



# **Manchester Young Lives**

## **Health & Safety Policy & Procedures**

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## 1. POLICY STATEMENT

The Board of Trustees believes that ensuring the health and safety of staff, children and young people and visitors is essential to the success of the work of the organisation.

We are committed to:

- a) Providing a safe and healthy environment for working and for all activities.
- b) Preventing accidents and work related ill health
- c) Assessing and controlling risks from work and activities
- d) Complying with statutory requirements as a minimum
- e) Ensuring safe working methods and providing safe equipment
- f) Providing effective information, instruction and training
- g) Monitoring and reviewing systems to make sure they are effective
- h) Developing and maintaining a positive health and safety culture through communication, training and consultation with staff on health and safety matters
- i) Setting targets and objectives to develop a culture of continuous improvement
- j) Ensuring adequate welfare facilities exist at all centres.
- k) Ensuring adequate resources are made available for health and safety issues, so far as is reasonably practicable

A Health and Safety Management System has been created to ensure the above commitments can be met. All Board members, staff and children and young people will play their part in its implementation. Adherence to the Health & Safety Policy is a condition of use of the organisation's facilities and a condition of employment for all staff. All other policies within the organisation are designed to complement this policy and should be viewed accordingly.

- Safeguarding Policy
- Accident & illness Policy
- Anti Bullying Policy
- Data Protection Policy
- Behaviour Policy
- Equality Policy
- No Smoking Policy
- Drugs and Alcohol Policy
- Offensive Weapons Policy
- IT Policy
- Comments & Complaints Procedure
- Disciplinary Procedure
- Grievance Procedure

## 2. ORGANISATION AND DELEGATION OF RESPONSIBILITIES

### Introduction

To comply with the Board's Statement of Intent the organisations normal management structure have had additional responsibilities assigned, as detailed below.

### Board of Trustees

The Board has the responsibility to ensure:

- a) A clear written policy statement is created which promotes the correct attitude towards safety in staff, children and young people.
- b) Responsibilities for health, safety and welfare are allocated to specific people and those persons are informed of these responsibilities.
- c) Persons have sufficient experience, knowledge and training to perform the tasks required of them.
- d) Clear procedures are created which assess the risk from hazards and produce safe systems of work.
- e) Sufficient funds are set aside with which to operate safe systems of work.
- f) Health and safety performance is measured both actively and reactively.
- g) The organisation's health and safety policy and performance is reviewed annually.

### CEO

The CEO has the following responsibilities:

- a) To be fully committed to the Board's Policy Statement for Health and Safety.
- b) Ensure that a clear written Policy for Health and Safety is created.
- c) Ensure that the Policy is communicated adequately to all relevant persons.
- d) Ensure appropriate information on significant risk activities is given to parents, carers, visitors and contractors.
- e) Ensure appropriate consultation arrangements are in place for staff and their representatives.
- f) Ensure that all staff are provided with adequate information, instruction and training on health and safety issues.
- g) Make or arrange for risk assessments of the premises and working practices to be undertaken.
- h) Ensure safe systems of work are in place as identified from risk assessments.
- i) Ensure that emergency procedures are in place.
- j) Ensure that equipment is inspected and tested to ensure it remains in a safe condition.
- k) Ensure records are kept of all relevant health and safety activities e.g. assessments, inspections, accidents, etc.
- l) Ensure arrangements are in place to monitor premises and performance.
- m) Ensure that all accidents are investigated, and any remedial actions required are taken or requested.
- n) Report to the Board annually on the health and safety performance of the organisation

## Centre, Project and School Managers

Centre, Project and School Managers have the following responsibilities:

- a) Apply the organisation's Health and Safety Policy or relevant Code of Practice to their own centre or area of work and be directly responsible to the CEO for the application of the health and safety procedures and arrangements.
- b) Carry out regular health and safety risk assessments of the activities for which they are responsible.
- c) To manage the keeping of records of all health and safety activities including management of building fabric and external facilities in liaison with MYL central office and contractors.
- d) To advise the CEO of situations or activities which are potentially hazardous to the health and safety of staff, children and young people and visitors.
- e) To ensure that staff are adequately instructed in safety and welfare matters about their specific work place and the centre or project generally.
- f) Resolve health, safety and welfare problems members of staff refer to them, or refer to the CEO any problems to which they cannot achieve a satisfactory solution within the resources available to them.
- g) Carry out regular inspections of their areas of responsibility to ensure that equipment, furniture and activities are safe and record these inspections where required and make provision for the external inspection and maintenance of work equipment throughout the centre or project.
- h) Ensure, so far as is reasonably practicable, the provision of sufficient information, instruction, training and supervision to enable other employees and children and young people to avoid hazards and contribute positively to their own health and safety.
- i) Investigate any accidents that occur within their area of responsibility.
- j) Prepare an annual report for the CEO on the health and safety performance of their centre or area of responsibility.
- k) Carrying out any other functions devolved to them by the CEO or Board.

## Responsible managers are

<b>Location</b>	<b>Responsibility</b>
MYL - CEO	Paul Fletcher
MYL - Deputy CEO	Suzanne Cere
<b>MYL School</b>	
Centre Manager - Wythenshawe	Jackie Henderson
Youth Programme Manager	Samantha Maunder
<b>Play and Youth Team</b>	
Play and Youth Manager (Citywide)	Elaine Young
Deputy Manager – Wythenshawe	Elaine Vickers
Deputy Manager – North & Central	Nozir Uddin

## All employees

All employees have individual legal responsibilities to take reasonable care for the health and safety of themselves and for others who may be affected by their acts or omissions. In particular, employees must:

- a) Comply with the centre or project's health and safety policy and procedures at all times – in particular procedures for fire, first aid and other emergencies.
- b) Follow the particular health and safety measures to be adopted in their own areas of work as laid down in the relevant Code of Practice, if issued, and to ensure that they are applied.
- c) Exercise effective supervision of their children and young people, to know the procedures for fire, first aid and other emergencies and to carry them out.
- d) Give clear oral and written instructions and warnings to children and young people when necessary.
- e) Co-operate with centre or project management in complying with relevant health and safety law.
- f) Integrate all relevant aspects of safety into the process of their work and activities with children and young people.
- g) Follow safe working procedures and use protective clothing where necessary.
- h) Use all work equipment and substances in accordance with instruction, training and information received.
- i) Avoid introducing personal items of equipment (electrical or mechanical) into the centre or project without prior authorisation.
- j) Report to their immediate line manager any hazardous situations and defects in equipment found in their work places.
- k) Report all incidents in line with current incident reporting procedure.
- l) Act in accordance with any specific health and safety training received.

- m) Inform their Line Manager of what they consider to be shortcomings or possible improvements in the centre or project's health and safety arrangements.
- n) Exercise good standards of housekeeping and cleanliness.
- o) Co-operate with appointed Health and Safety Representative(s).

### **Health and safety representatives**

The Board recognises the role of Health and Safety Representatives appointed by a recognised trade union. Health and Safety Representatives will be allowed to investigate accidents and potential hazards, pursue employee complaints, and carry out centre or project inspections within directed time but, wherever practicable, outside contact time. They will also be consulted on health and safety matters affecting all staff.

They are also entitled to certain information, e.g., about accidents and to paid time off to train for and carry out their health and safety functions. However, they are not part of the management structure and do not carry out duties on behalf of the CEO or Board.

### **Children and young people**

Children and young people, allowing for their age and aptitude, are expected to:

- a) Exercise personal responsibility for the health and safety of themselves and others.
- b) Observe standards of behaviour consistent with safety and/or hygiene.
- c) Observe all the health and safety rules of the centre or project and in particular the instructions of staff given in an emergency.
- d) Not wilfully misuse, neglect or interfere with things provided for their health and safety and activities.

### **Information, instruction and consultation**

MYL will ensure that

- The Health & Safety law Poster is displayed at each centre.
- Supervision of children, young people, volunteers & other facility users will be undertaken by the designated activity organiser and monitored by the centre/project manager.
- The manager will provide induction training for all staff.
- Job specific training will be provided by the centre/project manager
- The centre manager is responsible for ensuring all staff and volunteers receive appropriate health & safety briefings.
- Staff and safety representatives will be consulted regularly on HSW issues and policy monitoring.
- Copies of training records will be held in the central office

### 3. PROCEDURES AND ARRANGEMENTS – RISK ASSESSMENTS

#### **Risk assessments**

The Management of Health and Safety at Work Regulations 1999 requires every employer to adequately assess the risks to the health and safety of his/her employees to which they are exposed whilst they are at work. The risks to the health and safety of persons not in his/her employment arising out of or in connection with any work activity must also be assessed. These assessments should also identify and record any group of employees particularly at risk; and be formally recorded.

A risk assessment is a careful examination of how people may be harmed from a particular activity or situation. The assessment will help you to identify the likelihood of harm and whether you can reduce the risk to a reasonable level, through the introduction of control measures.

**Hazard:** A hazard is defined as something with the potential to cause harm.

**Risk:** A risk is the likelihood of potential harm from the hazard being realised. This is usually evaluated by considering the likelihood of the harm occurring and the potential severity of the harm.

There are several regulations that require risk assessment of particular kinds of hazard. These are fire, lifting and handling, work equipment, personal computers, personal protective equipment, hazardous substances and noise. There is a further requirement to carry out maternity risk assessments. A meaningful assessment can only be carried out by persons who have a thorough understanding of the work and how it is done in a particular setting. This will normally mean that managers, project leaders etc. will be best placed to carry out assessments although other staff should expect to be involved in this process.

#### **General Risk Assessments**

There is no standard way to carry out risk assessments as centres vary in size, layout, play areas, number of staff, level of risk, etc. The named manager for that centre will carry out risk assessment for each indoor centre and outdoor areas. Completed documentation will be kept on site, with an electronic copy submitted to the central office.

In addition to this each site & centre will be checked daily, any action points will be followed up and the findings recorded. Each outdoor playground will be inspected bi-annually through the Facility Management arrangements as part of Manchester Young Lives Playground & Building Safety Procedures and also an annual independent safety inspection will be carried out by a play sector expert, to ensure relevant safety standards and industry good practice procedures are maintained. The designated Manager under instruction from the CEO will act on the findings of these inspections and implement any reasonably practicable measures necessary to minimise risks.



## **Off site trips and activities**

Each activity will be risk assessed in advance, following the requirements in the MYL off site activities guidance. It is the responsibility of the member of staff organising the activity or trip to ensure this has been carried out. This should be documented and kept on site.

## **Review**

Risk assessments should be reviewed regularly i.e. annually or as soon as any significant changes have occurred. You should review a risk assessment immediately after there has been an accident or incident in order to identify what went wrong and whether any additional controls are required.

## **4. PROCEDURES AND ARRANGEMENTS - TRAINING**

### **Health and Safety Training**

Health and safety awareness and risk assessment training is provided for all staff internally. Centre and project managers all complete ILM management training which includes health and safety modules. In addition to this specific external health and safety training is provided as required to comply with H&S legislation.

## **5. PROCEDURES AND ARRANGEMENTS - ACCIDENTS**

### **Accidents, First Aid and work related ill health**

#### **First Aid**

First aid boxes are situated in the centre office on each site. For outreach projects the project manager is responsible for ensuring that a first aid box is carried by staff at all times. Centre/Project managers are responsible for ensuring that there is a designated first aider on site at all times when the centre is open.

#### **Accident/Incident Reporting**

All accidents are recorded in the accident book, which is located in the centre office. For outreach projects, this is carried with the first aid box. A detailed accident report is also submitted to the central office. Persons completing the form have a duty to provide full and accurate information.

This is a legal document and should be available for inspection by Insurers, HSE Inspectors and MYL office as and when required. It must be retained on the premises for 7 years after the date of the final entry. Records of all investigations must also be kept for this period.

### Reporting Procedures

The centre/project manager is responsible for reporting accidents to the CEO, who is responsible for reporting the following to the HSE & OFSTED.

Death	If a death arises as a result of an accident on the premises of MYL, within one year of the accident occurring.
Major Injuries	Fractures- other than to fingers, thumbs & toes Amputations Dislocation of the shoulder, knee, hip or spine Eye injury, resulting in a temporary or permanent loss of sight, by chemical, hot metal burn or penetrating injury. Unconsciousness caused by exposure to a hazardous substance, biological agent, electric shock or asphyxia.
Major injuries cont'd.	Any acute condition/illness resulting in loss of Consciousness, requiring resuscitation or an admission to hospital for more than 24 hours.
Lost time Injuries	If an accident arises out of work activity of an employed or self-employed occurs on MYL's premises. Which results in an absence of more than seven days after the accident. Or where an individual is unable to carry out his/her normal job and is put on light duties.

All accidents must be reported within ten days of the accident occurring.  
Any accident requiring hospital treatment must be reported to OFSTED.

Infectious diseases and illnesses for staff should be reported to the central office.  
See attached appendix for detailed information on infectious diseases.

## **6. PROCEDURES AND ARRANGEMENTS – OFF SITE ACTIVITIES**

### **Off site activities**

Visits and adventurous activities are an essential part of a child's development, helping them to learn about assessing and managing risk, and to gain skills in leadership and team working. They also build self-esteem and allow children to experience a range of normal social experiences.

The policy is supplemented by the Dfe Guidelines for the Health and Safety of Pupils on Educational Visits. All staff involved in visits should be familiar with these documents and their requirements.

## Responsibilities

### MYL will

- provide guidelines for managers organising visits, to assist them with assessing risk and identifying suitable control measures.
- provide access to competent persons for advice.
- provide emergency support and contacts.
- maintain appropriate insurance cover.
- monitor and review arrangements for visits.

### Managers

Managers that organise visits must ensure:

- they comply with the MYL policy and associated guidelines on visits and other relevant policy documents (e.g., those covering use of minibuses, critical incidents etc).
- have specific and clearly stated objectives
- that they, and other staff involved in organising or supervising the visit have the required level of competence. This should take account of their supervisory ability and their competence in relation to the specific activity.
- sufficient time and resources are allocated to the planning stages;
- a full risk assessment has been carried out and suitable control measures are in place; - this should be based on a knowledge of the location/centre where the activity will take place.
- where required by the policy, only activity providers who are licensed for adventurous activities and/or accredited under non-statutory schemes are used and that the safety arrangements of other providers (e.g., farms, museums) are assessed prior to use;
- that arrangements are in place for the central office to be informed of Level 2 in good time, so that questions can be asked.
- safeguarding procedures are in place.
- all necessary actions have been completed before the visit begins;
- suitable emergency arrangements are in place, including ensuring a contact with the central office to make decisions, is available at all times.
- visits are monitored and evaluated, to inform operation of future visits, future training needs etc.

Managers may delegate these tasks to a competent member of staff, however ultimate responsibility remains with the manager.

- Participating staff, volunteers and parents/carers should also be made aware of their responsibilities during visits. They should:
- follow the instructions of the group leader and help with control and discipline.
- notifying the group leader or, where appropriate stop the visit or activity, if they think the risk to the health and safety of the children in their charge is unacceptable.

## Authorisation of visits

Managers have the responsibility for organising level 1 visits providing they comply with MYL guidelines. All level 2 visits must be approved by the central office. If you are unsure which is the relevant level you should always check with the office.

- **Level 1**

Activities that would not expose those taking part to greater risk than that experienced on a day to day basis. Regular visits of one day or less duration (swimming, theatre trips, environmental studies, etc)

- **Level 2**

Non routine activities and residential stays and adventurous and hazardous activities run by licensed/accredited centres.

## Risk Assessment of visits

Risk assessment and risk management are legal requirements. For visits they involve the careful examination of what could cause harm during the visit and whether enough precautions have been taken or whether more should be done. The aim is to make sure no one gets hurt or becomes ill. The control measures should be understood by those involved.

Risk assessments should explicitly cover how special needs (e.g., educational, medical) are to be addressed. The programme of a visit, as set out in the risk assessment and the consent form, should not be deviated from, and should include details of emergency/contingency measures.

There are three levels of risk assessment for visits:

**Generic:** Apply to the activity wherever or whenever it takes place. The information provided in this policy and associated guidance is based on a generic risk assessment.

**Visit/Site Specific:** Will differ from place to place and group to group. Those organising visits are responsible for carrying out visit /site specific risk assessments. Managers must ensure an adequate risk assessment is carried out.

For **level 1** visits it will be sufficient to carry out a single assessment to cover several visits, however it should be reviewed annually, or if circumstances change significantly.

For **level 2** visits it would be necessary to carry out an assessment for each visit. Where practicable the assessment should be based on first-hand knowledge of the location. This would normally entail an exploratory visit being made. If it is not possible to visit the site beforehand, alternative arrangements must be sufficient for an assessment to be made.

**Ongoing:** The group leader should reassess risks while the visit is taking place, making judgements and decisions as the needs arise.

In addition to the above, **individual risk assessment** of children whose vulnerability, behaviour or other factors may put them or others at greater risk should be undertaken where appropriate.

## **7. PROCEDURES AND ARRANGEMENTS – TRANSPORT & MINIBUSES**

### **Transport and Minibuses**

#### **Introduction**

- It is illegal to use a handheld mobile phone when driving.
- Employees should only use a hands-free mobile phone when it is safe to do so. They must judge for themselves when it is safe to make a hands-free call taking into account the driving conditions that prevail. Employees are not obliged to make or continue calls where they have concerns that it may not be safe.
- Employees are encouraged to divert calls to voice messaging as much as possible.
- Warn incoming callers that you are driving and may have to break off your conversation without notice.
- If an incident on the road requires immediate attention, every effort should be made to contact the emergency services in a safe manner

This section contains standards and guidance on the operation and management of minibuses. It is the responsibility of centre and project managers to ensure that minibuses are operated in line with this document in any area under their control. This section must be read in conjunction with MYL policies and procedures on off site visits and activities and relevant working practices.

If you control or hire minibuses:

- Identify drivers and ensure they are authorised
- Risk assess all such minibuses and operations
- Ensure system for pre-use checks is in place
- Ensure all accidents are investigated and reported

#### **Checklist - Operating Minibuses**

Persons in control of minibuses must ensure that a risk assessment is carried out and that any necessary remedial actions identified are taken.

Persons in control must ensure that employees driving minibuses are authorised to do so and are given adequate information, instruction and training. This includes volunteers working on behalf of MYL. Persons in control must ensure that

employees driving minibuses are authorised to do so and are given adequate information, instruction and training. This includes volunteers working on behalf of MYL. All minibus drivers must be qualified to MIDAS standards and provide a copy of their driving licence on appointment. Minibus drivers are obliged to notify their line manager of any driving penalties imposed during their employment and any medication they may be taking, prescribed or otherwise, which could affect their driving ability.

Drivers of minibuses must carry out checks of minibuses before use.

## **Accidents and Incidents**

All accident and incidents involving minibuses must be investigated by the relevant line manager and reported on the MYL report form.

## **8. VIOLENCE**

### **Introduction**

MYL will not tolerate violence and aggression towards its staff and will take all reasonable steps to ensure that violence to its staff is eliminated, or the risk of harm minimised in situations where it cannot be eliminated.

The Health and Safety Executive has defined violence at work 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/her employment".

### **Responsibilities**

Managers have a responsibility to identify whether or not there is a problem of potential violence in their areas of work through the risk assessment process. No employee should be asked to carry out duties that would place them in danger of violence.

Employees have a duty not to knowingly carry out any activity that would put them at risk of violence. Employees should ensure that they have read and understood all risk assessments regarding potential violence and aggression and must comply with the appropriate control measures.

### **Risk Assessment**

Questions relating to a history of violence and aggression should always be included in all referrals, assessment requests, and/or admissions documents. Where this is not forthcoming a 'worst case scenario' assumption must be implemented until information is obtained that refutes this.

Where no relevant risk assessment is in place Managers/Project Leaders are expected to take time to write one in order to ensure appropriate controls are in place for the safety of their employees and others.

An appropriate risk assessment should always include information regarding the young person's family history in order to identify past incidents, or likelihood, of violence. Where this has been established, employees should not be expected to have lone contact.

## **9. PERSONAL SAFETY AND LONE WORKING**

### **Introduction**

These guidelines have been produced to cover a wide range of situations in which staff may find themselves from time to time. Each section raises the main issues and identifies a range of measures, which could be put in place to reduce the risk to the personal safety of the staff concerned.

As this section relates to 'personal' safety many of the considerations are directed to the individual. It is important that all staff have read and understood this section.

In each section there is reference to the need to carry out a risk assessment in any situation where there is the potential for staff to be at risk. It is worth stressing that:

**IF THE RESULT OF THE RISK ASSESSMENT IS THAT THERE IS A HIGH LEVEL OF RISK THE ACTIVITY SHOULD NOT BE UNDERTAKEN UNTIL APPROPRIATE CONTROL MEASURES HAVE BEEN IMPLEMENTED.**

### **Working alone on the premises**

Wherever possible staff should be discouraged from remaining alone on the premises and should only be done in exceptional circumstances in agreement with the line manager.

In these circumstances it is important that all is done to consider the implications of this in order to decide whether it is appropriate, and what measures need to be in place to ensure that staff will be safe. Wherever possible, these judgements should be made in advance when planning the activity or work programme. There will be times when this is not possible, and it is still important to consider the basic issues.

#### **a) When undertaking a risk assessment, the following should be taken into consideration:**

- how secure is the building?
- Is there CCTV and a controlled entry system?
- who knows you are there?
- how would you summon help if you needed it?
- are the tasks being undertaken hazardous?
- how will you leave the building safely?

**b) Some control measures that should be considered are:**

- assessing if it is appropriate for you to carry out the tasks on your own.
- ensuring there is the means to summon assistance readily to hand.
- ensuring that you know the appropriate emergency numbers.
- letting someone (e.g., at home) know when you plan to leave and when they should expect you;
- making sure you have a well-lit route out of your workplace.

