

**Cranbrook
Town Council**



HEALTH AND SAFETY POLICY

Reviewed May 2023

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PART ONE: HEALTH, SAFETY & WELFARE POLICY STATEMENT

General Statement of Intent

Cranbrook Town Council is committed to providing a safe and healthy working environment for all its users. So far as it is reasonably practicable, it will have systems and procedures in place, which will ensure that any equipment, plant and premises are safe and free from hazards. This will mean that employees, visitors and others affected by its operation are exposed to the least possible risk.

As a minimum, the Council will comply with current Health and Safety Legislation, approved Codes of Practice, Guidance Notes, British and European Standards, and any subsequent legislation enacted under the Health and Safety at Work etc Act 1974 and Management of Health and Safety at Work Regulations 1999.

Employees have a duty of co-operation to ensure that the policies are effective. The Council requires all its employees to take reasonable care for their own health and safety and avoid all working practices which may adversely affect the health, safety and welfare of themselves, visitors and the public in general.

This policy is fully endorsed by the Council as a whole and will be brought to the attention of all employees and others who may be affected by its policies and actions. The Council will ensure that employees and others where appropriate are kept informed of current and future legislation and that management systems are established to ensure effective communication, information and training in health and safety matters.

The Council recognises its responsibility to communicate and co-operate with other users who share the facilities of the Younghayes Centre in fulfilling its building management functions.

The policy also requires that clearly defined standards are publicised and that monitoring, and auditing procedures are present to ensure that all the Council's activities meet the required health and safety standards.

Signed:

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Chairman of Cranbrook Town Council

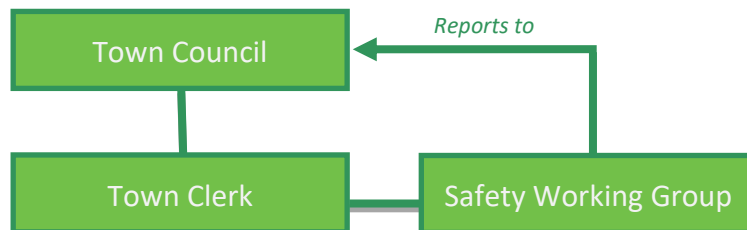
Clerk: Janine Gardner
Council Approval:

PART TWO: MANAGEMENT OF HEALTH AND SAFETY

Organisation and Responsibilities

The Town Council as a corporate body has ultimate **accountability** for health and safety and will ensure that the Health and Safety Policy is fully implemented and disseminated to its entire staff.

In accordance with the Council's organisational structure, the positions which have direct responsibility to the Town Council for health, safety and welfare, are as follows:



Responsibility for the implementation of the policy rests with the Town Clerk.

Although the Town Council may delegate duties to others, it retains overall control and accountability for all health and safety matters.

The Council has a duty to investigate reports and record any accidents, near-accidents and dangerous incidents in accordance with the Council's current instructions (see Accident Recording below).

All employees must be familiar with and follow all relevant internal and external emergency instructions and procedures. In addition, they must ensure that they have received adequate information, instruction and training in these areas. They should also be alert to any examples of ill-health, which may be attributable to working conditions, procedures and practices.

Where significant problems are identified, the Town Clerk should ensure that these are thoroughly investigated, reported to the Safety Working Group and, so far as is reasonably practicable, make recommendations for the measures to be implemented to remove the cause. Where specific advice is needed to help resolve any particular health and safety issues, employees should in the first instance seek the support and assistance of the Town Clerk. Where matters are not resolved to their satisfaction they should make written representation to the Safety Working Group.

The Town Council will give full support to the Town Clerk in carrying out these duties.

The Town Clerk will monitor the implementation of the policies, review statistics on accidents, near-misses, discuss instructions and guidance to staff and offer advice on Health and Safety issues.

Grievances

Any member of staff wishing to discuss occupational health and safety problems should firstly raise the matter with the Town Clerk, stating clearly the nature of the grievance and redress sought. Both parties should seek to resolve the issue through discussion. Should the matter not be resolved within a reasonable period of time, the matter should then follow the Council's Grievance and Disciplinary Policy.

Review

The Council will review in full its Health and Safety policy once in a Council period (every 4 years) or **earlier in light of changes in legislation or other circumstances.**

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PART THREE: ARRANGEMENTS

Arrangements for Implementing the Health and Safety Policy

The Council's Health and Safety Policy will be communicated to all Council staff and to others who may be affected by its activities, including any temporary staff, contractors and others as appropriate.

Detailed information and procedures will be found in the Council office. Further guidance and information will be provided where necessary through e-mail and briefings.

The Council will ensure the competence of its staff by providing training which is both appropriate and relevant to their roles.

All new staff will receive a planned induction, which includes the Council's health and safety policy, safe working practices, fire precautions and procedures, first aid arrangements, personal safety instructions and accident reporting procedures. They will also be given a familiarisation tour of their workplace and the emergency escape routes.

The Council's work activities will be subject to a formal risk assessment. All identified hazards which constitute a significant risk will be documented and appropriate remedial action implemented, including the introduction of safe working systems, to eliminate or reduce the risk to the lowest extent reasonably practicable.

All accidents, near-misses and dangerous occurrences must be reported. These will be investigated to determine the cause and, where appropriate, remedial action introduced to prevent a recurrence. Reports will be completed in accordance with current instructions and to meet the requirements of the appropriate reporting legislation.

Information on reported accidents; near-misses and dangerous occurrences will be made available to all relevant parties (as appropriate) and the Health and Safety Executive (HSE).

First aid facilities will meet the standards required in the current First Aid Regulations. The Council aims to have sufficient trained First Aiders and the procedures will follow the Approved Code of Practice to the First Aid at Work Regulations 1981.

In the property where the Council's personnel are employed, the environment, welfare facilities and other related factors will meet required or recommended minimum standards. The standard will be that required by the Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992. Particular attention will be paid to temperature; ventilation; purity of air and water supply; lighting; storage; sanitary conveniences; noise and overcrowding.

The Town Clerk is required to monitor the health, safety and welfare arrangements and, periodically, carry out audits to check the effectiveness of the safety policy. The reports of the safety audits, including action taken to address problems identified, are to be made available to all interested parties. In particular, the reports will include

reviews of existing risk assessments carried out under specific pieces of legislation, e.g. Management of Health and Safety at Work Regulations 1999, the Health and Safety (Display Screen Equipment)

Reports on the routine checks and risk assessments will be assessed by the safety Working Group for quality assurance purposes.

All necessary precautions will be taken in accordance with the requirements of the Control of Substances Hazardous to Health Regulations 2002. For example, the use, storage, handling and transportation of materials and substances will be done in such a way as to minimise risks. The least hazardous type of material or substance available will be used or purchased and, furthermore, there will be regular assessments and monitoring to ensure that this is achieved.

The Council will make every effort to identify and use competent contractors. If there is any doubt about competence, the contractor will not be used. Before the commencement of work in any areas which is in direct control of the Council, contractors will be given clear guidance on the avoidance of risks and the working arrangements to be followed.

Further guidance, instructions and procedure can be found in following index for arrangements.

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Accident Reporting

This policy outlines the procedures which are to be adopted when any staff, visitor or contractor experiences an accident, near-miss or dangerous occurrence in areas of direct Council responsibility. It is the policy of the Council to identify and investigate unplanned losses (accidents), their source and hence their underlying causes. To enable this objective to be achieved it is imperative that all accidents, irrespective of the resulting injury or damage, be reported according to the laid down procedures. The Council deems an accident and near-miss to be defined thus:

An **accident** is any unplanned event which results in personnel injury or damage to property, plant or equipment.

A **near-miss** is an unplanned event which does not cause injury or damage but could have done so. Examples include items falling near to personnel, incidents involving vehicles and electrical short-circuits.

Accident Book

All accidents must be recorded in the Council's accident book. The accident book will be reviewed regularly by the Town Clerk to ascertain the nature of incidents which have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.

All near misses must be reported to the Town Clerk, as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.

Reporting Procedure for Staff

1. All accidents must be entered in the appropriate accident book either by the injured person or, if this is not practical, someone else present at the time.
2. An accident report form (Part 1 only) is also to be completed by the same person who should then give the form to the Town Clerk.
3. The Town Clerk must then:
 - i. note that the accident has occurred.
 - ii. ensure that the accident book has been correctly and fully completed.
 - iii. ensure that, where applicable, the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (as amended) are met.
 - iv. Complete Part II of the Council's accident report form, recording the findings of the subsequent investigation.
 - v. Ensure, so far as reasonably practical, that proper action is taken to help prevent the accident being repeated.

The above outlines the administrative procedure. Clearly it is essential for all concerned to give priority to the safety and welfare of any injured person and anyone else involved.

Reporting Procedure for Visitors and Contractors

All injuries must be reported in the accident book, however minor. Visitors and contractors who are unable to enter their account into the book must arrange for another person to make an entry on their behalf. Visitors and contractors should also notify their own employer where applicable. The Council takes the responsibility for notifying reportable accidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

Safe System of Work

All incidents and near-miss incidents must be reported, however minor. To achieve this, the following procedure should be adopted:

1. Ensure the appropriate report form is completed and forwarded to the Town Clerk.
2. Obtain treatment for any injury from a first-aider or the local hospital.
3. Ensure that the area is made safe and poses no risk to other personnel **(except where the accident results in a major injury, in which case the scene should be cordoned off and left undisturbed until advised otherwise by the enforcing authority)**.
4. Enter details in the accident book.
5. Inform the injured person's manager (or a responsible person) of the incident.

Summary

All personnel on site must report accidents and near-miss incidents whilst working on behalf of the Council.

The three most important steps are:

- Ensure that all relevant details are reported as soon as possible, in accordance with established procedures.
- Remove residual hazards that may pose a risk to others.
- Cordon off the undisturbed scene of a serious incident pending investigation.

Contractors

The Council has a duty to assess the risks posed to the health and safety of all its staff and to anyone else who may be affected by its activities. This duty extends to managing the risks associated with works undertaken for the Council by contractors. This policy sets down the framework for managing all contractor activities within the Council's areas of responsibility.

The Council will ensure that all works undertaken by contractors for or on its behalf are carried out in such a manner as to avoid, reduce, or control, all foreseeable risks to health and safety to a tolerable level.

The objectives of this policy are to:

- safeguard staff and other users against death, injury or occupational disease resulting from contractor activities.
- minimise the risks associated with contractor undertakings to a tolerable level.
- protect property, environment, and assets.

To achieve this, the council will ensure that:

- it only engages suitably competent, financially viable contractors to undertake works on its behalf.
- all contractors are provided with the necessary information and instruction to undertake their works in accordance with the objectives of this policy.
- all contractors are visibly identifiable.
- contractors are only permitted to commence works once they have properly planned their works and have established appropriate measures to manage and deliver the works effectively with regards to health and safety, and quality of product.
- Where contractors are engaged to carry out **high-risk** works, then those works shall be subject to a Permit-to-Work.
- Permits-to-Work can only be issued by the Clerk.
- Contractor performance is reviewed / audited on project completion.

This policy is monitored and reviewed at regular intervals to ensure that it is meeting stated aims and objectives and is consistent with legislative and best practice demands.

Control of Substances Hazardous to Health (COSHH)

This policy is designed to comply with the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 1999 (COSHH) and applies to all staff/volunteers and contractors working with the Council's areas of responsibility.

The aim of this policy is to ensure that the Council provides adequate training, instruction and information to prevent staff and others coming into contact with hazardous substances. This will be achieved by providing safety equipment and by having a prescribed procedure to safeguard the health, safety and welfare of all staff, and visitors.

