HEALTH AND SAFETY

V5 SEPTEMBER 2026

Author	Training and Quality Manager Administration Lead
Review Date	August 2027

Tilford House, Tilford Business Park, Weydon Lane, Farnham, Surrey. GU9 8QT
t. 01252 514999 **e.** info@overworld-amp.uk **w.** www.overworld-amp.uk

Version 2 Sep24	Added appendix on Infectious Disease Management with legal references and notifiable disease list. Added full Lone Working Policy (off/on-site safety and risk assessment). Parent/carer/visitor rules clarified — prohibition from Alfa Laval yard, exclusion when contagious. Introduced Wellbeing section with duty of care and mandatory mental health training. Referenced provision-wide E-Safety Policy. Clarified Contractor Management and CDM Regulations compliance. Expanded Premises and Maintenance procedures (fire alarm, PAT, car park safety, Alfa Laval rules). Strengthened Risk Assessment guidance and dynamic assessment process. Added Water Hygiene reference (legionella). Linked Transport to Young Person Protection Policy. Introduced Smoking/Vaping appendix. Added restriction on children of employees in workplace.
Version 3 Sep25	New Legal Framework and Guidance and Scope section added. Additional employee obligations. Wellbeing section rewritten. Invacuation Procedure added.
Version 4 Nov25	Defined new roles and responsibilities in line with move to Tilford House and new activities available at Redlands Lodge.
Version 5 Sep 26	Policy reviewed and minor administration changes made.

Contents

1.1. INTRODUCTION 3
2. SCOPE 3
3. LEGAL FRAMEWORK AND GUIDANCE 3
4. ROLES AND RESPONSIBILITIES 4
5. HEALTH AND SAFETY ARRANGEMENTS 5
5.1 Accident/Incident Recording/Reporting 5
5.1.1. Young People, Staff, Visitors, Contractors and Members Of The Public 5
5.1.2 Near Miss Incidents 5
5.2 Asbestos 6
5.3 Contractors on the premises 6
5.3.1. Service Contractors 6
5.3.2. Building Contractors 6
5.3.3. Contractor Competence 6
5.4. Consultation with Employees 6
5.5. Competency 6
5.6. Online Safety 6
5.6. First Aid 6
5.7. Bodily Fluids and Clinical Waste Procedures 6
5.9. Medical Needs 7
5.10. General Maintenance and Premises 7
5.10.1. Electrical Installation 7
5.10.2. Fire Alarm System and Extinguishers 7
5.10.3. Portable Electrical Equipment 7
5.10.4. Gas Installations 7
5.10.5 Good Housekeeping 7
5.11. Premises 7
5.11.1. Tilford House 7
5.11.2. Redlands Lodge 8
5.12. Risk Assessments 8
5.13. Computer Workstation Assessments 9
5.14. Fire 9
5.15. Hazardous Substances 9
5.16. Manual Handling 9
5.17. Swimming Safety – Redlands Lodge 9
5.18. Outdoor Learning Activities – Redlands Lodge 9
5.19. Noise 10
5.20. Security 10
5.21. Water Hygiene 10
5.22. Workplace 10
5.23. Work at Height 10
5.24. Safeguarding 10
5.25. Transport 10
5.26. Staff Induction and Training 10
5.27. Wellbeing 11
5.28. Lone Working 11
5.29. Smoking/vaping at work 11
5.30. Children of employees at work 11
APPENDIX 1 - CLEANING PROCEDURES FOR BODILY FLUIDS AND VOMIT 12
APPENDIX 2 - MANAGEMENT OF COMMUNICABLE OR INFECTIOUS DISEASES AND INFECTIONS AT WORK POLICY 13
APPENDIX 3 - EYE CARE POLICY 17
APPENDIX 4 - LONE WORKING POLICY 18
APPENDIX 5 - SMOKING/VAPING AT WORK POLICY 22
APPENDIX 6 - INVACUATION PROCEDURE 23

1.1. INTRODUCTION

Overworld AMP Limited ('The Provision) recognises its responsibilities as 'the Employer' as specified in the Health and Safety at Work etc. Act 1974 and in all subsequent legislation and directives, which are relevant to the workplace of the organisation.

The Provision will seek to ensure, as far as reasonably practicable, the health and safety of employees, young people, visitors, and others directly affected by its activities by:

- Providing adequate control of the health and safety risks arising from our activities
- Consulting with employees on matters affecting their health and safety.
- Providing and maintaining safe premises, plant, and equipment
- Providing adequate supervision, information, instruction, and training
- Committing to provide adequate resources to health and safety.
- Working to prevent accidents and cases of work-related ill health.
- Robust management of Communicable or Infectious Diseases and Infections at Work
- Maintaining safe and healthy working conditions
- Committing to set health and safety objectives to drive continual improvement.
- Reviewing and revising this policy as necessary at regular intervals and at least annually

The promotion of health and safety is a team effort and each member of the Provision is part of the team that is to be responsible for achieving a safe environment.

2. SCOPE

This policy applies to all employees, agency staff, contractors, volunteers, and visitors working on or off-site for the organisation. It covers all activities undertaken in the course of employment or engagement, including off-site visits, lone working, home visits, and virtual delivery.

The policy applies to all premises, vehicles, and any temporary or remote work locations. It also extends to situations where staff represent the Provision in community, educational, or partnership settings.

3. LEGAL FRAMEWORK AND GUIDANCE

This policy is informed by:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Personal Protective Equipment at Work Regulations 1992 (as amended 2022)
- Equality Act 2010
- Data Protection Act 2018 and UK GDPR
- Health and Safety (Display Screen Equipment) Regulations 1992
- Children Act 1989 and 2004, Safeguarding Vulnerable Groups Act 2006
- HSE Lone Working Guidance (INDG73) and Protecting Lone Workers (HSG136)
- Keeping Children Safe in Education (2026)
- Working Together to Safeguard Children (2026)
- Safer Working Practice Guidance (Safer Recruitment Consortium, 2022)
- Local procedures

This policy should be read alongside all Provision Policies in particular:

- First Aid and Medical Needs

- Risk Assessments
- Fire Safety and Management
- Business Continuity Plan
- Safeguarding and Young Person Protection

4. ROLES AND RESPONSIBILITIES

4.1. The Directors have overall and final responsibility for health and safety within the Provision

- Hold overall legal responsibility for the health, safety, and welfare of staff, young people, visitors, and contractors across all sites.
- Ensure compliance with all statutory requirements, including the Health and Safety at Work Act 1974 and associated regulations.
- Ensure the provision of appropriate resources for health and safety, including training, staffing, equipment, and insurance cover.
- Maintain oversight of health and safety performance and risk mitigation across the organisation.

All delegated responsibilities must be carried out in accordance with statutory requirements and organisational policies, with regular reporting back to the Directors.

4.2. Chief Operations Manager

- Support Directors in managing strategic, operational, and financial risk.
- Maintain the Business Continuity Plan and ensure appropriate measures are in place for emergency scenarios.
- Lead on RIDDOR reporting and compliance with external inspections and audits.

4.3. Administration Team

- Oversee implementation and monitoring of first aid, fire safety, and health and safety systems across all sites.
- Maintain and review all risk assessments, medical needs records, training logs, and incident reports.
- Ensure appropriate training is delivered and recorded e.g. first aid, manual handling, fire marshal duties, food safety, allergy awareness etc.
- Manage safe storage, regular checking, and restocking of first aid kits and emergency equipment.
- Monitor compliance with food hygiene standards and BrightSafe health and safety systems.
- Coordinate emergency response and liaise with emergency services where required.

4.4. The Site Supervisor at Redlands, as part of this team, ensures that safety arrangements are in place and regularly reviewed across the Redlands Lodge site, including the pool and outdoor learning areas.

4.5. Senior Leadership Team (SLT)

- Ensure that this policy is effectively implemented across Tilford House, Redlands Lodge, and off-site activities.
- Review incident trends, risk assessment data, and compliance reports in collaboration with Directors and the Administrative Team.
- Oversee Mental Health First Aid provision and safeguarding responsibilities linked to health or medical concerns.
- Ensure health and safety considerations are embedded in curriculum planning, enrichment activities, and off-site sessions.

4.6. Outdoor Learning Lead

- Complete dynamic and activity-specific risk assessments for all outdoor sessions, including fire safety and tool use.
- Ensure all staff supporting outdoor learning are briefed, competent, and maintain safe ratios.

- Maintain the safety and suitability of outdoor learning areas and lead emergency procedures where necessary.

4.7. First Aiders and Appointed Persons

- Provide immediate care in response to illness or injury, in line with training and organisational protocols.
- Record and report incidents clearly and escalate any patterns or concerns.
- Support staff in the safe management of medical needs and ensure first aid kits are accessible during sessions.

4.8. All Staff

- Follow all health and safety procedures, including individual risk assessments and emergency protocols.
- Report any hazards, incidents, or near misses promptly.
- Know the location of first aid kits, defibrillators, and fire exits.
- Support young peoples with medical or sensory needs appropriately and attend relevant training.

4.9. Parents/Carers

- Provide up-to-date medical and contact information and inform the Provision of any changes.
- Submit all required medical consent forms and provide necessary medication or equipment.
- Ensure young people remain at home when unwell or infectious and are fit to attend sessions safely.

4.10. Young People

- Engage with safety routines and, where appropriate, take responsibility for managing their own medical needs.
- Use equipment responsibly and inform staff if they feel unwell or unsafe.
- Must not share medication or equipment with others under any circumstances.

5. HEALTH AND SAFETY ARRANGEMENTS

This section of the policy explains the Organisation's health and safety arrangements.

5.1 Accident/Incident Recording/Reporting

5.1.1. Young People, Staff, Visitors, Contractors and Members Of The Public

All accidents involving accident, injury or infectious disease are to be recorded. In addition, any reportable incident will be reported to RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Reportable incidents include

- fatality,
- any major injury, which is a break/fracture of any bone except for a toe or finger
- any injury where the individual is taken direct from site to hospital, whether by ambulance, member of staff or relative, and receives treatment.
- Notifiable Infectious Disease (see Appendix 2)

The injury must result from a failure in work practices or equipment or the condition of premises but not because of typical sports activities for example. For further details on notification and reporting of injuries and dangerous occurrences refer to **www.hse.gov.uk/riddor.**

5.1.2 Near Miss Incidents

A near miss incident is an incident with the potential to have caused injury to a person or damage to property. All significant accidents or incidents that are dangerous or near-miss situations are to be reported to the Directors or member of the SLT or Administrative Team in their absence. An investigation will be initiated to identify the cause and measures which can be taken to prevent a reoccurrence. The findings should be notified to the Chief Operations Officer.

5.2 Asbestos

The Landlord of Tilford House has a responsibility for the physical upkeep of its buildings and all records including asbestos checks and work undertaken.

Any subsequent buildings/premises bought by or leased by the Provision will have an asbestos survey undertaken before any use of said building.

5.3 Contractors on the premises

There are two distinct types of contractors who will have access to site. These will be service contractors who regularly work on the site e.g. cleaning staff and building contractors who work on an 'as and when' basis.

5.3.1. Service Contractors

Service contractors have access to premises as specified by a contract e.g., to service boilers, check fire extinguishers, cleaning staff etc. Their personnel will follow their own safe systems of work, but their working methods will need to meet our own requirements and consider how they will impact upon staff, Young People, and other visitors on site.

5.3.2. Building Contractors

These are contractors who attend the premises to undertake building works, which can vary from simply replacing a broken equipment/fabric to remodelling a room or building a new area. Procedures for small scale works are covered in the contractor's method statements and risk assessment for minor building works and repairs. These projects are often subject to the requirements of the Construction Design and Management (CDM) Regulations and carry their own project-based risk assessments and method statements which are agreed at the prestart meeting.

5.3.3. Contractor Competence

To ensure that contractors use safe systems of work and are insured, contractors used will produce evidence of public liability insurance and have evidence that they are competent to carry out remedial and larger project works. Health and Safety issues and agreed arrangements will be made prior to the commencement of any works.

5.4. Consultation with Employees

The Provision complies with the Health and Safety (Consultation with Employees) Regulations 1996 by having regular discussion with employees and volunteers regarding Health and Safety arrangements.

5.5. Competency

All staff are competent to perform the tasks they are given. Specifically with regards to Health and Safety competency is viewed as one of the key elements of risk management.

5.6. Online Safety

The Provision has an *Online Safety Policy*. This policy confirms that there is a whole operation approach to online safety and details the ways ICT can and cannot be used by the networks users.

5.6. First Aid

The number of trained first aiders at the Provision meets the necessary number required in a workplace of this size. A list of staff who hold a first aid at work certificate is recorded by the Training and Quality Manager.

Staff dealing with injuries involving bleeding must wear appropriate protective clothing. Disposable gloves are in each first aid box and disposal aprons are available if required.

First aid boxes are located at both the ground floor and upstairs kitchen areas and in reception at Tilford House. At Redlands they are located in the pool area and outdoor learning area. The first aid boxes are regularly checked by a designated First Aider in each location, in accordance with our *First Aid and Medical Needs Policy*.

5.7. Bodily Fluids and Clinical Waste Procedures

The Provision has arrangement for the safe removal for bodily fluids and clinical waste in Appendix 1 - *Cleaning Procedures for Bodily Fluids and Vomit*.

5.8. Infectious Diseases

Please see Appendix 2 - *Management of Communicable or Infectious Diseases and Infections at Work Policy*

5.9. Medical Needs

Where a staff or young person has a known medical/disability/mental health need arrangements will be made to ensure that a risk assessment reflects how this can be best managed. Please see our *First Aid and Medical Needs* policy.

5.10. General Maintenance and Premises

All equipment on the premises will be maintained in efficient working order to ensure that it is safe to use.

5.10.1. Electrical Installation

The fixed electrical installation is tested by a qualified electrical contractor every 5 years as required by the Electricity at Work Legislation 1989. Following this check a certificate is issued to confirm the electrical installation is safe.

5.10.2. Fire Alarm System and Extinguishers

The fire alarm system is tested every Monday morning between 9-10am at Tilford House and regularly serviced. Fire extinguishers are subject to an annual check and certification by an independent contractor. A designated Fire Wardens will make weekly checks of firefighting equipment and any faulty equipment replaced.

5.10.3. Portable Electrical Equipment

Portable electrical equipment is to be visually checked by staff before use and if any defects are noted the item is to be put out of use. PAT (Portable Appliance Testing) will be carried out annually on electrical equipment >4yrs old.

5.10.4. Gas Installations

Redlands Lodge operates with a mains gas supply for heating and/or cooking. All gas installations are managed in accordance with the Gas Safety (Installation and Use) Regulations 1998. A Gas Safe registered contractor completes annual servicing and certification. Relevant records are held by the Administrative Team and are made available for inspection.

5.10.5 Good Housekeeping

Tidiness, cleanliness and efficiency are essential factors in the promotion of health and safety. Accidents can be prevented by following the guidelines listed below:

- Keep corridors and passageways unobstructed
- Ensure items on shelves and in store areas are neatly stacked and not overloaded.
- Ensure the safe use of steps to reach high shelves
- Keep floors clean
- Do not obstruct emergency exits
- Combustible items are kept away from sources of ignition

5.11. Premises

5.11.1. Tilford House

Set in a business park, with a 48-place car parking immediately outside. Parent/carers and taxi drivers are responsible for the young person's safety during transition to and from sessions.

Where there is risk for slips, trips and falls, this is mitigated, as far as reasonably possible, by preventative maintenance and early identification for which corrective action can be taken.

Tilford House is equipped with a passenger lift which is subject to regular maintenance and statutory inspection in line with the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). A current

LOLER certificate is held on file, and the lift is only used when in full working order and declared safe by a competent contractor.

The air conditioning systems at Tilford House are maintained in accordance with the Fluorinated Greenhouse Gases (F-Gas) Regulations. Servicing is carried out by a qualified contractor to ensure environmental compliance, leak prevention, and system efficiency.

5.11.2. Redlands Lodge

Redlands Lodge is a two-acre rural site. The setting supports holistic, experiential learning and promotes wellbeing through diverse indoor and outdoor environments.

Safety and compliance measures include:

- First aid provision is in place across all zones, including the pool area, gym, kitchen and outdoor learning space.
- Where there is risk for slips, trips and falls, this is mitigated, as far as reasonably possible, by preventative maintenance and early identification for which corrective action can be taken.
- The swimming pool is maintained by a qualified external contractor, with chemical testing, maintenance logs and safety protocols reviewed regularly by the Administration Team.
- The site includes a mains gas supply, which is serviced annually by a Gas Safe registered engineer. A valid Gas Safety Certificate is held on file. Carbon monoxide detectors are installed and tested regularly.
- Outdoor learning activities are risk-assessed in advance and supported by a trained Outdoor Learning Lead.
- All animals are cared for in accordance with animal welfare standards, and young people participate only under supervision.
- All kitchen and domestic activities are supported by appropriate staff supervision and risk assessment, particularly where tools or heat sources are involved.
- Regular site walks and safety inspections are carried out to manage potential hazards such as uneven ground, low branches, unsafe outbuildings or wet surfaces.
- Where animals e.g. dogs are present on-site for therapeutic or enrichment purposes, staff ensure appropriate supervision, risk assessment, and hygiene protocols. Individual young people's needs e.g. allergies, phobias, sensory sensitivities, are considered in planning and access.

5.12. Risk Assessments

Risk is the potential for harm to an individual, group of individuals or to an Provision arising from a situation or set of circumstances or behaviours. The gravity of the risk will vary according to the seriousness of the potential harm. The assessment and management of those risks is necessary for the protection and wellbeing of Young People, employees, volunteers, visitors, and contractors. The Organisation's risk assessment process is ongoing and dynamic to changing circumstance. It is based on:

- generic information, whether in the form of model risk assessments, model procedures or national standards, which are then checked to ensure they are appropriate to Provision or amended to make them site specific
- Individual and unique assessment specific to an activity and individual young people such as:
  - Trips, outings, and activities including
  - Facilities, maintenance and building work
  - Young people with identified challenging behaviour
  - Employee risk management when working with challenging behaviour
  - Work experience

Risk assessments are completed for all off-site activities, including activity-based and individual risk factors. Staff are trained to respond to emergencies off-site and follow venue-specific evacuation procedures e.g. cinemas, gym, trampoline park or bowling alleys etc.

Please see *Risk Assessment Policy*

5.13. Computer Workstation Assessments

Any member of staff who is a 'user' as defined by the Display Screen Equipment (DSE) regulations 1992, which lays down specific requirements for workstations incorporating computers etc., must complete a 'Display Screen equipment (DSE) workstation checklist' where they work: a 'user' being someone who is habitually employed to work on a computer. Young People will be set up in the same way and encouraged to take regular screen breaks.

5.14. Fire

Safety from the risk of fire for Young People, staff and visitors is paramount. The Organisation's *Fire Safety and Management Policy* covers procedures, actions, systems, and responsibilities which are in place to minimise the risk of fire and ensure safe evacuation in the event of fire.

All staff receive fire action and evacuation instruction as part of their induction.

5.15. Hazardous Substances

When using harmful substances, whether they be material or chemical, all staff must ensure that adequate precautions are taken to prevent injury to health. The requirement to assess hazardous substances in use is a requirement of the Control of Substances Hazardous to Health (COSHH) Regulations 2002. Hazardous substances are those identified as corrosive, irritant, toxic, harmful and any with a Workplace Exposure Limit (WEL), which will include dusts. Hazardous chemicals brought into use must be assessed using a COSHH assessment form and stored safely. Safety data sheets are placed in the kitchen areas.

5.16. Manual Handling

Manual handling legislation requires that any manual handling operation that is likely to cause a significant injury needs to be assessed. All staff may undertake an element of manual handling in their work but any frequent operations and any involving even occasional movement of awkward or heavy items, are covered under the manual handling risk assessment. All staff must ask themselves the question when considering undertaking any manual handling operation "***can I move the objects where I need to safely and without risks to health?"*** Where staff feel the answer is no, or they are unsure, they must not attempt the operation until they have obtained assistance.

5.17. Swimming Safety – Redlands Lodge

Redlands Lodge includes an indoor swimming pool used to support young people's physical health, confidence, sensory regulation and therapeutic development. Due to the increased risks associated with water-based activities, the following safety measures are in place:

- The pool is maintained and tested regularly by a qualified external contractor. Records of maintenance, servicing, water quality checks, and pool chemical levels are retained and monitored by the Administrative Team.
- Risk assessments are completed for all young people using the pool, taking into account individual health needs e.g. epilepsy, asthma, sensory regulation needs, supervision requirements, and behavioural risk factors.
- Pool use is always supervised by appropriately trained staff, with appropriate adult-to-young-person ratios maintained at all times.
- Emergency rescue equipment is accessible and clearly marked. Staff are trained in emergency procedures and first aid related to water safety.
- Carbon monoxide and ventilation checks are completed as part of routine maintenance of poolside facilities and heating systems.
- Clear boundaries and behaviour expectations are set for all users. Staff remain alert to changes in presentation, distress, or escalation that may compromise safety.
- Use of the pool is pre-planned and recorded as part of the educational programme or therapeutic plan. Unsupervised or unplanned use is not permitted under any circumstances.

5.18. Outdoor Learning Activities – Redlands Lodge

Outdoor learning is a planned and timetabled part of the curriculum and is delivered by trained and competent staff. All outdoor sessions e.g. fire use, tool use, animal care, horticulture are risk assessed. Staff maintain safe staffing ratios and adapt activities in response to weather, terrain, environmental conditions and individual young person needs through dynamic risk assessment. Where dogs or other animals are present, the environment is managed to ensure safety, consent, hygiene and individual access needs.

Please see *Risk Assessment, First Aid and Medical Needs*, *Safeguarding and Young Person Protection* Policies

5.19. Noise

The noise at work legislation 2006 identifies specific noise levels at which specified action is required and a general duty to reduce noise levels. In general noise assessments in the workplace have identified areas with a high level of machinery as potentially exceeding the noise levels as well as Music. Staff are therefore asked to undertake a noise assessment and agree with the line manager to introduce noise reduction measures as appropriate.

5.20. Security

The Organisation's security measures are taken to safeguard all users and to keep the buildings and its contents secure. We have CCTV in operation. See also the *Procedure for Meeting Visitors to The Provision* in the *Young Person Protection Policy*.

5.21. Water Hygiene

A risk assessment done by a specialist water hygiene company has been completed on the hot and cold-water systems and measures are in place to manage the risk of legionella and general water quality.

5.22. Workplace

To maintain the workplace and premises and in compliance with building regulations, expert advice is sought from chartered surveyors and/or architects when carrying out refurbishment works and to identify defects and suggest the correct course of corrective and preventative action. All staff have the responsibility to report defects and damage and if safe to do so make good or remove such items. Defects and damage are to be reported to the Administration Team who will then organise repair, removal, or replacement.

5.23. Work at Height

Work at height legislation 2005 identifies work at height as any work where someone or something can fall a distance likely to cause injury. This will include putting up displays if not able to stand on the ground to do so, accessing high level storage if not able to reach and any work where access equipment is needed, e.g., step ladders, ladders, and scaffolds. Should staff need or are required to work at height HSE advise Working at Height brief guidance will be followed.

5.24. Safeguarding

The Provision has the following Policies to refer to S*afeguarding and Young Person Protection* and designated officers have been appointed.

5.25. Transport

Staff will at times transport Young People to and from their home and to other destinations. See *Appendix 12 Transporting young people* within the *Young Person Protection Policy*.

5.26. Staff Induction and Training

Induction and training are part of keeping staff safe and competent in their roles. All staff receive induction in Health and Safety, internal and external training specific their role.

Our eLearning platform offers a comprehensive suite of short courses for best practice and Continued Professional Development, such as Managing infection in the workplace or Infection prevention and control. We encourage staff to access this throughout the year.

5.27. Wellbeing

The Provision recognises that staff wellbeing is fundamental to a safe, effective, and sustainable working environment. The Provision has both a statutory duty of care and a moral responsibility to promote an ethos of mutual respect, inclusion, and support across the staff team.

