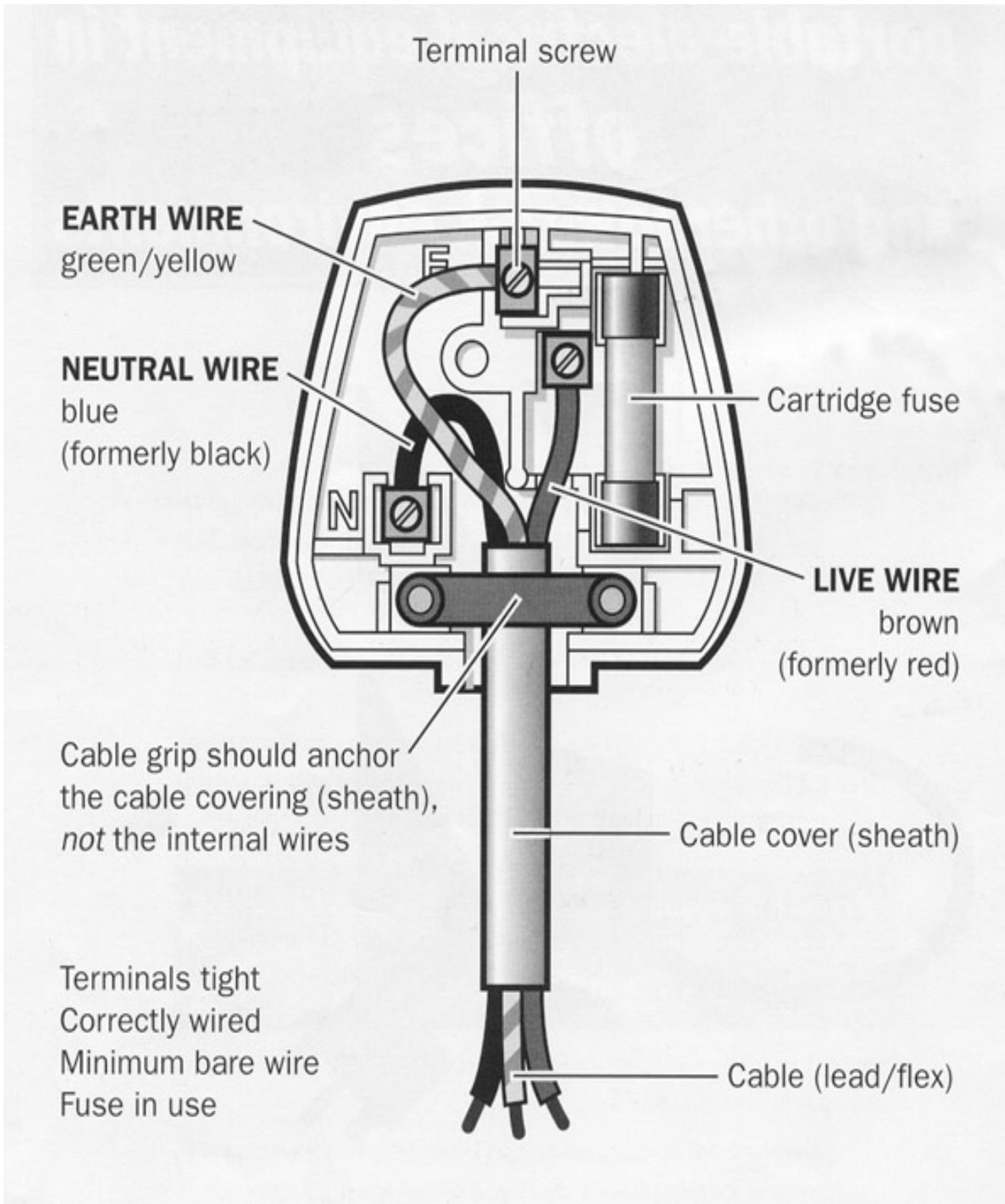
What about equipment the workers have brought to work themselves?

Ideally you should not bring your own electrical items to work for use. (Except in the case of Special Needs) Therefore managers should discourage workers from this practice.

The North of England Refugee Service Ltd

Recommended Periods between Inspection and Testing of Portable Appliances.

Equipment	User Checks	Formal Visual Inspection	Combined Inspection and Testing
Battery operated: (less than 20 volts)	No	No	No
Extra low voltage: (less than 50 volts AC) eg telephone equipment, low voltage desk lights	No	No	No
Information Technology: Eg desktop computers, VDU screens	No	3 years	5 years
Photocopiers, fax machines: NOT hand-held rarely moved	No	3 years	5 years
Double insulated equipment: NOT hand-held. Moved occasionally, eg Fans, table lamps, slide projectors	No	3 years	No
Double insulated equipment: HAND-HELD eg floor cleaners	No	1 year	No
Earthed equipment (Class 1): Eg electric kettles, some floor cleaners	Yes	3 months	2 years
Cables (Leads) and plugs connected to the above. Extension leads (Mains voltage)	Yes	3 months	5 years



How to wire an electrical plug.