**c) All individuals will need to:**

- try to anticipate situations where they may be working alone in a building.
- co-operate with their manager in undertaking a risk assessment.
- ensure that they comply with the requirements identified by the risk assessment.

**d) All Managers should:**

- anticipate the circumstances under which any of their staff will be working alone in a building and, preferably, consider if there are suitable alternatives.
- undertake an assessment of the risks involved.
- identify measures which will ensure a low level of risk.
- take the necessary action required by the risk assessment.
- ensure that all relevant staff are aware of the requirements identified by the risk assessment.
- monitor to ensure that the arrangements are being complied with.
- review the risk assessments regularly or sooner if the circumstances change.

## **Travelling alone**

Many travel alone during their working hours as part of their work. They need to be confident that they can stay safe in their vehicle and know how to deal with an emergency.

### Issues to be taken into account:

- Are they healthy and fit to drive today?
- Is the vehicle regularly serviced and in a roadworthy condition?
- Do they know how to deal with a breakdown?
- What to do if involved in an accident?
- What to do if others are involved?
- What should they do about aggressive drivers?

### Things they should do:

- Ensure that someone knows when and where they are going, the route they expect to take if possible, and when they expect to arrive.
-



Take precautions to protect their own safety, for example by:

- planning the journey.
- having emergency contact details handy.
- having a personal alarm.
- having a blanket, in case of prolonged breakdown in cold weather.
- keeping a basic tool kit and torch.
- having a mobile telephone.
- having a road atlas/Satnav to hand.
- checking driving conditions before setting out.
- planning adequate rest and comfort breaks at public locations into long journeys.
- ensure that there is sufficient fuel for the journey.
- ensuring valuables and personal details are not left in clear sight.

All managers should:

- include reference to this guide if appropriate, when inducting new staff.
- know where all their staff are at any one time (recorded in an office 'diary').
- do a risk assessment of the risks involved.
- identify measures which make sure the level of risk is as low as is reasonably practicable.
- take the necessary action required by the risk assessment.
- ensure that all relevant staff are aware of the requirements identified by the risk assessment.
- monitor to ensure that the arrangements are being complied with.
- review the risk assessments regularly or sooner if the circumstances change.

Staff will need to:

- co-operate with their manager in undertaking a risk assessment of lone driving.
- ensure that they comply with the requirements identified by the risk assessment.

### **Carrying passengers in private cars**

**Adults who have not completed an enhanced DBS Disclosure and appropriate safer recruitment checks should never supervise young people alone.**

In the interest of safety and child protection it is good practice that, wherever possible, staff do not transport young people on their own. In order to ensure that there is no undue risk to the member of staff or to the young person it is important to carry out a risk assessment to determine the circumstances under which it might be done safely.

Managers should ensure that child protection issues are given most serious consideration within any associated risk assessments.

**When undertaking the risk assessment, some questions that staff might need to consider are:**

- who knows that you are making the journey?
- what do you know about any previous history of violence or inappropriate behaviour of the young person?
- have you considered the route and destination?
- what will you do if there is an incident? For example, if you are assaulted or the young person absconds?

**Some control measures that might be introduced if the situation allows would be:**

- never transport young people on your own whenever possible.
- ensure the journey is necessary and there is no suitable alternative.
- confirm the arrangements have been authorised.
- ensure colleagues know that you have arranged the journey and ask them to note the departure time.
- ensure that a mobile telephone is carried for emergency contact.
- if you are carrying more than one young person, ensure pick up and drop off points are in the same location wherever possible.
- ensure that you have the appropriate insurance.
- make sure that the seatbelts are in good order and that the young person is wearing one.

## **Home Visits**

As part of their duties, it may be necessary for some members of staff to visit families in their homes. Normally there will be no significant risk when making a home visit, as in situations the person already has a history of aggression alternative measures should be taken. However, unknown family members or other visitors lend an unpredictable factor to the visit. It is therefore essential that members of staff take precautions to ensure their safety at all times. This can best be achieved by undertaking a Risk Assessment.

**Here are some factors that would need to be considered:**

- is a home visit the most appropriate way of dealing with the issue?
- have you checked the records to see if any previous violent incidents have been recorded?
- do you know the family history and/or of likely visitors who may be present?
- if you have concerns about your personal safety, have you worked out a clear strategy for dealing with the visit?

**NB** if there is any doubt you should not be making this visit on your own without further investigation.

## **Some control measures that you might want to consider would be:**

- making an appointment prior to the visit;
- ensuring that details of the appointment are recorded in the office so that the whereabouts of individuals are known, and concerns raised if they do not return or contact the office at the expected time;
- the appropriateness of clothing and taking sensible precautions such as removing long earrings, scarves or ties, or tying back long hair.
- parking your car as near as possible to your destination, but be aware of possibility of being traced through number plate.
- being aware of where you park your car such as location of bushes or street lighting.
- consider issues such as stairs or lifts in high rise buildings.
- being aware of local trouble spots and tensions.
- taking a mobile phone/torch/personal alarm where appropriate.
- to take in only what is necessary, i.e., phone, and paperwork but not handbag/wallet/briefcase etc;
- have a plan in place for getting out safely.

**NB** if in doubt at the doorstep – do not go in!

## **Key Holder Call Out**

As part of their responsibilities some staff may be required to be a registered key-holder for a building. This is an important role and may involve them in being called out at night and when they are alone. Consideration should be given in advance to the circumstances that are likely to prevail when a call comes, and steps taken to ensure their safety.