We are committed to fostering a culture in which all staff can maintain a healthy work–life balance and feel confident in seeking support when facing health, wellbeing, or personal challenges. Where issues arise, appropriate and timely intervention will be provided, which may include reasonable adjustments, signposting to specialist services, or temporary modifications to duties.

All staff are required to complete eLearning module on Mental Health to promote awareness and equip them with strategies for maintaining their own wellbeing and supporting colleagues. Staff also have access to eLearning "Managing stress at work for employees in education"

All staff have the right to:

- Express concerns or raise questions regarding health, safety, safeguarding, or operational matters.
- Provide honest feedback and contribute to problem-solving without fear of repercussion.
- Access appropriate support when raising sensitive or personal matters.

Concerns relating to wellbeing, stress, or psychological safety should be raised promptly with a line manager or a Director. These will be handled sensitively and in accordance with confidentiality principles. The Provision will assess and respond to risks of work-related stress in line with the *Management of Health and Safety at Work Regulations 1999* and the Health and Safety Executive's (HSE) Management Standards for Work-Related Stress. Please also refer to the Organisation's *Tackling Bullying Policy* and *Grievances in the Employee Handbook*.

5.28. Lone Working

Appendix 4 details the Organisation's *Lone Working Policy*. It is in place for staff required to carry out lone working for both off site and on site.

5.29. Smoking/vaping at work

Appendix 5 details the Organisation's *Smoking/Vaping at work Policy*.

5.30. Children of employees at work

The Organisation's insurances only cover young people for whom they are officially contracted/paid to care for and within the contracted hours. Staff are therefore, not permitted to bring their child/children to work when this is not the case. If childcare cannot be arranged, paid or unpaid leave must be taken.

APPENDIX 1 - CLEANING PROCEDURES FOR BODILY FLUIDS AND VOMIT

- Clean any spillages of blood, faeces, saliva, vomit, nasal discharges immediately, wearing Personal Protective Equipment (PPE)
    - Use gloves which can be found in either kitchen area and in the First Aid boxes
    - Risk assess the need for an apron or facial and eye protection
- Clean using a product which combines detergent and disinfectant that is effective against both bacteria and viruses.
    - Cleaning products are in the locked cupboard in the upstairs kitchen, the key is held by the Administration Team.
    - Manufacturer's guidance should always be followed when using chemicals, please also see the COSHH guidance printed in each kitchen.
    - Clean with detergent followed by a disinfectant.
    - It should be noted that some agents, such as NaDCC (Sodium Dichloroisocyanurate or Troclosene Sodium, a form of chlorine used for disinfection), cannot be used on urine.
- Buckets can be found in either kitchen area
    - Dispose of the liquid down the toilet
    - Thoroughly clean the bucket prior to the next use
- Use disposable paper towels or cloths and dispose of immediately.
    - For large clean-ups use a new bin liner (either kitchen cupboards)
    - Seal and throw the bin bag immediately into the outside bins once the clean-up is complete.

APPENDIX 2 - MANAGEMENT OF COMMUNICABLE OR INFECTIOUS DISEASES AND INFECTIONS AT WORK POLICY

INTRODUCTION

This policy is designed to support and promote good practice, communication, internal and external notification and safety. Additionally, the management of risk in respect of certain types of infectious diseases or illnesses which may have significant health implications for learners, employees and the general public. This policy details the responsibilities and actions required by The Provision to manage this risk and the emergence of an outbreak or identified case. This includes notifications to appropriate professionals, Risk Assessments and working in the interests of public health. Elements of prevention, which form part of the management of these diseases and infections relevant to the care setting, are considered in the Infection Control Policy. This policy applies to learners, employees, visitors, the general public and contractors.

Legislation and statutory guidance

Section 3 (1) of the Health and Safety at Work etc. Act 1974

"It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health and safety." This duty is owed to learners, employees, visitors, the general public and contractors.

The Management of Health and Safety at Work Regulations 1999

These regulations place a duty on employers to assess and manage risks, to their employees, and others arising from work activities. It also places a duty on employees to take reasonable care of their own and others' safety.

The Health Protection (Notification) Regulations 2010

These regulations facilitate prompt investigation of and response to public health risks by registered medical practitioners (RMP's) and laboratories.

Public Health (Control of Disease) Act 1984

Any person who knowingly exposes others to an infectious disease is guilty of an offence, either by being infected themselves, or by exposing clients to risks from other clients.

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

These regulations state the general requirements imposed on employers to protect employees and other persons from the hazards of substances used at work, by risk assessment, control of exposure, health surveillance and incident planning.

- ✓ Health-protection in schools and other childcare facilities (www.gov.uk)
- ✓ Childhood infections: migrant health guide - GOV.UK (www.gov.uk)
- ✓ Preventing and controlling infections - GOV.UK (www.gov.uk)
- ✓ Managing specific infectious diseases: A to Z - GOV.UK (www.gov.uk)
- ✓ HSE and infections at work
- ✓ Notifiable diseases and causative organisms: how to report - GOV.UK (www.gov.uk)
- ✓ The Approved List of biological agents - MISC208 (hse.gov.uk)
- ✓ HIV: surveillance, data and management - GOV.UK (www.gov.uk)
- ✓ Disposal of waste - Blood borne viruses (BBV) (hse.gov.uk)
- ✓ Supporting immunisation programmes - GOV.UK (www.gov.uk)

Contagious Diseases

There are specific diseases or illnesses which can transmit from one person to another. For the purpose of this document, we will term these contagious diseases. The following list may be helpful; however, it is not exhaustive:

- Fungal infections
- Headlice
- Sexually Transmitted Diseases (STDs)/Sexually Transmitted Infections (STIs)
- Coronavirus (COVID-19)
- Diarrhoea and/or Vomiting

- Measles
- Flu
- Hepatitis
- Chicken Pox
- Monkey Pox

Not all of the above will pose a significant risk; however, the risk of transmission and contraction should be considered. It is important that appropriate action is taken to prevent further transmission and the correct medical advice is sought.

RISK ASSESSMENT

Learners, employees and visitors may be at different levels of risk, if they contract a contagious disease, based on the following factors:

- Their own health vulnerabilities.
- Their level of immunisation.
- Their ability to communicate health issues.
- Their contact with others (such as family members, if they have other caring responsibilities, or work with other health vulnerable individuals etc).
- Their ability to comply with instructions, understand issues and/or isolate (if required).
- Identified locality outbreaks and/or increased case numbers.

✓ There is a Personal Risk Assessment for all learners.

✓ There is a Generic Risk Assessment for all employees, and any employees who have any additional risk factors, should also have a Personal Risk Assessment.

✓ There is a Generic Risk Assessment for all visitors – including the general public and contractors.

All of the aforementioned Risk Assessments consider the need to notify appropriate persons/professionals in the event of a concern or confirmed case.

Risk Assessments for each of the aforementioned groups are available, reviewed and kept up-to-date. Consultation with other relevant professionals (such as Social Workers and/or Looked-After Child 'LAC' Nurse etc) will occur too, if necessary, and there is concern regarding a contagious disease at the centre.

CONCERNS

It is important that an appropriate response be enacted in the event of a concern regarding a contagious disease. Even if an employee or another individual is unsure, this process should be followed, until it is confirmed by a medical professional that the concern is unsubstantiated.

The severity, potential for transmission (passing from one person to another) and the level of risk to other individuals can vary depending on the type of contagious disease. This is why up-to-date Risk Assessments are imperative, so that employees and other individuals, can both consider and communicate any risks. The correct process/es can then be enacted.

The following are different types of concerns that may arise:

! A self-reported concern whereby an individual has a contagious disease or is experiencing associated symptoms.

! A contact concern whereby an individual or professional confirms they have had contact with someone who has a confirmed or suspected contagious disease.

! An observational or situational concern whereby concerns are raised due to an incident, behaviour or observation made.

OUTBREAK

An outbreak is a sudden increase in occurrences of a serious disease whereby cases are in excess of normal expectancy for the location or season. In addition to the practice/s already outlined in this policy, an outbreak can be managed effectively by:

- encouraging all individuals who are unwell not to attend the centre, or remain separate from others, wherever possible.
- ensuring all eligible groups are enabled and supported to take up the offer of immunisation programmes - including coronavirus (COVID-19) and flu.
- ensuring occupied spaces are well ventilated and let fresh air in.
- reinforcing good hygiene practices (such as frequent cleaning and hand hygiene etc).
- considering communications to raise awareness among learners, employees and visitors (ensuring this is accessible for those who speak other languages and/or with lower levels of literacy).
- reinforcing key government messages amongst learners, employees and visitors - including the importance of hand and respiratory hygiene measures.
- having discussions with RMP's about the support they can offer, particularly, where learners may face barriers to accessing health care.

INTERNAL AND EXTERNAL NOTIFICATION

In the event of a concern regarding a contagious disease employees should:

1. inform their Manager immediately.
2. seek appropriate medical advice (such as from a RMP etc).
3. act on the advice given.
4. inform any partner agencies/regulators - if required.
5. inform any other relevant professionals/individuals (such as a Social Worker, LAC Nurse and/or family members etc).
6. implement the agreed plan of action/s.

Certain infectious diseases are also known as '**notifiable diseases**' as they have a significant public health implication – please refer to the current list below.

RMP's have a statutory duty to notify the 'proper officer' at their local council or Health Protection Team (HPT) of suspected cases of certain infectious diseases.
The Provisionshould endeavour to fulfil the following responsibilities;

- ✓ To work in conjunction with and on the advice of UK Health Security Agency (UKHSA) to inform employees, learners, professionals and any recent visitors as soon as possible, following notification of a confirmed case, or suspected outbreak of an infectious disease.
- ✓ To ensure sufficient information is made available to everyone who is deemed to have been in close contact with or proximity to the infected individual within the period prior to diagnosis (please note: statutory guidance may vary depending on the type contagious disease: therefore, The Provisionshould adhere to the advice provided by UKHSA).
- ✓ To assist UKHSA by providing as detailed information as possible in relation to a suspected case/outbreak by completing contact tracing for employees, learners and/or visitors.
- ✓ Employees can also access the further national guidance resources, which are specified in the Legislation and statutory guidance section

CURRENT LIST OF NOTIFIABLE INFECTIOUS DISEASES

Acute encephalitis- Routine

Acute flaccid paralysis (AFP) or Acute flaccid myelitis (AFM) - Urgent

Acute infectious hepatitis (A/B/C) - Urgent

Acute meningitis - Urgent

Acute poliomyelitis - Urgent

Anthrax - Urgent

Botulism - Urgent

Brucellosis - Routine. Urgent if acquired in UK

Chickenpox (varicella) - Routine

Cholera - Urgent

Congenital syphilis - Routine

COVID-19 - Routine

Creutzfeldt-Jakob disease (CJD) - Routine

Disseminated gonococcal infection (DGI) - Routine

Diphtheria - Urgent

Enteric fever (typhoid or paratyphoid fever) - Urgent

Food poisoning - Routine. Urgent if part of a cluster or outbreak

Haemolytic uraemic syndrome (HUS) - Urgent

Infectious bloody diarrhoea- Urgent

Influenza of zoonotic origin - Urgent

Invasive group A streptococcal disease - Urgent

Legionnaires' disease - Urgent

Leprosy - Routine

Malaria - Routine. Urgent if acquired in UK

Measles - Urgent

Meningococcal septicaemia - Urgent

Middle East respiratory syndrome (MERS) - Urgent

Mpox (previously known as monkeypox) - Urgent

Mumps - Routine

Neonatal herpes - Routine

Plague - Urgent

Rabies - Urgent

Rubella - Routine

Severe Acute Respiratory Syndrome (SARS) - Urgent

Scarlet fever - Routine

Smallpox - Urgent

Tetanus - Routine. Urgent if associated with injecting drug use

Tuberculosis - Routine. Urgent if healthcare worker, or suspected cluster or multi-drug resistant

Typhus - Routine

Viral haemorrhagic fever (VHF) - Urgent

Whooping cough - Urgent if diagnosed in acute phase. Routine in later diagnosis

Yellow fever - Routine. Urgent if acquired in UK

Please refer to Notifiable diseases and causative organisms: how to report - GOV.UK (www.gov.uk) for live information.

APPENDIX 3 - EYE CARE POLICY

This Policy is in place to provide staff with relevant information and guidance to ensure they are aware of the risks associated with the use of personal computers as well as to comply with the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992.

All "Users" of display screen equipment at work are affected by the Code of Practice which can be defined as "*anyone who habitually uses display screen equipment as a significant part of normal working practice*".

If you satisfy all or most of the following criteria, you are deemed to be a "User" of Display Screen Equipment:

- ✓ carrying out the work depends on the use of DSE
- ✓ there is no discretion as to the use of DSE
- ✓ significant training and particular skills are required in the use of DSE
- ✓ there is continuous or near-continuous use of DSE for spells of an hour or more at a time
- ✓ use is daily
- ✓ there is a quick transfer of information to or from the screen
- ✓ a high level of attention and concentration is required.

All staff who are deemed users shall therefore ensure they complete a workstation checklist/risk assessment on commencing employment or at any point that they begin to feel discomfort, usually because of a change in workstation set-up or working arrangements. A checklist for this can be found on the Health and Safety Executive (HSE) web site; http://www.hse.gov/pubns/ck1.htm

This can be downloaded for free, once complete it is employer and your duty to make any necessary alterations to the workstation so to ensure a comfortable and suitable area for work purposes.

APPENDIX 4 - LONE WORKING POLICY

Under the Health and Safety at Work Act 1974 employers have a legal and moral responsibility to effectively manage the risks associated with individual members of staff working on their own. Also, to ensure that employees receive such information, induction, training, and supervision as is necessary.

Employees have responsibilities to take reasonable care of themselves and other people affected by their work.

Under the current Management of Health and Safety at Work Regulations employees are also responsible to inform their employers of any situation or condition, which they consider a danger and any shortcomings in the employer's health and safety arrangements.

This policy applies to all situations involving lone working both off site and on site. "Lone Working" is inclusive of: those working at their main place of work where:

- Only one person is working on the premises
- People work separately from each other e.g., in various locations
- People work outside normal office hours

Those working away from their fixed base where:

- One worker is visiting another agency's premises or meeting venue
- One worker is making a home visit to an individual/family
- One worker is working from his or her own home.

Aims

✓ Increase staff awareness of safety issues relating to lone working

✓ Ensure that the risk of lone working is assessed regularly, and that safe systems and methods of work are put in place to reduce the risk as far as is reasonably practicable

✓ Ensure that the necessary support and training is available to all staff providing practical advice on safety when working alone

✓ Encourage full reporting and recording of all incidents, including near misses, relating to lone working. It is not intended to raise unnecessarily anxiety but to provide an appropriate framework for managing risk and avoiding conflict.

Managers are responsible for:

✓ Ensuring that all staff are familiar with the policy and understand the requirements at induction stage

✓ Ensuring that risk assessments are undertaken as necessary and reviewed at regular intervals

✓ Ensuring procedures and safe systems of work are designed to eliminate or reduce the risks associated with working alone

✓ Ensuring that staff have access to appropriate information, instruction, and training, updating, and refreshing this training, as necessary

✓ Ensuring there is an effective system of reporting, investigating, and recording incidents and near misses

✓ Ensuring that appropriate support is given to staff involved in any incident or near miss

✓ Providing equipment to enable staff to work safely alone

Employees responsibilities include:

✓ Ensuring they have read and understood the policy and are satisfied with safety measures put in place

✓ Taking reasonable precautions to ensure their own safety i.e., checking directions for their destination, ensuring car is road worthy, ensuring items such as laptops, mobile phones are carried discreetly and avoiding poorly lit or deserted areas

✓ Following guidance and procedures designed for safe working

✓ Taking personal responsibility for sharing information regarding their whereabouts

✓ Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate

✓ Taking part in training designed to meet the requirements of the policy

- ✓ Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone

Working Alone Off-Site Lone Working/ Personal Safety Awareness Practice Guidance

Check list for newly appointed staff, any staff member who may undertake home visits/meeting off site and potentially alone

- ✓ Copy of car insurance kept on file – to cover business use if necessary.
- ✓ Copy of this policy and any risk assessment undertaken.
- ✓ Confirm DBS (Disclosure and Barring Services) is current

Before setting out

- ✓ Always make an appointment by email or telephone – never cold call
- ✓ Gather as much information as possible about the family and location you are visiting before attending appointment
- ✓ Consider either joint working or public area for appointment if information is limited
- ✓ Email details of each visit before leaving site to the relevant person as designated in the risk assessment
    - Details of visit
    - contact name and address of destination
    - Your mobile number of staff member who will be at the meeting
    - What time you will be expected at the destination
    - What time you will expected to leave the destination
    - Any other agreed destinations while out
    - What time you expected to be back at the office or home
    - Your car registration
    - A “code word or phrase” you will to text or say by phone to your Line Manager or Director if you need help and are not able to speak freely
- ✓ Electronic diary to be kept up to date outlining brief details of the visit
- ✓ Check mobile phone is in working order, charged and with credit
- ✓ ID badge on person (consider vulnerability if worn around the neck)
- ✓ Only carry what you need whilst working and do not draw attention to yourself by overtly displaying valuables
- ✓ Plan your route, if driving check, you have sufficient fuel for the journey
- ✓ Give thought to clothes and footwear – avoid any that may hinder your movements in an emergency
- ✓ Give thought to appropriate dress when visiting areas and families and be sensitive to circumstances and culture.

Your appointment – on arrival

- ✓ Where possible always attempt to park your car facing the way you intend to drive out
- ✓ Assess the area – are you happy to continue? Never enter any location you have assessed as unsafe
- ✓ Call in to relevant person at the office to alert staff of your arrival
- ✓ If your itinerary changes call in and make the relevant staff aware
- ✓ Separate car keys from your other belongings
- ✓ Only take in with you the minimum amount of material belongings required
- ✓ Once you have knocked on the door or rang the doorbell stand clear of the doorway and be aware of personal space. Looking through letterboxes is confrontational.

- ✓ Be mindful of any indication of alcohol or substance misuse from anyone present. Do not continue appointment if either factor has been identified
- ✓ If any animal present makes you uncomfortable, ask respectfully if they can be placed in a separate room. If this is not acknowledged reschedule your appointment for a different venue
- ✓ If anyone present is inappropriately dressed do not continue with your appointment. Leave the building until the situation has been rectified. Again, if this is not possible reschedule your appointment for an alternative venue
- ✓ Always be the last to enter the building and situate yourself closest to the exit, making a mental note of alternative exit routes
- ✓ Throughout your visit be aware of signs or signals that could indicate a potential problem. Your personal safety is paramount, and your ongoing (dynamic) assessment of the situation is crucial

Your appointment – on leaving

- ✓ Call in to relevant person alert staff that your visit has now finished
- ✓ If writing up notes in your car, do not park remotely and always lock your doors

On your return

- ✓ Review your risk assessment and make additional notes if you feel this is necessary
- ✓ Raise any serious concerns with your Line Manager and if agreed take separate action i.e., complete incident report, attach warning note to an individual's file and share any relevant information in the appropriate way
- ✓ When completing incident report forms make sure you include all relevant details linked to the incident i.e., time, date, location, surroundings, people present, reason for visit, other extenuating circumstances. Try to keep factual and limit opinion-based content

If a member of staff does not report in as expected

an agreed plan of action should be put into operation. The following response to be initiated:

- ✓ Phone colleague's mobile
- ✓ Call colleague at home (up to date personal information is vital)
- ✓ Contact appointments in reverse order
- ✓ Contact line manager
- ✓ Call police

Working Alone On-Site/ Personal Safety Awareness Practice Guidance

Staff may find themselves, from time to time, working in an area of the premises on their own particularly at night or outside usual working hours. Any member of staff working outside normal hours should try to ensure that at least one other colleague/member of staff is also on site.

If you arrive at the premises outside of normal hours, find another colleague (if possible) in the building and let them know you are on site. When you are about to leave the building, let them know you are going. If you work alone in the premises, you should take these precautions:

- ✓ Check the security of the building, lock doors and close window to prevent intruders
- ✓ Do not work at height on a ladder or steps
- ✓ Do not go into lofts or any other space in which you might become trapped
- ✓ Do not do any tasks involving hazardous tools or materials
- ✓ Know the location of your nearest fire exit and how to open it in an emergency

- ✓ Know the location of the nearest first aid kit
- ✓ Ensure that you have suitable means of communicating with colleagues in the event of an emergency, such as mobile phone
- ✓ If working after dark, have a torch available in case of power failure
- ✓ Park your car close to where there is an external light and/or move it there whilst there are still others on site if you are planning to work late
- ✓ When leaving, limit the amount you are carrying to have one hand free
- ✓ When you leave ensure that all doors and windows are shut and locked if required, alarm to be activated when the building is not in use
- ✓ Ensure someone knows where you are and your estimated time of arrival home
- ✓ If you arrive at the premises and find any sign of intruders or vandals, call the police
- ✓ Do not work alone if you know you have a medical condition that might cause you to become incapacitated or unconscious
- ✓ When working alone, do not attempt any tasks which have been identified as medium or high risk, or which common sense tells you are potentially hazardous given your own level of expertise and the nature of the task.

APPENDIX 5 - SMOKING/VAPING AT WORK POLICY

To provide a smoke/vape-free environment, a consistent message regarding smoking/vaping and to protect non-smokers from the adverse health effects of smoking/vaping in the workplace. The definition of smoking includes all tobacco and vape/ e-cigarette products for the purposes of this policy

General statement

To comply with the legal requirement to have a smoke-free workplace, (from 1st July 2007) the premises, internal and external including the areas outside the main entrance are always 'no smoking' including during social hours.

Visitors

This policy extends to all visitors including parents, carers, young people, visiting professionals, contractors, volunteers on site and any other third parties.

Transporting Young People

Staff using their own vehicles to transport a young people are not allowed to smoke in their presence.

Smoking/vaping off site

Smoking is not allowed off site whilst staff are with a young people.

Smoking/vaping in office hours

- ✓ Those staff who do smoke/vape may do so in the designated smoking area (visitor car park) during agreed rest breaks
- ✓ Staff may not smoke/vape anywhere else on site at any other time
- ✓ Staff should not remain in the designated smoking area for longer than is necessary
- ✓ Staff must ensure that cigarettes are properly extinguished

Breach of policy

A breach of this policy including staff smoking/vaping at times or in places other than that agreed, may result in disciplinary action.

Assistance

We recognise that there may be members of staff who would like to give up nicotine use but need help in doing so. If this is the case, then help via the NHS can be found at: NHS smoking helpline 0800 169 0169 (free call) Text the words GIVE UP with your full postcode to 88088 for your local support group Visit the NHS dedicated website at www.gosmokefree.co.uk

APPENDIX 6 - INVACUATION PROCEDURE

INTRODUCTION

Invacuation procedures are a sensible, reasonable and proportionate response to any external or internal incident which has the potential to pose a threat to the safety of and young people, visitors and staff.

This procedure may be activated in response to any number of situations. For example:

- A reported incident, disturbance in the local community
- A warning being received regarding a local risk of air pollution (smoke plume, gas cloud etc
- An intruder on site
- A major fire in the vicinity of the centre
- The close proximity of an unaccompanied animal e.g. a dog

PROCEDURE

Signals

! Emergency alert - a voice announcement – ***"CODE 1, I REPEAT CODE 1"***

If there is more time, a senior member of staff will walk around the building to give clear explanation of the event and procedure with the utmost care not to panic our already highly nervous young person

! For all-clear - a voice announcement – "***OVERWORLD ALL CLEAR, I REPEAT ALL CLEAR"***

Keep safe

✓ Shut all doors, windows and blinds
✓ Turn lights off
✓ Put tables across doors to prevent entry
✓ Maintain silence
✓ Stay away from windows and doors
✓ Sit on the floor, under tables or against a wall
✓ Keep out of sight
✓ Remain inside until the all-clear has been given or unless told to evacuate by the emergency services