Town Clerk

The Council delegates to the Clerk responsibility for the implementation of this policy and procedures, who is responsible for ensuring that staff are trained where applicable and, so far as is reasonably practicable, they follow safe systems of work.

The main area of responsibility is:

- To carry out (and review) a formal assessment of health risks to staff.
- To prevent/control exposure (and monitor any exposure) of staff to health risks.
- To institute proper use of controls and Personal Protective Equipment (PPE).
- To ensure that controls are appropriate and tested and keep records as necessary.
- To ensure that appropriate health surveillance for staff is provided, where necessary.
- To provide information, instruction and training, as appropriate/necessary, regarding all hazardous substances.

Training Needs

Staff who may be exposed to hazardous substances will:

- be provided with suitable and sufficient information, instruction and training so that they are aware of the risks to their health created by such exposure and the precautions which should be taken to minimise the risks.
- receive training to a safe level in the handling of hazardous substances, procedures, the use of control measures and in emergency procedures. Staff training must include accident and defect reporting procedures. Staff issued with PPE should be trained in its use, limitations, storage, cleaning and maintenance.

Procedures

The COSHH Regulations require employers to conduct risk assessments and produce control measures to minimise or eliminate the risks concerning any substance deemed hazardous to health. These risk assessments must be recorded,

together with the precautions taken to control or prevent exposure of staff and others to the substance(s). This procedure is carried out by the Clerk.

There are seven key elements of COSHH:

1. Assessment
2. Control Measures
3. Maintenance of Control Measures
4. Monitoring of Exposure
5. Health Surveillance
6. Provision of Information
7. Record Keeping

A significant undertaking is required to determine and record the following:

- What substances are present?
- What activities use, store or transport such substances?
- What hazards are associated with these substances?

Assessment

The Clerk will ensure that no work is carried out which is liable to expose employees, or others to substances hazardous to health, unless a suitable and sufficient assessment, in writing, of those risks has been carried out.

Where it has been identified that a substance is classified as hazardous, the Clerk will obtain Safety Data Sheets and carry out the necessary risk assessment.

The full risk assessment will be stored together with any relevant/available Safety Data Sheets, in the Council's COSHH register.

The Clerk is to ensure that the risk assessments are made available to all members of staff likely to be affected by the substance.

All risk assessments are to be reviewed annually.

Display Screen Equipment (DSE)

It is the Council's policy to provide a safe and healthy working environment for all its staff, including measures to protect their health, safety and wellbeing when working with Display Screen Equipment (DSE). The Council will fulfil its statutory obligations by:

- carrying out assessments of workstation, using a self-assessment approach.
- providing suitable work equipment.
- providing information and training where applicable.
- the provision of eye and eyesight testing for those deemed as being users, and the provision of spectacles where these are required solely and specifically for the use of DSE work.
- making available regular breaks for employees and volunteers classed as users.

Definitions

Display Screen Equipment: any alphanumeric or graphic display screen.

Workstation: this includes display screen equipment, any associated accessories including keyboard, mouse, printer, furniture etc and the immediate work environment around the display screen equipment.

User: Health and Safety Executive guidance explain that it will generally be appropriate to classify the person concerned as a "user" or "operator" if they:

- normally use DSE for continuous or near-continuous spells of an hour or more at a time;
- use DSE in this way more or less daily, and
- have to transfer information quickly to or from the DSE.

Risk Assessment

The Council requires that all staff who use or are likely to use DSE to complete a self-assessment using the assessment check list in Part 4 Risk Assessments.

DSE Minimum Requirements

Workstations and equipment must comply with specific minimum requirements laid down in the DSE regulations. These include, for example, a chair with seat height adjustment, seat back adjustment and a stable base (usually five wheels/casters); a desk which provides adequate space; a monitor which tilts and swivels and has a clearly readable screen.

There are minimum standards which apply to all elements of the workstation, including the keyboard, the mouse, the environment, and the software. If items such as a footrest or document holder are provided these should comply with the minimum

standard; however, they need only be provided if they are necessary given the nature of the work and /or the individual.

Equipment which does not meet the minimum standard may be provided if it is necessary for health and safety reasons – for example, some users may benefit from using a specialist chair which does not have a seat back.

Laptop computers must comply with the minimum standard if they are in prolonged use.

Electricity at Work

This Safety Guide sets out what is required to ensure that portable electrical equipment (i.e. equipment with a plug) used by the Council is maintained in a safe condition for use. The aim is to reduce the risk of injury and property damage from faulty electrical equipment. If followed it will ensure compliance with the maintenance requirements of Regulation 4(2) of the Electricity at Work Regulations 1989 (EAW) and The Provision and Use of Work Equipment Regulations (PUWER) 1998.

Town Clerk Responsibilities

The Clerk is responsible for the regular inspection and testing of portable electrical appliances within their areas of control.

Staff Responsibilities

All staff who are required to use any electrical equipment must

- ensure that they use electrical equipment as instructed.
- check that equipment has no obvious visual damage or defects before using it.
- remove from service and report any defective or out-of-test equipment.
- only use equipment which has a valid inspection/test label.
- not use personal portable electrical equipment within an area controlled by the Council unless they are authorised to do so by their line manager.

Equipment Brought on Site for Events

Equipment which is brought onto Council-controlled areas for an event must be in a safe condition. It is the responsibility of the event organiser to ensure equipment has been suitably inspected and if necessary tested. If this cannot be proved, then a competent person must carry out an in-service inspection and test appropriate to the class of equipment.

Leased Equipment

Equipment hire companies are legally required to ensure that equipment supplied by them is safe for use at work and is regularly inspected and tested before and after use. Therefore, equipment which is leased for use by the Council should not normally need to be tested; however, appropriate routine safety testing should be an integral part of the service contract. If electrical testing is not part of the service contract, then this equipment should be included in the in-house testing programme.

User Checks

Users of portable appliances should look for the following indicators of damage or faults, before using the equipment:

- Is the user aware of any problems, does the appliance work?

- Damage e.g. cuts, fraying, abrasion (apart from light scuffing) to the cable/lead.
- Damage to the plug, e.g. the casing is cracked, the pins are bent, the screw holding the plug together is loose, the plug rattles.
- Non-standard joints, including taped joints in the cable.
- The outer covering (sheath) of the cable not being gripped where it enters the plug or the equipment. Look to see if the coloured insulation of the internal wires is showing.
- Damage to the outer cover of the equipment or obvious loose parts or screws.
- Signs of overheating (burn marks or staining) on the equipment or plug.
- Equipment being used in conditions where it is not suitable, e.g. a wet or dusty workplace.
- Equipment with signs of cracks, chemical or corrosive damage to the case, switches not working properly, protective covers missing or loose.
- Extension leads or adapters overloaded (too many appliances for the fuse or current rating of the lead).
- If applicable Residual Current Devices (RCDs) failing to disconnect from the supply when the test button is pushed.

If any of the above is identified, users must not use the equipment, remove it from service, and report their findings to the line manager.

Inspection and testing

Type of business	User checks	Formal visual inspection	Inspection and test
Office information technology rarely moved, e.g. desktop computers, photocopiers, fax machines	No	Yes, 2-4 years	No if double insulated, otherwise up to 5 years
Double insulated (Class II) equipment moved occasionally (not hand-held), e.g. fans, table lamps	No	2-4 years	No
Hand-held, double insulated (Class II) equipment, e.g. some floor cleaners, some kitchen equipment	Yes	Yes, 6 months - 1 year	No
Earthed (Class I) equipment, e.g. electric kettles, some floor cleaners	Yes	Yes, 6 months - 1 year	Yes, 1-2 years
Cables, leads and plugs connected to Class I equipment, extension leads and battery charging equipment	Yes	Yes, 6 months - 4 years depending on type of equipment it is connected to	Yes, 1-5 years depending on the equipment it is connected to

Fire

The Town Clerk will conduct a separate risk assessment in order to reduce the risk from fire and to ensure personnel can escape safely in the event of a fire.

This will include clear and appropriate signage giving the location of firefighting equipment, evacuation procedure and assembly point and evacuation practices at regular intervals.

The Clerk will also be responsible for ensuring that any necessary training is provided and that fire safety information is included in induction programmes.

All employees are responsible for ensuring they exercise vigilance in the workplace, familiarise themselves with the position and operation of fire-fighting equipment, take steps to ensure fire exits are kept free from obstructions and that they are aware of any visitors who might need extra assistance in the event of a fire.

First Aid

The Council is committed to providing sufficient first aid arrangements to deal with accidents and injuries to staff and during any events under their direct control.

Organised Events

The Council where applicable will carry out specific first aid risk assessments and where appropriate provide information and training on first aid to employees to ensure statutory requirements are met, operational needs are addressed and first aid support is available.

First Aid Boxes

A first aid box is in the Town Council office.

Use of any first aid equipment must be reported to the Clerk.

First aid boxes are to be inspected and recorded monthly.

Working at Heights

Introduction

Falls from height are one of the biggest causes of workplace fatalities and major injuries. Work at height means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury.

There is a common misconception that ladders, and stepladders are banned, but this is not the case. There are many situations where a ladder is the most suitable equipment for working at height.

Complying with the Law

Employers and those in control of any work at height activity **must** always make sure work is properly planned, supervised and carried out by a competent person. This includes using the right type of equipment for working at height.

Low-risk, relatively straightforward tasks will require less effort when it comes to planning. Employers and those in control must first assess the risks.

Take a sensible and pragmatic approach when considering precautions for work at height. Factors to weigh up include the height of the task; the duration and frequency; and the condition of the surface being worked on.

Think Height

Before working at height, you must work through the following simple steps.

- Produce a written method statement for the work to be carried out.
- Avoid any work at height where it is reasonably practicably to do so.
- Where working at height cannot be avoided, prevent falls using either an existing place of work that has already been made safe, or the right type of equipment.
- Minimise the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated.

You should:

- Do as much work as possible from the ground.
- Ensure workers can get safely to and from where they work at height.
- Ensure equipment is suitable, stable, and strong enough for the job, maintained and checked regularly.
- Make sure you do not overload or overreach when working at height.
- Take precautions when working on or near fragile surfaces.
- Provide protection from falling objects.
- Consider your emergency evacuation and rescue procedures.

Competent persons.

You should make sure that people with sufficient skills, knowledge and experience are employed to form the tasks, or, if they are being trained, that they work under the supervision of somebody competent to do it.

In the case of low risk, short duration tasks (short duration means tasks that take less than 30 min) involving ladders, competency requirements may be no more than making sure staff receive instruction on how to use the equipment safely for training often takes place on the job, it does not always take place in a classroom.

What you need to consider when planning work at height.

The following are all requirements in all that you need to consider when planning an undertaking work at height. **You must:**

- Take account of weather conditions that could compromise worker safety.
- Check that the place where work at height is to be undertaken is safe. Each place where people work at height needs to be checked every time, before use.
- Stop materials or objects from falling or, if it is not reasonably practicable to prevent objects falling, take suitable and sufficient measures to make sure no one can be injured, for example, use exclusion zones to keep people away or mesh on the scaffold to stop materials or tools from falling.
- Store materials and objects safely so that they won't cause injury if they are disturbed or collapse.
- Plan for emergencies and rescues, example agree a set procedure for evacuation. Think about foreseeable situations and make sure staff know the emergency procedures don't just rely entirely on the emergency services for the rescue in your plan.

Select the right equipment to use for the job.

When selecting equipment for work at height, employers must:

- provide the most suitable equipment appropriate for the work
- take account of factors such as, the working conditions, the nature, frequency and duration of work, the risk to the safety of everyone with a work equipment will be used.

Test and inspections.

Scaffold Inspection, (tube and fitting, system, and towers)

- Scaffold must be inspected at the following frequencies:
- Prior to use for the first time
- Every seven days
- After any event likely to affect the stability of the structure e.g. high winds
- After any significant alteration

Ladders and stepladders

All ladders/stepladders should be inspected by the user prior to its use, any defects must be reported to the duty manager immediately and the ladder taken out of use and quarantined.

Weekly Inspection

All ladders and stepladders should be given unique identification numbers.

All ladders and stepladders will be inspected weekly and their condition will be recorded on the appropriate form.

Lone Working

The Council recognises that some staff are required to work by themselves on Council premises without close or direct supervision, sometimes in isolated work areas or out-of-office hours. Where the conditions of service delivery or its associated tasks require staff to work alone, both the individual staff member and managers or councillors have a duty to assess and reduce the risks which lone working presents. Lone workers are employees and volunteers who work by themselves, where there is no close contact with a colleague or direct supervision. They may meet members of the public whilst carrying out their duties.

“Lone working” refers to situations where staff in the course of their duties may be the only staff member present in the office. They will be physically isolated from colleagues, and without access to immediate assistance.

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 the Council has a duty of care to advise and assess risk for workers when they work by themselves in these circumstances. The risk to be identified by risk assessments of the work activities and where appropriate, maintain control measures to reduce the risk to an acceptable level. To safeguard employees, specific procedures may be required for the particular activity which must include emergency response action if a lone worker is unaccounted for. However, employees also have responsibilities to take reasonable care of themselves and other people affected by their work.

These arrangements apply to anyone working in the following situations:

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

When assessing lone working it is important to consider:

- Staffing levels and availability
- The work activity
- The location and environment
- Persons with whom they may come into contact
- Equipment which may be used
- Worst-case foreseeable scenarios, i.e. the identified risks
- Measures to reduce risks

Within the overall policy relating to safer working practices, support for lone workers is an essential part, particularly:

- A commitment to supporting employees and volunteers both in establishing and maintaining safe working practices
- Recognising and reducing risk
- A commitment to the provision of appropriate support for staff
- A clear understanding of responsibilities
- The priority placed on the safety of the individual over property
- A commitment to providing appropriate training for staff

These arrangements aim to:

- Increase staff awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are established to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate support and training is available to all staff which equips them to recognise risk and provides practical advice on safety when working alone.
- Encourage full reporting and recording of all adverse incidents relating to lone working.
- Reduce the number of incidents and injuries to staff related to lone working.

To meet the aims of these arrangements the Council is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice; and
- Ensuring that there are arrangements for monitoring incidents linked to lone Working and that the effectiveness of this policy is regularly reviewed.

The Clerk is responsible for:

- Ensuring that all staff are aware of lone working.
- Taking all possible steps to ensure that lone workers are at no greater risk than other employees.
- Identify situations where people work alone and decide whether workers carrying out tasks on their own can be avoided.
- Ensuring that risk assessments are carried out and reviewed regularly.
- Following a risk assessment of the activity, ensure appropriate procedures are prepared and communicated.
- Putting procedures and safe systems of work into practice which are designed to eliminate or reduce the risks associated with working alone.
- Ensuring that staff who are identified as being at risk are given appropriate information, instruction, and training.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating, and recording incidents.
- Maintain a list of contact details and provide a current copy to the lone worker(s) and make a copy accessible in the Town Council office.
- Ensuring that appropriate support is given to staff involved in any incident.
- Providing means of communication, and other personal safety equipment, where this is felt to be desirable.
- Make suitable arrangements if the activity, location, person being visited, or equipment being used are assessed as a significant risk. Arrangements may include being accompanied with a colleague or arranging a joint visit or working with another suitable agency or contractor.

Managers must also ensure employees who are lone workers:

- Are not deployed in situations where violence or aggression is reasonably foreseeable without appropriate control measures being in place
- Have been assessed taking into account their capabilities and health condition
- Are competent through experience and by receiving adequate information and training about safe working practices
- Have suitable systems for them to report incidents or raising concerns
- Have access to the appropriate equipment and supervision.

Staff are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Ensure that appointments / whereabouts are known to the manager or supervisor / colleagues before lone working situation commences.
- Ensure lone worker's current contact details are available to the manager or supervisor.
- Carry out own personal assessment before undertaking lone working. In case of any (anticipated) difficulties, the lone worker must not commence the task, but report back to the manager or supervisor.
- Comply and cooperate with health and safety procedures.
- Report problems, concerns, (anticipated) dangers and incidents which may affect the health and safety of themselves or others to the manager or supervisor as soon as possible and asking for guidance as appropriate.
- Taking part in training designed to meet the requirements of the policy.

Security of Buildings

- Appropriate steps should be taken to control access to any building, and that emergency exits are accessible.
- Alarm systems must be tested regularly.
- Staff working alone must ensure they are familiar with the exits and alarms.
- There must be access to a telephone and first aid equipment for lone workers.
- If there is any indication that a building has been broken into, a staff member must not enter alone, but must wait for back-up.

Personal Safety

- Staff must not assume that having a mobile phone and a back-up plan is sufficient safeguard in itself. The first priority is to plan for a reduction of risk.
- Staff should take all reasonable precautions to ensure their own safety, as they would in any other circumstances.
- Before working alone, an assessment of the risks involved should be made in conjunction with the line manager or councillors.
- Staff must inform their line manager or other identified person(s) when they will be working alone, giving details of their location and following an agreed plan.
- If a member of staff does not report in as expected, an agreed plan should be put into operation, initially to check on the situation and then to respond as appropriate.

- Arrangements for contacts and response should be tailored to the needs and nature of the individuals or teams.
- A portable personal alarm system which connects to (a) designated phone number(s) in case of an emergency will be provided.

Further information can be found in the Council's Lone Working Policy.

Aggressive Visitors

Staff may, in the course of their daily duties, encounter members of the public who are unhappy, angry, or distressed about situations they are experiencing. Employees who are customer-facing and likely to encounter such situations should receive information and training on safe working. This will include advice on appropriate behaviours to de-escalate conflict and how to operate a safe working environment.

Further information can be found in the Council's Unacceptable Behaviour Policy.

Safeguarding

Any safeguarding concerns arising on Council premises regarding the safety of children, babies, young adults and vulnerable adults should be reported to the Town Clerk in the first instance unless they are unavailable and immediate action is required, in which case contact should be made with the emergency services or social care department via <https://new.devon.gov.uk/devonsafeguarding>.

Provide clear information by way of signage and/or handouts to ensure users of the Council's property have safeguarding as an embedded part of their events in accordance with the safeguarding policy.

Further Safeguarding information can be found in the Council's Safeguarding Policy.

Manual Handling

The Council recognises that manual handling activities may pose a hazard for staff if not adequately controlled. These arrangements have been produced in accordance with the Manual Handling Operations Regulations 1992, as amended in 2002 ('the Regulations') apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying.

Definition(s)

"Manual handling operations" means any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or by bodily force.

"The load" may be either animate, such as a person or an animal, or inanimate, such as a box or a trolley.

The term "reasonably practicable" means to give consideration to the amount of time, effort and cost which would be required to avoid or reduce the risk, in this instance, from manual handling activities, in comparison to the long-term health & safety benefits.

The Clerk is responsible for the following:

- Manual handling is avoided where possible.
- All manual handling activities are properly planned and assessed; the assessment is recorded in writing using the Council's risk assessment form. The assessment must be communicated with all staff.
- When a risk assessment indicates that staff may be lifting loads above the recommended safe lifting levels, suitable control measures should be applied which reduce the risk to an acceptable level.
- Information, instruction and training will be provided to staff on the health risks associated with manual handling where applicable.
- Staff are not expected to carry out manual handling operations which are unsafe or beyond their individual capabilities (account must be taken of employees concerns with regards to manual handling, reviewing the risk assessment if necessary).
- Any equipment provided to eliminate manual handling i.e. hoists, cranes, pallet trucks are inspected as per the manufacturer's recommendations where applicable.

Staff are responsible for:

- caring for their own and others safety.
- follow safe systems of work designed to promote safety during the handling of loads, including wearing suitable clothing and footwear where applicable.
- use equipment provided to them as they have been trained to, this includes machinery and other aids provided for safe handling of loads.
- report any faults, defects, and deficiencies of either equipment or systems of work to the Clerk.
- report any manual handling accidents and near-misses.

- tell the Clerk of any physical condition likely to affect their ability to undertake moving and handling tasks safely.
- take care to ensure their activities do not put others at risk.
- attend training when required.

Good Handling Techniques

As it is not possible to eliminate manual handling altogether, correct handling techniques must be followed to minimize the risks of injury. The techniques outlined below should be followed at home as well as at work.

Planning and Preparation

- Think about the task to be performed and plan the lift.
- Consider what you will be lifting, where you will put it and how you are going to get there.
- Assess the weight and centre of gravity of the load.
- Assess the size of the load to make sure that you can grip it safely and see where you are going.
- Assess whether you can lift the load safely without help. If not, get help. Bear in mind that it may be too dangerous to attempt to lift some loads, such as an office safe, even with a team.
- If more than one person is involved, plan the lift and agree who will lead and give instructions.
- Plan your route and remove any obstructions. Check for any hazards such as uneven flooring.
- Avoid lifting unsafe loads, such as damaged glass or badly packed chemicals.
- Check whether you need any personal protective equipment and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you.
- Ensure that you will be able to maintain a firm grip.
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear.
- Remove any unnecessary packaging, if this will make the task safer.
- Consider a resting stage before moving a heavy load or carrying something any distance.

Position

- Stand with your feet apart and your leading leg forward.
- Your weight should be even over both feet.
- Position yourself (or turn the load around) so that the heaviest part is next to you.
- If the load is too far away, move toward it or bring it nearer before starting the lift.

Lift

- Always lift using the correct posture.

- Bend the knees slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward if necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.

Move the Load

- Move the feet, keeping the load close to the body.
- Proceed carefully; making sure that you can see where you are going.

Lower the Load

- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down.

Pressure is part of work and keeps us motivated and productive but too much pressure, or pressure which lasts for a long time, can lead to stress, which undermines performance, is costly and can damage both physical and mental health.

The Council is committed to addressing work-related stress in order to reduce the likelihood of employees suffering from this.

Employees also have a duty to take reasonable care for their own health and well-being and that of others who may be affected by their actions.

The Council will identify all workplace stresses and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.

The Council will consult with staff on all proposed action relating to the prevention of workplace stress.

The Council will provide training where a need is identified.

The Council will provide confidential counselling for staff affected by stress caused by their working environment.

The Council will strive to create a work setting in which workload, work patterns and the work environment are regularly kept under review.

Line Managers are primarily responsible for monitoring stress related issues and behaviours and employees are encouraged to report concerns to them at the earliest opportunity.

Introduction

Slips and trips are the most common cause of injury at work. On average, they account for approximately 40% of all reported major injuries and can also lead to more serious accidents such as falling from height. Slips and trips are also the most reported injuries to members of the public.

What the Law requires.

- **The Health and Safety at Work Act etc Act 1974 (HSW Act)** requires employers to ensure the health and Safety of all its employees and anyone who may be affected by their work, so far as is reasonably practicable. This includes taking steps to control slips and trip risks. Employees have a duty not to put themselves or others in danger and must use any safety equipment provided.
- **The Management of Health and Safety at work Regulations 1999** require employers to assess risks (including slip and trip risks) and, where necessary, take action to address them.
- **The Workplace (Health, Safety and Welfare) Regulations 1992** require floors to be suitable, in good condition and free from obstructions.

Practical Advice.

- Use entrance matting.
- Fix leaks.
- Make sure cleaning methods are effective for the type of flooring.
- Avoid introducing hazards during cleaning.
- Ensure floors are dry after cleaning.
- Remove all spillages promptly.
- Check regularly for loose, damaged or worn flooring and replace as required.
- Ensure lighting is adequate and that slopes or steps are clearly visible.
- Keep all walkway and work areas free and clear of obstructions.

Staff

- Report all accidents or near misses as soon as possible to the Clerk.
- Clear any spillages or make arrangement for it to be cleaned as soon as possible.
- Report any damaged flooring or mats to the Clerk
- Play your part and keep your work area tidy.
- Remove items found on the floor or arrange for the area to be made safe especially where they could cause people to trip and fall.
- Inform the Clerk or any situation you think may be dangerous.

Introduction

Up to 1 in 3 road crashes involves a vehicle being driven for work. Every week around 200 road deaths or serious injuries involve someone driving for work. Many of these deaths and injuries could have been prevented. As an employer Cranbrook Town Council (CTC) is committed to reducing the risk of work-related road traffic accidents and incidents. CTC recognises its duty under the Health and Safety at Work Act 1974 to ensure the wellbeing of all our employees as far as reasonably possible. This includes work related driving activities.

Covid-19 requirements.

During the current pandemic only one person should travel in the vehicle at any one time.

Drivers must wipe down all areas of contact (steering wheel, control switches, seatbelts, door handles, keys etc.) with a recognised disinfectant.

Management

1. The Clerk has been assigned specific responsibility for managing driving at work.
2. The Clerk will routinely undertake, record and act on the findings of risk assessments dealing with all aspects of driving at work including driver safety, vehicle safety and journey planning.
3. The Clerk will ensure that every incident involving any vehicle driven on behalf of CTC is recorded and that collective information is regularly analysed, and action taken to reduce recurrence if necessary.

Driver Responsibility

- Make sure they hold a current driver licence for the category of vehicle they are driving, and this licence is carried when driving the vehicle.
- Immediately notify the Clerk if their driver licence has been suspended or cancelled or has had limitations placed upon it.
- Take time to familiarise themselves with the vehicle's handbook.
- Be responsible and accountable for their actions when driving the vehicle.
- Carry out the before use checks.
- Drive within the legal speed limits, including driving appropriately to the weather conditions.
- Wear a seat belt and make sure all occupants always wear their seat belt.
- Only drive when fit to do so – never drive under the influence of alcohol or drugs, including prescription and over the counter medication if they cause drowsiness.
- Never leave the ignition key in the vehicle when not in use.
- Report any accidents or near-misses, including those that do not result in injury.
- Never carry any hazardous substances without the prior approval of the Clerk. (Hazardous goods may only be carried in full compliance with relevant legislation).

Drivers Checks

It is a requirement that the checks/inspections of the vehicle are carried out to ensure that the vehicle is safe to use.

- Before use check, to be carried out by the nominated driver.
- Weekly check, to be carried out by the nominated **responsible** driver.

Before Use Checks.

Prior to the use of the vehicle the following checks are to be carried out. It is important that these checks are carried out and recorded in the vehicle logbook by each new driver.

- Carry out a full visual check of the vehicle tyres and bodywork noting any damage.
- Check the operation of the main lights, indicators, and where possible brake lights.
- Check the operation of the vehicle horn.
- Check that the first aid kit is available in the vehicle.
- Ensure there is sufficient battery charge for the expected journey.
- Fill out the relevant details in the logbook.

Weekly Checks

Weekly checks are to be carried out by the nominated **responsible** driver.

All checks carried out within the engine compartment **must be done with the engine switch off**

- Check coolant levels in both reservoirs as indicated in the vehicle user manual. **Only use manufactures recommended coolant fluid.**
- Check brake fluid level. **Only use manufactures recommended brake fluid.**
- Check screen washer fluid.
- Check condition of tyres tread and pressures.
- Check the operation of all lights to include, headlights, fog lights, brake lights and any internal lights.
- Check operation of windscreen washer/wipers.
- Check vehicle horn.
- Carry out a visual inspection of vehicle bodywork.
- Complete and sign the weekly check sheet.

Monthly Check

In addition to the required weekly checks carryout the following:

- Check seatbelts for signs of wear, and that the buckle locks are working correctly.
- Check the operation of all the seat's adjustments.
- Check the vehicle tools kit is secure with not missing items.
- Check all door catches and handles.
- Check charging leads for wear.
- Check the contents of the first aid kit.
- Complete the monthly check list and sign.

Accident Reporting.

The Road Traffic Act says that you must report the accident to a police within 24 hours.

You should also provide details if damage has been caused to third party property or a parked car, even if there are no other people involved.

For example, leaving a note on a car's windscreen is sufficient if you are unable to locate the owner.

The police should be called if you are blocking the road or you feel you might have been the victim of a so-called 'crash for cash' scam.

You should also contact the police if there is a suspicion that drink, or drugs have been involved.

Notify the council as soon as possible.

- In the event of injuries consider, notifying Health and Safety under RIDDOR.

If safe to do so at the scene of the accident, make notes which might assist with the insurance claim.

- The time and date
- A sketch of the incident.
- Weather conditions.
- Details of any witnesses.
- Anything that might prove useful.
- If it is safe to do so, take photos using your mobile phone.

Notify the insurance company as soon as possible.

If you have sustained a personal injury, ensure the accident book has been completed.

FORM 1

DRIVER ELIGIBILITY STATEMENT

Name:

Date:

1. ANNUAL DRIVER ELIGIBILITY STATEMENT

1.2 Please complete the details below and return to the office as soon as possible. Replies will be treated in the strictest confidence.

2. INSURANCE PARTICULARS ETC.

1. Do you hold a relevant, full, UK valid license? YES/NO

2. Have you received any license endorsement or points in the last 12 months? (If YES, please give details on a separate sheet) YES/NO

3. Have you ever (within the terms of the Rehabilitation of Offenders Act) been convicted, or have you any prosecutions pending, for a motoring offence falling within any of the following categories?

a. Dangerous driving, causing death by dangerous driving or manslaughter YES/NO

b. Driving under the influence of drink or drugs YES/NO

c. Failing to stop after an incident YES/NO

d. Other offences which have or might result in disqualification YES/NO

4. Have you ever been refused motor vehicle insurance or renewal or had a policy cancelled? YES/NO

5. Do you suffer, or have you ever suffered from any physical disability, infirmity or condition that would disqualify you from holding or obtaining a current driving license? YES/NO

2. RESPONSIBILITY

I undertake to drive the vehicle as safely and competently as possible and have read and understood the vehicles driver's manual.

Signed.....

Name.....

Date.....

FORM 2

LOGBOOK

Vehicle Make: Renault

Vehicle Model: Kangoo Z.E.

Vehicle Registration: MJ20 OTN

- Please ensure that this Logbook is completed at the beginning and end of EACH journey.
- Please also complete a quick visual inspection of the car at the beginning of each journey.
- If applicable, please return the vehicle keys on completion of journey.

Date	Driver Name	Visual Daily Inspection Completed	Mileage Out	Mileage In	Total Mileage	Reason for Journey

FORM 3

WEEKLY CHECK

Weekly checks are to be carried out by the nominated **responsible** driver

Date	Name	Coolant Levels	Brake Fluid	Screen Washer	Tyres Condition/ Pressure	Lights	Windscreen Wipers	Vehicle Horn	Bodywork	Signature

FORM 4

MONTHLY CHECK

Monthly checks are to be carried out by the nominated **responsible** driver.

Date	Name	Seat Belts/buckles	Seat Adjustment	Tool Kit	Door Handles/Catches	Charging Leads	First Aid Kit	Signature

PART FOUR: RISK ASSESSMENTS

Risk assessment is an analysis of the **hazards** present through work activities, equipment and other situations within the working environment and the **likelihood** that they may cause harm to staff and others.

Definitions

“Hazard” is something which has the potential to cause harm.

“Risk (Likelihood)” is the realisation of harm being caused by a hazard and its severity.

Responsibilities

The Council is responsible for ensuring that adequate risk assessments are carried out where applicable and ensuring that identified risks are managed appropriately.

The Clerk is responsible for the completion of risk assessments in accordance with these guidelines and ensuring that appropriate control measures are implemented and communicated to all staff where applicable.

Staff have a responsibility to comply with safe systems of work and other safety control measures highlighted by risk assessments and or other safe working arrangements communicated to them. Staff also have a responsibility to report to their line manager any hazard or unsafe condition which they may encounter in the course of their work.

Risk Assessment Process

Risk assessments should not be carried out in isolation and as such staff within the workplace should be involved in the process.

The following protocols should be followed when completing a risk assessment.

1. Identify the Hazard
2. Decide who could be harmed
3. Evaluate the risk from the hazards and decide action(s) to control the risk.
4. Record the findings
5. Review the assessment and revise if necessary.

Identifying the Hazard

Walk around the workplace and decide what could reasonably be expected to cause harm. Ignore trivial and concentrate on significant hazards which could result in serious harm. Consider the following:

- Location(s) where the work is carried out
- Various tasks or processes involved
- Equipment which might be used
- Substances used or encountered during the activity and their physical form (fumes, liquid, dust/powder etc.)

- Requirements of any relevant regulations or standards relevant to the activity, equipment or substance used

Decide who might be harmed

The following people may be at risk from hazards:

- Staff
- Other tenants
- Members of the public

Consideration should also be given to young people, expectant mothers, and people with various disabilities.

Risk Evaluation

To evaluate the risk and its severity a standard 5x5 risk matrix will be used. The first stage is to consider the severity of the harm using the matrix below.

Severity Matrix

Severity: 5 Fatality	Severity 4 Major injury/illness resulting in a disability	Severity 3 Injury/illness requires doctor or hospital attendance.	Severity 2 Minor injury/illness first aid required	Severity 1 Minor injury/illness no first aid required.
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The second stage is to consider the likelihood of the hazard causing harm using the matrix below.

Likelihood Matrix

Likelihood 5 Almost certain >71%	Likelihood 4 Probable 51%-70%	Likelihood 3 Possible 31%-50%	Likelihood 2 Remote 11%-30%	Likelihood 1 Improbable 0-10%
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The third stage is to multiply the two scores from the Likelihood matrix and the Severity matrix to obtain an overall risk rating.

Risk Rating Matrix

Severity	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5
	Likelihood				

Risk Rating

The risk rating will help to determine the actions required to address the risk, for example:

Red Risk: Unacceptable (High) Reduce by further Mitigation. Transfer the Risk	Yellow Risk: Tolerate (Medium) Consider further actions to reduce risk and impact	Green Risk: Acceptable (Low) Monitor and Review.
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Recording

All risk assessments are to be recorded on the Council's risk template and entered into the Health and Safety Manual. Staff are to be made aware of the risk assessments and the control measure that are in place to control the risks.

Risk assessments are to be signed by the responsible person conducting the assessment and once completed signed off by the Clerk.

Review

All risk assessments are to be reviewed annually or when circumstance such as a change in working practice impact on specific assessments.

All assessments are to be reviewed annually by the Safety Working Group.