HEALTH AND SAFETY ARRANGEMENTS

Personal Safety

All NERS personnel are required to carry out NERS business in such a manner as to ensure the health, safety and welfare of themselves and others.

All personnel should comply with the following procedures when carrying out their duties:

1.0 Visits to clients in their homes

- 1.1 When phoning a client, always dial 141 before dialling the client's number. This protects your privacy, by withholding your phone number. If the client does not accept withheld number calls, you must contact them through the office (e.g. using a phone in the office or by letter).
- 1.2 Inform the office (if possible your Area Manager/Team Leader; otherwise your Admin Worker) of your arrangements – date, time, details of whom you are meeting and where, how you will be travelling to your meeting (if by car, leave your registration number), estimated time of return, and your mobile phone number (a NERS mobile can be lent to you on request).
- 1.3 Ensure they are aware of the procedure to be followed if you do not return on time.
- 1.4 Plan your journey in advance – ensure that you have enough time for the journey and that you know where you are going (carry an A-Z).
- 1.5 Wherever possible, NERS staff should not visit a client's home on their own. Arrange to be accompanied by a volunteer if you can.
- 1.6 Take with you your identification badge and personal attack alarm (which will be issued to you on request). If possible, also carry a mobile phone, particularly if you are working alone. **Keep your phone switched on.**
- 1.7 Park in a well-lit area in close proximity to the property to be visited, but not directly outside.
- 1.8 Remember to let the client know (before the expected time of arrival) if you are unable to make the appointment.
- 1.9 Prior to entering a client's property carry out a quick assessment of the situation. If you feel uncomfortable about the client's home environment, his/her attitude or temperament, or any other issue, do not enter the property. It is better to suggest a meeting at the office at a future date.
- 1.10 Once you have entered a property, and feel that you are at risk in any way (e.g.

if a client becomes aggressive towards you), or if you become uncomfortable about a situation, but you decide to stay for the appointment, try to keep your exit clear and sit in a place where you can see what is happening around you. If, during the visit, you begin to feel abused or threatened, you are fully entitled to withdraw from the situation. Make excuses to the client and leave promptly. Report as soon as possible to your Area Manager/Team Leader. For serious incidents, you will need to complete an Incident Report form (see attached) which the Area Manager/Team Leader will pass to the Operations Manager.

- 1.11 If you are likely to be returning later than you planned, let the person who is expecting you know this.
- 1.12 On your return, remember to check in with the person who is expecting you, to inform them of your safe return.
- 2.0 Meetings at venues other than clients' homes
- 2.1 As far as practicable, a venue should be inspected in advance of the meeting (using the venue inspection checklist attached) to ensure that it is suitable and that it is a safe place for the meeting.
- 2.2 NERS staff are responsible for ensuring that all clients are aware of the fire exits within the building and the location of facilities such as toilets. They should also ensure that any equipment (e.g. kettles, fan heaters) is safe to use.

Safety Contact Procedure

Confidentiality may need to be broken if a member of staff does not return safely by the specified time following a case visit. In these unlikely circumstances, maintaining confidentiality should not be attempted, as the staff's safety is paramount.

- 1 Leave details with your Area Manager/Team Leader or Admin Worker of your destination, your expected time of return and your mobile phone number.
- 2 Ensure they are aware of the procedure to be followed if you do not return on time.
- 3 Aim to return at your expected time. However, if you do become unavoidably delayed it is important that you inform the person expecting you of your revised return time

If you do not return safely by the specified time, your Area Manager/Team Leader or the person you have arranged to report back to will:

- Phone you on the number you have left with them. Then, if they are still concerned, they will
- Contact the police immediately, giving them your details, including your car registration number and the client's details, and
- Report to the Operations Manager or, in their absence, the CEO.

VENUE INSPECTION FORM

Name and address of venue
Contact details for the venue
Location of the venue <ul style="list-style-type: none">• Safety of yourself/clients travelling to/from the venue• Parking (safe, well lit?)
Room to be used <ul style="list-style-type: none">• Position• Lighting
Fire <ul style="list-style-type: none">• Location of alarms• Fire exits (alternative means of escape)• Fire drill• Assembly point
Chemicals and cleaning agents locked away?
Electrical Equipment <ul style="list-style-type: none">• Equipment, cables, switches and socket in good condition• Cables not causing tripping hazard
Housekeeping <ul style="list-style-type: none">• Clean and tidy• Tripping hazards identified and removed
Drinks Preparation Area <ul style="list-style-type: none">• Clean and tidy• Kettle located away from other electrical equipment
Ventilation <ul style="list-style-type: none">• Room adequately ventilated (in warm weather)
Location of Telephone
Location of toilets <ul style="list-style-type: none">• Male• Female• Disabled
Other users of the building <ul style="list-style-type: none">• What activities are planned?• Times?
Consider need to move heavy objects (e.g. furniture)

Any other comments: