

The Place Health and Safety – Detailed Procedures

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1. Health and Safety Training (and information, instruction and supervision)

The Place recognises the legal duty to provide information to employees concerning hazards, risks and safe systems of work. The Place also recognises the duty to provide suitable training in the skills necessary to carry out any task. Suitable training will be provided using a number of methods including:

- Induction / orientation when joining The Place.
- Briefing where an employee is undertaking work at a third party's site.
- Health and safety signs and notices.
- Copies of risk assessments / safe working procedures.
- Copies of policy / guidance.
- Copies of current best practice guidance and information.
- Provision of adequate supervision.

A training needs analysis and competency matrix will be held to track any health and safety training and refreshers.

1.1 Induction Training

All new starters and temporary workers will be provided with health and safety induction training by their manager, using an approved induction training checklist as a starting point and providing any other necessary information as applicable. The Visitor Services team will lead on new starter tours in collaboration with HR to include fire escape plans.

1.2 Job Specific Training

Job specific or task skills training will be provided when required. The training must be documented and suitable records kept.

1.3 Special Training

There are several jobs that require special training, including:

- Fire Marshal;
- First Aid at Work (3 day course); and
- Mental Health First Aid
- Evac Chair Training.
- Manual handling training.

Special training requirements will be identified by managers. Training will be organised by the managers and records kept and updated as below.

1.4 Training Records

All training will be recorded and kept with personnel records. The HR Manager will be responsible for keeping records up-to-date, for safekeeping and determining when refresher training is required. All training records and inductions will be logged and recorded in the Master Health and Safety Folder/Training Records.

1.5 Training Requirements

Managers will identify training requirements supported by the health and safety officer and the HR department and make adequate arrangements to ensure training is suitable and sufficient and provided in good time.

1.6 Supervision

Managers will ensure that adequate supervision is provided in all circumstances, with special attention being applied where risk assessments reveal activities to be particularly hazardous.

For all activities including student accommodation and student supervision, including day trips and visits, a specific risk assessment will be produced, accompanied by safe systems of work and guidance. All staff involved in the activities and locations will have signed to confirm their understanding of the safe system of work and that they agree to follow it.

2. Fire Arrangements and Risk Assessments

The Place will make all necessary arrangements to ensure that all employees, students and others are aware of the fire prevention measures on each site, including the evacuation procedure.

2.1 Fire Risk Assessment

The Facilities manager, Visitor Services manager and the Health and safety Officer will ensure that a suitable and sufficient fire risk assessment is undertaken. The health and safety officer will co-ordinate the fire risk assessment with the co-operation and assistance of the facilities manager and all staff. The fire risk assessment will be documented, filed and reviewed on an annual basis. The health and safety officer with the Visitors Services Manager and HR will ensure that appropriate numbers of fire marshals are appointed, taking into account potential absence.

2.2 Control Measures

The health and safety officer will ensure that control measures identified in the fire risk assessment are implemented.

2.3 Escape Routes

The fire marshals will check the escape routes on a daily basis to ensure that the routes are clear and uncluttered and that in an emergency a safe exit can be made.

2.4 Fire Extinguishers

The Facilities Manager will ensure that there is adequate fire fighting apparatus on site/for activities with regard to the findings of any fire risk assessment. The fire extinguishers will be inspected and serviced on an annual basis. Visual inspections of fire extinguishers will be made on a monthly basis by the the maintenance team; and any defects reported to the Facilities Manager. Any defects will be rectified immediately. Where extinguishers are released, The Facilities Manager must be informed so that the extinguishers can be re-charged or repaired immediately.

2.5 Fire Alarm Systems / Automatic Fire Detection Systems

Fire alarms will be tested on a weekly basis by the Facilities Manager.

2.6 Emergency Evacuation (Fire Drill)

The Health & Safety Officer and Visitors Services Manager (with the co-operation of all staff) will organise an unscheduled emergency evacuation a minimum of two times every calendar year. These drills and findings will be recorded centrally in the Master Health and Safety Folder/Evacuation and Drills.

Please refer to The Place fire evacuation procedures for full details of how to deal with a fire at any of its sites.

A fire and emergency plan will be requested and briefed to all staff and students for any classes at any external premises. The relevant department manager will ensure that all fire safety arrangements have been received and communicated.

2.7 Visitors / Contractors Register

All employees are responsible for ensuring that visitors and contractors are aware of the evacuation process and making sure that fire marshals are aware of their presence so they can determine that all visitors and contractors have safely left the building.

3. Maintenance of Equipment

The Place will maintain essential services in good working order to provide for the health and safety of building occupants and, in some cases, the general public. The frequency of maintenance, inspection and testing may depend on the manufacturer's recommendations and the age and condition of the equipment. The Place must therefore introduce controls to ensure that the risks associated with the use of work equipment are minimised, this includes all equipment used in the theatre, equipment used in the support of productions, equipment used in the body conditioning room, studios and performance areas, laundry room and costume design/textiles and in the maintenance of the premises.

The Facilities Manager alongside the Department managers who use special equipment, will list all applicable equipment, the frequency of inspection and testing and maintenance providers in a suitable format. A service and maintenance diary will be kept in a shared format on the intranet/shared drives.

Equipment	Frequency of maintenance/ servicing	Frequency of Inspection	Maintenance Provider
Emergency Lighting	Annual	Annual	Claremore
Fire Extinguishers	Annual	Annual	Secure Right
Fire Alarm Service	Every Quarter	Weekly (call points)	Debco
Portable Appliances (PAT)	2 Years Office 1 Year Tools	Daily (visual pre use)	HT PAT Testing Ltd
Fixed Electrical Test	N/A	20% every year. Complete in 5 Years	Claremore
Fixed Electrical Test (Theatre)	N/A	20% every year. Complete in 5 Years	Aggreko
Gas Inspection	N/A	Annually	Claremore
Lift inspections	Monthly	6 monthly	Zurich
Fix Rig and Hoists Inspection (Theatre)		Annual	CSE Engineering
Loose rigging and backstage lift (Theatre)	6 monthly	6 monthly	CSE Engineering

The Place will introduce other measures, where necessary, including Preventative Maintenance Systems (PMS) and regular checks (i.e. 4 hourly, daily, weekly, monthly, annually etc.) to augment inspections.

Commented [SD1]: [Roy Adams](#) [Morgan Hill](#) - i wonder if this table still correlates with what we actually do?

Commented [MC2R1]: Amended out electrics provider. Everything else in the theatre is correct. I will let Roy check the ones for the building.

4. Lifting Operations and Lifting Equipment (LOLER)

4.1 Purpose

To ensure that all lifting equipment is used and maintained correctly on The Place properties.

- To ensure lifting equipment is in a good and safe condition.
- To prevent injuries to employees, visitors or contractors as a result of using lifting equipment.
- To ensure only appropriate and safe lifting equipment is present on the premises.

4.2 Scope

This includes cranes, equipment used in the theatre and passenger lifts.

4.3 Definitions

Lifting Operations	Operations concerned with lifting or lowering a load.
Lifting Equipment	Work equipment for lifting or lowering loads such as cranes, crabs, winches, teagles, pulleys, blocks, gin wheels, transporter or runway.
Accessory for Lifting	Work equipment used for attaching loads to equipment for lifting such as chain slings, rope slings, rings, hooks, shackles and swivels.
Personnel	<ul style="list-style-type: none">• Driver• Banksman – controls operation• Slings – connects load to lifting machine• All must be competent
Safe Working Load (SWL)	A value or set of values based on the strength and/or stability of the equipment when lifting. Other phrases used to mean SWL such as 'rated-capacity' or 'working load limit'.
Work Equipment	Any machinery, appliance, apparatus, tool or installation for use at work (whether exclusively or not).

4.4 Guidance

All lifting equipment and accessory equipment is capable of being used for its purpose safely. All equipment must be permanently marked with the SWL, which must be clearly readable and understood.

Lifting equipment designed to lift and carry persons must be clearly marked with the SWL and the maximum amount of persons the equipment can carry.

4.5 Selection of Equipment

When selecting lifting equipment a risk assessment must be made and the following should be taken into consideration:

- Its initial integrity;

- The place where it will be used;
- The purpose for which it will be used;
- How often the lifting equipment will be used;
- The nature and characteristics of the load that the lifting equipment will lift;
- Any limitations on use specified by the manufacturer or supplier; and
- Environmental factors such as high winds, stable grounding, etc.

Depending on the complexity of the lift, an external lifting company may be required. In this case the contract company must supply a method statement, risk assessments and certification for lifting equipment and associated persons.

4.6 Inspections

A register of ALL lifting equipment and accessories will be kept and maintained by the Health and Safety officer, this will be subject to regular inspection to ensure it is being used in line with this guidance and legislative standards. This will be recorded on LOLER/LOLER Records folder in the Health and Safety Folder.

4.7 Insurance Inspections

A thorough examination by a competent person will be carried on lifting equipment.

Use & Type of Equipment	Time Period
Lifting Equipment used for lifting persons	6 Monthly or as per inspection schedule
Lifting Accessories	6 Monthly or as per inspection schedule
Other Lifting Equipment	Annually or as per inspection schedule

All new lifting equipment shall be purchased with a certificate or else be tested prior to use.

4.8 Training

All employees involved in the use of lifting equipment (slings, shackles, etc.) shall attend an appropriate training course in the safe use of the equipment. No lifting equipment may be used without a successfully completed training course having been undertaken. Employees who operate lifting equipment will be trained to use that specific type of equipment. Copies of any licenses will be kept on site and in the employees training records.

5. Pressure Systems

Examples of pressure systems and equipment covered by the legislation include: Boilers and steam heating systems; Pressurised process plant and piping; Air receivers (fixed and portable); Pressure cookers, autoclaves and retorts; Heat exchangers and refrigeration plant having a maximum operating power exceeding 25kW; Valves, steam traps and filters; Pipe work and hoses; and Pressure gauges and level indicators.

Full guidance on Health & Safety surrounding Pressure Systems including gas cylinders can be found [here](#).

6. Manual Handling

If specific manual handling assessments are required for any of The Place work activities e.g. preparation of the theatre, moving tables and chairs, putting out equipment, maintenance activities, they will be carried out by a competent person and issued to all those involved in the activity. A Task, Individual, Load and Environment (TILE) assessment will be initially completed. If the level of risk is high the Manual Handling Assessment Chart tool (MAC assessment) or standard risk assessment process will be used.

In the main, The Place personnel will reduce the risk from manual handling by the use of trolleys and delivery to the point of use. This will mainly be restricted to office materials and equipment for conferences and events. Contractors will be used for any major lifting or refurbishment work in the buildings.

Manual Handling training will be provided to staff which undertake major lifting as part of their daily routine: Technicians, maintenance personnel.

7. Work at Height

The main hazards associated with working at height are people falling and objects falling onto people below, these will include activities within the theatre and facilities management and maintenance of the premises. This and guidance for the use of ladders is [here](#). All those working at height should read the guidance, risk assessments and method statements before undertaking working at height activity.

8. Control of Substances Hazardous to Health (COSHH)

When dealing with substances that are hazardous to health The Place will carry out a risk assessment (a COSHH assessment). Examples of hazardous substances include some paints, industrial cleaners and degreasers, wood dust, metalworking fluids, chemicals and substances that cause asthma and dermatitis.

COSHH applies to all chemicals with a warning label on the container. Manufacturers of all such chemicals must also provide a material safety data sheet (MSDS), which is needed in order to complete the assessment.

Hazardous substances used by The Place are limited to cleaning substances similar to those used in any home. The cleaning company is responsible to keep their COSHH assessments and training up to date. All products are locked safely behind a locked door and inaccessible to general staff and public.

8.1 Buying Substances

Managers are responsible for ordering substances and will request that the supplier also provides a suitable up-to-date material safety data sheet for the substance prior to ordering.

Managers will endeavour to substitute the hazardous substance with a safe alternative with similar properties where possible. All substances will be recorded on a department COSHH Inventory list located in the Master Health and Safety Folder/COSHH.

8.2 Assessing Substances

The department manager will be responsible for carrying out a suitable and sufficient COSHH assessment before any new hazardous substance is allowed to be used, listing all necessary controls and a safe working procedure.

8.3 Implementing Safety Measures

The managers will be responsible for implementing any control measures identified in the risk assessment.

8.4 Training

Managers will be responsible for providing sufficient information, instruction and training pertaining to the COSHH assessment to any person potentially exposed to the hazardous substance.

8.5 Reviewing COSHH assessments

COSHH assessments will be reviewed on an annual basis or when the activity changes, whichever is the soonest.

9. Asbestos

The Place will protect employees and other persons potentially exposed to asbestos as far as possible. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed. Full guidance can be found [here](#).

10. Personal Protective Equipment (PPE) and other equipment

The Place recognises the duty to provide PPE only as a last resort where other measures to eliminate or reduce risk have proved to be insufficient.

10.1 PPE and other equipment assessment

Managers will make an assessment of PPE and other equipment requirements, usually as part of the task risk assessment. Suitable records will be kept. Assessments will be reviewed every 12 months or where the circumstances in which the PPE was deemed necessary changes. The health and safety co-ordinator will issue all necessary PPE and ensure that a record is kept of what PPE has been issued (i.e. that the PPE is signed for by the relevant employee). All employees must request replacements from the health and safety co-ordinator if equipment is defective or has been lost.

10.2 PPE Requirements

Any PPE issued by The Place will be:

- Suitable and appropriate for the risks and conditions involved and for the wearer;
- Is compatible between other items of necessary PPE;

- Maintained, replaced or cleaned as necessary;
- Suitably accommodated with the provision of e.g. pegs, cases or containers and protected from contamination, loss or damage;
- Accompanied with adequate information, instruction and training about why the PPE has been issued and how it must be used and maintained;
- Properly used (enforced if necessary); and
- Replaced if lost or defective.

11. Purchasing Policy

The health and safety officer, facilities manager and visitor services manager will ensure that all work equipment and substances used on site are evaluated before purchasing, considering any health and safety issues (e.g. hazardous substances that may cause dermatitis) or environmental impact (e.g. energy inefficient motors).

12. Visit Procedure

The following steps outline the procedure to be followed for all visits:

1. Initial approval by the relevant Director or Head of Department for each visit planned.
2. Sign in and out policy
3. Visitors to be accompanied by a member of staff.
4. If applicable a letter to parent/guardian to inform them of visit details
5. If applicable, brief staff, students, parent supervisors, volunteers.
6. Visit. Implement and monitor safety standards in line with risk assessment.
7. Review visit.

12.1 Visiting/Working Abroad Guidance

When working/visiting abroad staff/students may experience unfamiliar locations where they may encounter situations that present increased risk and threats to their health, safety and security.

Threats such as terrorism, natural disasters, infectious diseases, crime and political instability increase the risk to the business traveller and therefore the potential liability of the employer. The key to providing adequate duty of care is to demonstrate that steps have been taken to identify and assess all foreseeable risks and negate these through a comprehensive risk management strategy.

12.2 Understanding the duty of care responsibilities

One important requirement is to undertake an assessment of the foreseeable risks associated with a particular location, and to ensure this assessment is credible and documented. The Place are required to provide staff/students instruction about the environment they are going to and inform them of their responsibilities when travelling/visiting locations. It is essential that all foreseeable risks are assessed, communicated to the traveller and incorporated into the risk management strategy.

12.3 British Foreign and Commonwealth (FCO) Travel Advice

The FCO website carries up-to-date travel advice for over 200 countries. It should be used as the basis for informing all those travelling of the risks that they might face.

12.4 General Guidance for Travellers Preparation for Overseas

Considerations for the Traveller:

- Medical Preparation – injections, drugs, equipment, malaria prevention, sexual activity, coping with existing medical conditions.
- Insurance – make sure your health, baggage etc are properly covered, including any special equipment or high-risk activities etc. Remember to check out car insurance details if applicable.
- Driving Licence/International Licence – required for driving in many countries. Check with the DVLC or motoring organisation (e.g. AA)
- Passports etc – make sure in advance that you have any documentation, visas, certificates etc. For long distance destinations you may have to ensure your passport is valid for at least another 6 months.
- Is the destination safe? – If in doubt check with the Foreign & Commonwealth Office website.
- Climate? – Temperature during the day and night?
- Travel arrangements – use a reliable travel agent if you can – if possible, one who specialises in the area you are proposing to visit.
- Access to money – ensure debit/credit cards will work overseas and/or you have local currency.

12.5 Insurance

Insurance should be obtained for the area you intend to travel, if the country you are intending to work in is classified identified on the FCO website as a high risk or precautionary country the insurance providers may want to see copies of risk assessments prior to providing cover.

- It is essential to know what your policy covers and check that it includes comprehensive medical and repatriation cover
- Make sure it provides cover for the duration of your trip
- Be sure to let the insurance company know if you have any pre-existing medical conditions
- Take the policy number and emergency contact telephone number for the insurers with you

12.6 Visas

Visas will need to be obtained to work in most countries, depending on the country being visited and the duration of travel. The Place employees will contact their manager for further details. Details of Visa requirements can be obtained from the local embassy.

13. Occupational Health and First Aid

The Place recognises that it is important to manage occupational health because each employee's health influences his or her ability to perform the tasks for which he or she is employed.

13.1 Ill Health

All staff have a duty to report any instances of ill health that are adversely affecting their work, or where their work is adversely affecting their health so that any issues can be addressed. These problems should be reported to their manager who will treat any information with utmost confidentiality.

The manager will co-ordinate an occupational health assessment, where required, by the chosen external partner. In all instances where health problems could be adversely affected by particular work, or on return to work following an operation, for example, alternative work will be found whenever possible. For periods of long term absence The Place may request a more detailed occupational health assessment.

13.2 Health Surveillance Records

Health surveillance measures and records will be required for certain activities and in certain circumstances, including:

- Exposure to Asbestos (Prescribed Conditions only);
- Exposure to Lead (Prescribed Conditions only);
- Exposure to Hazardous Substances (Prescribed Conditions only);
- Exposure to Noise (Prescribed Conditions only);
- Exposure to Vibration (Prescribed Conditions only);
- Spraying activities (Prescribed Conditions only).
- Pre-employment (Company Policy);
- Night working (Working Time);
- Where there are problems associated with work related upper limb disorder (WRULD), manual handling or stress;
- Where other potential health issues are identified by risk assessment;
- As per statutory requirements; and / or
- As a result of long-term absence, return to work etc.

The HR manager will ensure that suitable health surveillance measures are implemented and that records are stored securely and confidentially with personnel records for a period of 40 years.

13.3 Investigating instances of work related ill health

The HR manager will ensure that any instances of work-related ill health are investigated. Records will be kept securely and confidentially by HR for a period of 40 years.

13.4 First Aid

The Place recognises the legal duty to provide such equipment and facilities as are adequate and appropriate in the circumstances for enabling first aid to be rendered to its

employees if they are injured or become ill at work. To fulfil this obligation The Place will make available:

- First Aider/s, who will attend either a first aid at work 3 day course or an emergency first aid at work 1 day course;
- First Aid Boxes – located at the main offices, site offices; and
- Any other equipment as deemed necessary or as identified by risk assessment.

13.5 First Aid Procedure

Persons requiring first aid should contact the nearest first aider.

The First Aider will, in the event of a major accident or illness, ensure that an ambulance is called by dialling 999. If a first aider is not available on site, the most senior person available should ensure that an ambulance is called.

If an ambulance is not required but hospital treatment is required and an employee is injured, the employee should contact their manager (or the most senior person on site) who will arrange suitable transport.

Out of normal working hours, any employee may use their own vehicle to transport the injured person to hospital and claim the normal mileage allowance back from The Place. This is only the case for minor injuries.

The injured person should be accompanied to hospital if the first aider thinks it is necessary to do so. The first aider should ensure that they have full contact details for the injured person and anyone that they need to inform, such as a relative or next of kin.

Employees are reminded that it is their responsibility to ensure that an [incident report](#) is completed, in opening hours the Duty Manager should be informed and can advise if the Duty Director should be contacted and/or the [CloudApp accident form](#) is completed. If hospital treatment is required and the employee leaves the building, the first aider will ensure that the event is recorded on the CloudApp accident form.

13.6 Use of First Aid Equipment

First aiders are responsible for ensuring that first aid equipment is kept well stocked and expiry dates have not lapsed. First aid boxes will be checked on a monthly basis by the first aiders and restock as necessary.

All employees must report the use of first aid equipment to a first aider (eye wash stations etc.) to ensure that they are replenished.

14. Display Screen Equipment (DSE)

The Place will ensure DSE assessments are completed for all employees who use DSE equipment (as defined in the Display Screen Equipment Regulations 1992 (as amended) for a reasonable part of their job. The Place uses IHasco to complete the training and record assessments.

Eye and eyesight tests will be provided for DSE users who request them, and spectacles provided if special ones are needed solely for the use of DSE equipment. Health and safety training and information will be provided for DSE users.

15. Pregnant Workers

The Place will take all reasonable steps to safeguard the health, safety and welfare of new or expectant pregnant workers, and of their unborn children. We undertake to assess all risks to new or pregnant workers arising from their work activities and to take appropriate preventative or control measures.

These risk assessments will be reviewed at regular intervals throughout the pregnancy and nursing. The assessment will be reviewed at least once per trimester or sooner if there are any associated health issues or work restrictions.

Employees must report any new pregnancy to their line manager as soon as possible.

16. Safeguarding

The Place is committed to promoting the welfare and wellbeing of children and recognises that safeguarding children is "everyone's responsibility"

To meet this commitment, we will adhere to our statutory safeguarding duties, engage with safeguarding partners in the community and strive to follow best practices in our work as outlined in our [Safeguarding policy and Reporting Procedures](#)

16.2 Mental Health

The Place is committed to supporting a healthy workforce, placing the same value on good mental health as physical health. The workplace can impact the mental health of individuals and poor mental health can be triggered by excessive levels of stress. The Place recognises its duty of care to take measures as reasonably practicable, to preserve and foster the mental health and wellbeing of the employees while they are at work. The Place is also committed to tackling disability discrimination, including discrimination relating to people who experience mental health problems.

Positive Mental Health is the emotional and spiritual resilience which enables us to enjoy life and survive pain. Employees should be able to work in a supportive, professional and caring environment where they are valued and respected. By following these values, The Place will aim to create a positive mental health culture and prevent stress in the workplace by listening and being supportive.

The Place's mental health provision will promote a comprehensive approach to address issues that could arise in the workplace or personal circumstances. The aim will be to prevent, manage and support poor mental health. This objective requires a shared commitment between managers and employees.

16.2 Mental Health First Aid

Members of staff across departments will undertake a Mental Health First Aid Course and refreshers as required. Employees experiencing difficulties that could lead to poor mental health will be able to seek help and support through these first aiders.

Mental health first aiders will use the ALGEE action plan when encountering someone who could be suffering of poor mental health:

Approach the person, assess and assist in any crisis

Listen and communicate non-judgementally

Give Support and Information

Encourage the person to get appropriate professional help

Encourage other supports

Mental Health First Aiders will treat conversations with colleagues with the utmost confidentiality, however if imminent danger of harm to themselves or others is identified, they may call the emergency services.

16.3 Line Managers Responsibilities

Line managers will ensure that the workplace culture with regards mental health and wellbeing is maintained. The work environment should prevent, so far as reasonably practicable, circumstances that could be detrimental to mental health.

Line managers will monitor those known to have or had symptoms of poor mental health and ensure they are treated in an understanding and confidential manner.

16.4 Employee Responsibilities

All employees will be encouraged to use The Place's support and the employee counselling available. They will report to their line managers any instances or risks to mental health within the work place which could bring risk to themselves and others. They should support those colleagues experiencing poor mental health and encourage them to seek help, either via their line manager, HR or a mental health first aider.

16.5 LCDS Mental Health Advisor

The Mental Health Advisor offers direct support for students in crisis, including risk assessment and triage, identifying those that require urgent assessment, identifying appropriate intervention within the LCDS Counselling Service and/or supporting access to specialist services such as GP, A&E, Home Based Treatment Teams and Community Mental Health Teams and other relevant services (such as eating disorder, drug, or alcohol services).

17. Lone working

17.1 Definitions

A Lone Worker means any worker who performs work alone whilst on The Place business. Dependent on job roles some The Place employees and external contractors are required to work alone, away from the office, or visiting customer sites. Others on occasion may find themselves alone at the main office site.

17.2 General

As a result of different reasons, the situation or the necessity could arise for The Place employees or sole traders to perform work while they are alone at a The Place site or client's site.

There is no specific law dealing with lone working. However, all health and safety legislation applies equally to lone workers as others, such as The Health and Safety at Work etc. Act 1974, which places general duties on employers and employees under Sections 2–9. In addition, the Management of Health and Safety at Work Regulations 1999 requires an employer to carry out an assessment of risks faced by their employees or people affected by their work, and lone working is one of these.

17.3 Additional risk to Lone Workers

Often the risks faced by lone workers will be the same as for other workers, but they may also face increased or additional risk from:

- Fire;
- Inadequate provision of rest, hygiene, and welfare facilities;
- Violence and abuse from members of the public;
- Theft / intruders;
- Sudden illness / emergencies;
- Effects of social isolation;
- Risks related to driving; and / or
- Lack of supervision and training.

A risk assessment of the work that lone workers do is an important start to establish existing and additional risks.

The Place will:

- Carry out suitable and sufficient risk assessments for lone work (homework and staff who may choose to work alone in the office) and put adequate control measures in place to ensure the health and safety of lone workers;
- Risk assesses a client's premises;
- Monitor the welfare of lone workers (particularly new staff), contractors and visitors e.g. telephone contact, visits and automatic warning devices;
- Involve staff or their representatives when undertaking the risk assessment process;
- Put in place working practices and procedures identified in the risk assessments to reduce risk and ensure these are followed;
- Provide adequate information, instruction and training for lone workers to reduce the risk of injury and set limits as to what can and cannot be done when working alone and provide adequate supervision when required;
- Check control measures are in place (examples of control measures include Instruction, training, supervision and issuing protective equipment); and
- Review risk assessments annually or, as few workplaces stay the same, when there has been a significant change in working practice.

When a risk assessment shows it is not possible for the work to be conducted safely by a lone worker, the risk will be addressed and may also include the following:

- Where a lone worker is working at another employer's workplace, that employer should inform The Place of any risks and the required control measures;
- Know where employees and external contractors are during working hours;
- Put revised plans into action as required;
- Ensure that anyone working alone is medically fit to do so; and
- Ensure all staff that work alone or may work alone are made aware of this policy.

Risk assessment will determine the right level of supervision.

There may be some high-risk activities where at least one other person may need to be present. These include some electrical work, work in high-risk confined spaces, work with machinery, etc.

Lone workers are responsible for:

- Carrying out their duties and responsibilities safely and securely;
- Taking a legal "duty of care" for their colleagues and when travelling;
- Carrying and using all equipment provided for their safety e.g. personal alarms and mobile phones and making sure batteries are working;
- Following all working practices and procedures that have been put in place by The Place;
- Understanding the risks that affect them to ensure their personal safety and not taking unnecessary risks;
- Raising any issues or concerns with their Line Manager;
- Keeping in contact with a designated person whilst working alone and informing the designated person of any changes to their movements or if their vehicle breaks down. A designated person will take action if you do not return home when expected where a phone call cannot be made to the office e.g. attending a meeting out of normal working hours;
- Knowing what to do if threatened verbally or physically (see Violence section below);
- Knowing where the first aid boxes and telephones are located in the office;
- Ensuring that all external doors are locked to prevent uninvited visitors / intruders when working after hours in the THE PLACE office; and
- To attend any training provided.

17.4 Violence

Violence can often be prevented by looking at systems of work, the workplace or staffing levels. Simple measures such as having people work in pairs can have a dramatic effect on the risk of violence.

The Place premises are alarmed entrances are covered by video surveillance, which are tested regularly. If you are working alone you should contact a Manager before leaving the premises if you feel vulnerable.

Action to be taken if you are threatened verbally or physically

- If you are in a position to do so, remove yourself from the situation or get out as quickly as possible.
- Once in a safe place contact your manager, if able to do so.
- If required, call emergency services on your mobile phone or land line if possible as the call will be traced automatically and remember to tell them your address.
- Complete an incident report when able to do so.

17.5 Working in Remote Areas

Where a worker is going to be working or travelling through a remote area where there may be little access to services, and there may be no mobile phone signal, this must be reflected in the risk assessment and steps taken to reduce the risk e.g. checking in and out with your manager.

Steps to be taken, if required, include:

- Ensuring a safe means of travel to and from the workplace / premises, including when working out of hours;
- Assessing new providers prior to approval to ensure that they are satisfied that they have adequately controlled their own risks;
- Implementing procedures to assess the time it will take to do the work and how frequently the employee should report in and what will happen if they don't;
- Ensuring that employees have access to toilets, rest facilities, refreshment, and first aid equipment;
- Developing procedures for reporting and responding to emergencies; and
- Considering the ease with which emergency services are able to reach the isolated area easily and safely without hindrance.

17.6 Home Working

The Place will seek to fulfil the same legal duties, including risk assessment and consultation. The HSE states "It may be necessary for employers to visit their home workers to carry out a risk assessment." Home workers can help in identifying the hazards for their employers.

A questionnaire type risk assessment must be completed by the home worker and if required a more detailed risk assessment can be completed. Where computers are regularly used the Display Screen Equipment regulations will apply and an ergonomic assessment of the workplace will be necessary. Where equipment, such as laptops, screens etc. are provided by The Place, they will take responsibility for their maintenance.

18. Accidents and Incident Prevention and Reporting

It is important that all accidents and incidents are reported to a first aider including fire, injury, near misses, dangerous occurrences, illness and property damage. Action can then be taken to eliminate or minimise the risk from the hazard, or to prevent a reoccurrence if it was a near miss or dangerous occurrence.

(Please note that near misses are incidents that could easily have resulted in injury or property damage.)

18.1 Investigating Accidents and Incidents

The Head of Department will complete an appropriate company report form and carry out an initial investigation with the Health and Safety Officer in the event of an accident or incident. This will be recorded and saved centrally in the Health and Safety Master Folder/Accident Reporting. The health and safety officer will then report their findings to the leadership team where appropriate.

18.2 Key Responsibilities

All accidents and incidents must be reported no matter how minor. The timescales for reporting are as follows:

Incident	Must be reported to:	Reporting timescale
First aid treatment where the injured person (IP*) can immediately go back to their normal job.	First aider/ Duty Manager to complete CloudApps Accident report .	Day of the treatment - incident report completed.
Injury or ill health where the IP has to leave work and does not complete the shift or does not return immediately to their normal job. Property damage or near-miss which could have resulted in a lost time injury.	First aider or manager completes CloudApps Accident report . Must be reported to the Health and Safety Officer and Head of Department.	The same working day as the incident. Maximum reporting time limit is within 12 hours.
Injury or ill health requiring attendance by an ambulance or the IP needing to go to a hospital for treatment. Any Incident involving emergency services or regulatory attendance at site (HSE, local authority, environment agency, etc). Incident that may have resulted in serious injury, harm or occupational disease.	First aider or manager completes CloudApps Accident report . Must be reported to the Health and Safety Officer and Head of Department.	Immediately
Near miss with potential for significant harm or property damage.	Complete incident report and CloudApps Accident report . Must be reported to the Health and Safety Officer and Head of Department.	The same working day as the incident. Maximum reporting time limit is within 12 hours
Dangerous Occurrence (RIDDOR)	Manager or First Aider to completes CloudApps Accident report . Contact Deputy Director immediately	Immediately . See RIDDOR timescale to report to HSE

**Injured person (IP) may refer to an employee, student, contractor, visitor, customer or anyone else on The Place premises or attending an organised event.*

18.3 Reporting of Injuries, Diseases, Dangerous Occurrences Regulations (RIDDOR)

The Place recognises the **mandatory requirement** for all prescribed incidents of specific injury, disease or dangerous occurrence to be reported to the Enforcing Authority (HSE / Local Authority).

The Health and Safety Officer will be responsible for establishing if any incidents of ill health, dangerous occurrences, or injuries are reportable under RIDDOR. Advice should be sought from Vita Safety on the precise reporting method.

19. Management of Contractors and Suppliers

The Place recognises the shared responsibility that exists by law between the employing organisation (The Place) and the contractor in the following circumstances:

- Where something done by the contractor affects the health and safety of the client's workforce or the public;
- Where something done by the client organisation affects the health and safety of the contractor's employees or the general public;
- Where the employing organisation is the 'expert' and the contractor is told by The Place how to proceed;
- Where the client fails to inform the contractor of all hazards/risks that they know about; and/or
- Where the client appoints an incompetent contractor or a contractor who has inadequate resources.

19.1 Selecting Contractors

For all new contractors, The Place will request suitable documentation regarding the contractor's health and safety arrangements and health and safety controls, including their health and safety record and insurance details.

Prior to any construction work The Place will seek further advice on its responsibilities as a client under the Construction (Design and Management) Regulations. Further advice is available at <http://www.hse.gov.uk/construction/cdm/2015/commercial-clients.htm> and advice must be sought from Vita Safety.

Stage 1

The health and safety officer will send an approved questionnaire and a copy of The Place contractor policy and rules to each contractor.

Stage 2

The health and safety officer and/or the facilities manager will provide the contractor with detailed information about site arrangements, detailed information about site risks, induction procedures and signing-in, permits-to-work etc.

Stage 3

In discussion with such other persons as necessary, The Health and Safety Officer will make a decision as to the suitability and competency of the contractor.

At this stage, a meeting may be necessary with the contractor to answer the following questions:

1. The experience and qualifications of the Managers / Engineers and whether there will be sufficient management?
2. Health and Safety training regarding all staff?
3. The experience and qualifications of supervisors and whether there will be sufficient supervision?
4. The experience and qualifications of employees?
5. The management of sub-contractors?
6. A method of work that minimises risk and manual labour needed?
7. Any other questions pertinent to the envisaged risks and controls?

The meeting will be minuted and minutes retained for future reference.

Stage 4

Prior to beginning work, The health and safety officer, visitor services manager or facilities manager will ensure that The Place has the following documented information from the contractor (where relevant):

- Health and Safety Policy Statement;
- Health and Safety Organisation chart;
- Name of the site supervisor responsible for safety;
- Name of the safety practitioner and visiting frequency;
- Written risk assessments and method statements, including the safe system of work to control the hazards identified. Resources such as plant and equipment should equal those promised at tender;
- Noise assessments for plant and operations creating excessive noise;
- COSHH and manual handling assessments, where applicable;
- Copies of Managers / Engineers / supervisors' and employees' skills certificates;
- Copies of plant operators' certificates of training achievement;
- The numbers of Managers /Engineers and supervisors compared with those proposed at the tender stage; and / or
- Details of sub-contracting by the contractor, i.e. names of sub-contractors and details of their management, supervision, workforce numbers and competency.

Stage 5

If The Place is satisfied with the contractor upon completion of the contracted work and may wish to use the contractor again, The Health and Safety Officer/ Head of Operations will add the contractor to the 'Approved Contractors' list. The Health and Safety Officer/ Head of Operations will ensure that the contractor's details are kept up-to-date if the contractor is to be used regularly.

The health and safety co-ordinator will make regular checks on the safety controls of contractors during work and will stop work immediately if proposed controls are not being met or if health and safety is compromised in any way.

The health and safety co-ordinator will ensure that contractors are properly managed.

19.2 Permit-to-Work

The Place requires that, as well as signing in and out of the site (or completing a general permit-to-work), all contractors must also complete an applicable permit-to-work for the following high potential risk activities:

- Hot work;
- Demolition;
- Excavation;
- Work with asbestos;
- Work in confined spaces;
- Electrical work;
- Work at height; and / or
- Other work as deemed necessary.

This will be managed by the relevant location manager/The Facilities Manager and the health and safety officer.

20. Employee Consultation

The Place acknowledges that a co-operative approach to health and safety in the workplace is the most effective way to manage health and safety issues. The Place recognises the benefits of employers and employees working in partnership to develop a positive safety culture.

20.1 Means of Consultation

The Place will consult with employees either directly or through representatives by the following means:

- All Staff Meetings;
- Management Meetings;
- News of the Week emails;
- Written Instruction;
- Health and Safety notices;
- In consultation with managers;
- Directly; and / or
- Verbally

21. Health and Safety Manual Holders

All health and safety information and documentation provided by The Place will be stored electronically on the shared drive Health and Safety Folder.

Copies kept on the shared drive are the only controlled copies.

Last updated: 10 March 2025 - SD