Staff should not wait until the call out but ask themselves the following questions now:

- How will I travel to the premises?
- Where will I park when I get there?
- Will there be any lighting on arrival?
- If the lights are not on, or have been damaged, have I got a torch?
- Will I be alone? (The police or security company may not arrive before you)
- Have I got a personal alarm?
- Are relevant phone numbers available? (City Works, Manager, shutter repairs, emergency contacts)
- Can someone accompany me to the call out?

A risk assessment should be carried out in order to identify measures, which will ensure that the level of risk is acceptable and that any necessary actions are taken. The risk assessment should be reviewed regularly and when circumstances change.

Key holders should never put themselves at risk by tackling an intruder or entering a building where they think an intruder is present without backup. If in doubt – never enter a building alone. If you think intruders are still on the premises retire to a safe distance and contact the police.

All centres should use a security monitoring company. The contract provides a means by which centres can avoid the majority of instances where there is a need for staff to respond to alarm activations outside of office hours (or are accompanied by a security officer if they attend alarm activations).

## 10. MAINTENANCE & INSPECTION OF PLANT/EQUIPMENT

### Maintenance and inspection of plant and equipment

- Manchester Young Lives will ensure that all equipment & plant purchased by the organisation complies with safety standards prior to purchase.
- Manchester Young Lives will ensure that all electrical equipment is safety tested annually.

#### Centre , School & Project Managers responsibilities

- To ensure all equipment is safe for use.
- To arrange for any relevant maintenance to be implemented.
- If necessary, seek guidance from central office.

#### Staff responsibilities

- To only use equipment, appropriate to the activity being carried out.
- To report any equipment defects, identified during use, to the appropriate line manager immediately.

## 11. SAFE MANUAL HANDLING

### Introduction

This guidance sets down the standards for achieving safe manual handling and lifting throughout MYL. It is intended to assist Managers in meeting the requirements of current legislation and act as a source of guidance on how to achieve safe systems of work.

Over and above the general duty of care owed to staff and others under the Health and Safety at Work Act 1974, manual handling in all workplaces and work activities is specifically legislated for by the Manual Handling Operations Regulations 1992.

### Responsibilities

It will be the responsibility of managers to ensure that the Manual Handling Operations Regulations 1992 are complied with throughout MYL.

Managers will be responsible for ensuring that assessments of risk are carried out for all manual handling activities which constitute a significant risk of injury to members of staff.

Managers will be responsible for ensuring that the guidance and procedures, as defined in this document are adhered to in order to adequately control the risk from manual handling activities.

## **Regulations**

The Manual Handling Operations Regulations 1992 contain detailed statutory provisions with respect to manual handling activities, including lifting, lowering, carrying, pushing, pulling, holding, or moving by hand or by bodily force of any discrete moveable object, including a person or an animal.

They are attempting to reduce the level of injury outlined in the chart above. To achieve this the Regulations, require the following:

- The avoidance of manual handling activities where reasonably practicable
- Assessment of the risk where the task is not avoidable
- Reducing the risk from manual handling

## **Avoiding Manual Handling**

The first consideration when looking at an activity involving manual handling should be whether or not the manual handling is necessary. Quite often it is only being done in the way that it is because "it has always been done that way". It may be possible to change the system of work to remove the need for the manual handling. Another alternative may be the introduction of mechanical aids such as, hoists, trolleys, wheelbarrow, etc.

## **Assessing the Risk**

If it has been established that it is not reasonably practicable to avoid the need for manual handling, either through removing the need for the task or the introduction of handling aids, then the activity needs to be assessed in order to ascertain if it creates a significant risk of injury to personnel.

This will generally involve both direct observation and discussions with the persons involved. It is important to find out about the unofficial short cuts that people take as well as the official way of doing things.

To assist nominated persons in carrying out an assessment of this kind an example of a generic risk assessment is included in the centre risk assessment file.

## **Reducing the Risk**

During the assessment process a number of problems will have been identified, action will be required to introduce measures to deal with these problems. The provision of information and training to staff plays an important part in the risk reduction process; however, it should not be assumed that training alone will ensure safe manual handling.

## 12. CONTROL & USE OF HAZARDOUS SUBSTANCES

This guidance sets down the standards for the control of hazardous substances used throughout the organisation. It is intended to assist those persons responsible to meet the requirements of current legislation and act as a source of guidance on how to control the risk from the use of such substances to members of staff and others who may be exposed.

Over and above the general duty of care owed by MYL to staff and others under the Health and Safety at Work etc. Act 1974, hazardous substances are specifically legislated for by the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

The Regulations contain detailed statutory requirements with respect to the identification, use and control of such substances. Their main aim is to ensure that where a need for the use of a hazardous substance is required, that the situation is assessed and appropriate control measures are taken.

### Regulations

The COSHH Regulations require specifically the following:

- An assessment of all hazardous substances used in the workplace
- Control of the risk of personnel being exposed to hazardous substances
- Monitoring of the effectiveness of control measures
- Maintaining in an efficient condition any equipment provided to control the risk (e.g personal protective equipment PPE).
- Health Surveillance
- Informing, instructing and training of personnel on the level of risk and how it is to be controlled.

### What is a Hazardous Substance?

COSHH defines 5 categories of hazardous substances which are:

- Substances classified as harmful, irritant, toxic, very toxic and corrosive, such substances will carry the pictograms detailed below.



- Substances which have a workplace exposure limit (WEL) assigned to them (examples would include chlorine, ammonia or wood dusts)
- Biological agents capable of causing ill health effect, i.e. any micro-organism, cell, culture, genetically modified organism that may cause infection, allergy, toxicity or any other human health hazard
- Substantial quantities of dust
- Any other substance not classified above that may create a comparable health risk.

The only exceptions are those things which are already being controlled by their own specific legislation, for example, asbestos, lead, radioactive substances.

In MYL centres these substances will generally be found in storage areas, practical workshops, print rooms. Caretakers and cleaners stores in all premises are also likely to contain such substances.

## **Responsibilities**

Managers will be responsible for identifying all substances, which need a COSHH assessment, and ensuring they are undertaken. Centre /Project managers will also be responsible for ensuring that all staff receive appropriate briefings on the correct use of substances in line with the COSHH assessments.

Managers will also

- ensure that where the use of hazardous substances is required, that a risk assessment is made, and appropriate controls are in place.
- ensure that any equipment used to control the risk from hazardous substances are adequately maintained in an efficient condition.
- ensure that at risk staff are informed of the risk and the control measures in place to reduce it.

## **13. PERSONAL PROTECTIVE EQUIPMENT**

### **Introduction**

This guidance sets down the standards for the provision and use of personal protective equipment (PPE) throughout the organisation. It is intended to assist those persons responsible to meet the requirements of current legislation and act as a source of guidance on how to provide suitable and sufficient PPE to those members of staff who require its use.

Over and above the general duty of care owed to staff and others under the Health and Safety at Work etc. Act 1974, the provision of PPE in all workplaces is specifically legislated for by the Personal Protective Equipment at Work Regulations 1992.

The Regulations contain detailed statutory requirements with respect to the provision of suitable PPE. Their main aim being to ensure that where a need for the issue of PPE to safeguard a risk is identified, the PPE chosen is suitable and remains in a suitable condition.

### **What is PPE?**

The Regulations define Personal Protective Equipment PPE as "all equipment (including clothing affording protection against the weather), which is intended to be worn or held by a person at work and which protects him against one or more risk to his health or safety, and any addition designed to meet that objective".

This includes helmets, face masks, lifejackets, high visibility clothing, shoes, goggles, harnesses, aprons, gloves, clothing against extremes of temperature or wetness etc.

It does not include overalls, uniforms and clothing which does not protect the user's health and safety, PPE used on the roads i.e. crash helmets, sports equipment such as shin pads, jock straps, etc.

## **Responsibilities**

It will be the responsibility of the managers to ensure the Personal Protective Equipment Regulations are adhered to throughout the organisation.

Managers will ensure that where the need for the provision of PPE has been identified only suitable equipment will be used.

Managers will ensure that where PPE has been provided, it is maintained in a satisfactory condition and, where required, users have received suitable information, instruction or training in its use.

It will be the responsibility of all staff to:

- Use PPE which has been provided to control a risk
- Report any defects to or loss of PPE with which they have been provided
- Take reasonable care of any PPE provided to them

## **Regulations**

The main provisions of the Regulations are:

- The provision of suitable PPE to control the risks from identified hazards
- The maintenance of PPE which has been provided in an efficient state, efficient working order and in good repair
- The provision of appropriate accommodation for all PPE provided
- The provision of information, instruction, and training on the use of any PPE provided
- Where PPE has been provided, that it is being used properly

## **Suitable**

Whenever the risk assessment required under the Management of Health and Safety at Work Regulations 1999 identifies the need for PPE to control a risk, then only suitable PPE must be used. To be suitable the following should be considered:

- Will it protect against the risk?
- The fit of the PPE is important if people of varying sizes are to use it then a variety of sizes will be required
- Will it be suitable to wear in the chosen environment and the physical work involved? i.e., too hot, too cold, will it restrict essential visibility or communication?



- How easy will it be to clean the PPE? Important if equipment is to be used in food preparation
- The comfort of the PPE will have a huge bearing on the keenness of the user to wear it
- PPE supplied must conform to British and European Standards and should be marked with the 'CE' mark which denotes that it has been tested in accordance with European Community Directives
- PPE must be provided free of charge to the user

## **Maintenance**

An effective system of maintenance will be required to ensure PPE continues to provide the degree of protection for which it was designed. Maintenance will include cleaning, disinfecting, examination, replacement, repair or testing. The level of maintenance will of course depend on the item. Before use checks by the user should always be carried out on any item of PPE and a sufficient stock of spares should be available where required.

## **Accommodation**

The requirement to provide accommodation in which to store PPE will obviously vary depending on the item. However, accommodation must be provided in order to ensure that PPE can be maintained in an efficient state.

It may be simple, for example, pegs for weatherproof clothing. However, if a person has been supplied with a number of varying items of PPE, then a suitable locker may have to be supplied.

## **Information, Instruction and Training**

In order to make effective use of PPE users must be given sufficient information, instruction, and training. This should include:

- Why they require PPE, the risk it is protecting them from
- How to adjust to fit
- Limitations on its use (if any)
- Storage, issue and replacement, loss or defect reporting

The level of information, instruction and training will obviously vary depending on the equipment. For example, for a safety helmet some basic instructions may be sufficient.

## **14. PERMIT TO WORK & WORKING AT HEIGHT**

### **a) Permit to work**

- A 'Permit to Work in Occupied Areas' is required for staff and Contractors working on Manchester Young Lives premises in areas where students, children and young people using our services, staff and visitors or members of the public have access.

A 'Permit to Work in Occupied Areas' may not need to be issued if Manchester Young Lives responsible person identifies that the likelihood of an incident resulting from this work is low e.g decorating work that does not involve heights of over two meters or work with flammable substances AND the duration of the works is less than one day. However, Section 1 of this form must still be completed by the Manchester Young Lives responsible Person to illustrate they have taken all relevant matters into consideration.

Before the responsible person makes a decision not to require the issuing of a permit to work they should be satisfied that all of the following have been considered and do not apply to the work being proposed: - work in confined spaces, hot works, work on roofs, high or low voltage electrical work, work with asbestos, excavations of any sort, work in classrooms.

It is the responsible Person (as designated by either the CEO or Deputy CEO for Manchester Young Lives) responsibility to assess risk and they are accountable for their decision on whether a 'Permit to Work in Occupied Areas' is required.

If the responsible Person Young Lives Representative decides that the 'Permit to Work in Occupied Areas' is not required based on the above criteria they should note this decision in writing on their copy of the Contractor's Risk Assessment which must be kept with the relevant paperwork for the works.

## **b) Working at height**

We will ensure that work is properly planned, supervised and carried out by competent people with the skills, knowledge and experience to do the work. In addition:

- The Facility Manager retains ladders for working at height
- Young People are prohibited from using ladders
- Staff will wear appropriate footwear and clothing when using ladders
- Contractors are expected to provide their own ladders for working at height
- Before using a ladder, staff are expected to conduct a visual inspection to ensure its safety
- Staff using ladders must ensure there is another adult /member of staff providing supervision at ground level
- Access to high levels, such as roofs, is only permitted by trained persons

## **15. NEW AND EXPECTANT MOTHERS**

Risk assessments will be carried out whenever any employee or young person pupil notifies the MYL that they are pregnant.

Appropriate measures will be put in place to control risks identified. Some specific risks are summarised below:

- Chickenpox can affect the pregnancy if a woman has not already had the infection. Expectant mothers should report exposure to antenatal carer and GP at any stage of exposure. Shingles is caused by the same virus as chickenpox, so anyone who has not had chickenpox is potentially vulnerable to the infection if they have close contact with a case of shingles
- If a pregnant woman comes into contact with measles or German measles (rubella), she should inform her antenatal carer and GP immediately to ensure investigation
- Slapped cheek disease (parvovirus B19) can occasionally affect an unborn child. If exposed early in pregnancy (before 20 weeks), the pregnant woman should inform her antenatal care and GP as this must be investigated promptly
- 

## 16. FIRE SAFETY & EVACUATION PROCEDURES

Fire safety and evacuation procedures are included in MYL emergency procedures document

## 17. ACCIDENT REPORTING & INVESTIGATION

### a) Reporting accidents and potential hazards

A reporting system for accidents at work, work related ill health and dangerous occurrences is in place. The senior management team must be informed immediately about any serious accident or incident involving staff or young people and the appropriate body will be informed.

In the event of a serious injury accident, the emergency services should be contacted by dialling 999.

Be prepared to answer the following questions:

- What is the name of the injured person?
- Where is the location?
- What is the condition of the injured person, if known?
- Is the person still conscious?

If the injury is serious and requires hospital attention, but does not require an ambulance, the first aider should arrange for transport to take the injured person to Accident and Emergency. Where possible, the first aider should accompany the injured person to A&E.

All accidents should be recorded, and the forms submitted to the central office.

A summary of accidents at all centres is recorded and reviewed annually.

Hazards that could significantly injure someone should be reported immediately to the designated manager. Where possible, the hazard should be made safe, but do not place yourself in danger.

Near miss incidents (incidents that could have significantly injured you or someone else) should also be reported using the MYL accident report form. If the hazard remains, you should report this immediately to MYL central office.

### **b) Riddor – reporting of injuries, diseases and dangerous occurrences regulations**

Serious accidents, certain reportable diseases and types of dangerous occurrence must be reported to the Health and Safety Executive (HSE) within 10 days . Project and Centre Managers will liaise with central office to ensure compliance.

For accidents resulting in the over-seven-day incapacitation of a worker, the HSE must be notified y within 15 days of the incident.

Accidents are most likely to become reportable because the person has either broken a bone or is unable to do their normal work for a period of more than seven days. Any incidents should be reported to the central office and if an accident is reportable, this is normally reported to the HSE by the Deputy CEO

There is a requirement to investigate accidents. This is normally carried out by a competent manager in line with the HSE guidance for investigating accidents & incidents.. The HSE also may wish to inspect or investigate following a serious accident and it is important that as much detail and investigation is carried out by MYL to assist this process.

### **Minor accidents**

All projects have a qualified first aider on duty at all sessions.

In the event of a minor accident the first aider should be advised and will attend to the individual concerned. Minor accidents should also be reported, using the standard MYL accident report form, in particular where the accident could have resulted in more serious injury. Reporting minor accidents may highlight a more serious underlying hazard and steps can be taken to reduce any risk.

Reporting accidents involving young people or visitors

All accidents involving young people and visitors must also be reported using the MYL accident report form. Young people are encouraged to report accidents to the project staff and report forms will be completed by these staff and forwarded to MYL central office. Accidents involving visitors that are witnessed by a member of staff should also be reported.

## **18. MONITORING & REVIEW**

Manchester Young Lives will ensure that the processes in place to manage health & safety are complied with through: -

- Periodic internal audits of recording systems by the CEO
- Monthly managers meetings and Managers performance appraisals

- Annual independent safety inspections by industry experts
- Investigation of accidents & work-related sickness absences by centre/project managers. The findings of these investigations will be reported to the CEO, who will ensure that appropriate action is taken to prevent a recurrence.