

HEALTH & SAFETY POLICY

All team members have the responsibility to co-operate with Make Some Noise to fulfil its obligation to provide healthy and safe workplaces and to take reasonable care of themselves and members of the public taking part in activities. They also have a responsibility for taking care of people who may be affected by their work as set out in the Health and Safety at Work Act 1974.

Risk Assessment and Control

The Chief Executive Officer and Trustees shall ensure that activities are formally identified and appropriate risk assessments undertaken, which identify the risk to workers and the control measures necessary to minimise risks, as far as reasonably practicable. The types of control measures identified from the risk assessment will vary depending on the type of work, location, experience of persons involved and local conditions. See Section 8 for further information on risk assessing.

Training

All workers will be required to undergo induction training, where appropriate, within 3 months of the commencement of their contract of employment or engagement. A record of all training will be retained by the Chief Executive Officer.

Policy Details

Full details of Make Some Noise Health and Safety policies can be found in the following Sections:

- Section 1: General Arrangements, First Aid
- Section 2: General Arrangements, Fire
- Section 3: Guidelines for Manual Handling
- Section 4: Minimising & Managing Stress
- Section 5: Lone Working
- Section 6: Safe Use of Display Screen Equipment
- Section 7: Mobile Phones
- Section 8: Risk Assessment

General Health and Safety / Building information is displayed on the Health & Safety Noticeboard in the office.

Monitoring, Reporting and Review

The Chief Executive Officer will ensure that Make Some Noise monitors the effectiveness of all Make Some Noise policies. This Health and Safety policy and procedures are subject to regular review according to the schedule agreed by the Board.

'Policy updates and comments' forms a standing item on the agenda of every general Board meeting. It should be noted that this may consist of a statement that there is nothing to report; the information, which enables Trustees to meet their responsibilities is nevertheless essential.

HEALTH & SAFETY POLICY

RELEVANT LEGISLATION

- Health and Safety at Work etc Act, 1974
- The Health and Safety (Display Screen Equipment) Regulations 1992 (amended 2002)
- The Management of Health and Safety at Work Regulations 1999
- The Provision and Use of Work Equipment Regulations
- Workplace (Health, Safety and Welfare) Regulations
- Health and Safety (First-Aid) Regulations 1981

FORMS REFERRED TO IN THIS POLICY

- Accident Log
- General Risk Assessment and Guidance Notes
- DSE self-assessment form

LINKED POLICIES

- Disciplinary Policy
- IT & Internet Policy
- Safeguarding Policy
- Whistleblowing Policy

FURTHER INFORMATION

Further background information on this topic is available on the following Websites:

- www.hse.gov.uk
- www.local.gov.uk

SECTION 1

GENERAL ARRANGEMENTS: FIRST AID

Make Some Noise is a tenant of the local authority and therefore complies with Staffordshire County Council Health and Safety Policy in terms of the provision of first aid staff. Staffordshire County Council ensure that members of the team qualified to administer first aid are appointed and informed that they are being given this responsibility on behalf of the organisation.

If a situation arises in which no qualified first aiders are accessible from Staffordshire County Council, as a matter of urgency training will be arranged for members of Make Some Noise team nominated by the Chief Executive Officer.

Staffordshire County Council policy dictates:

- All appointed persons shall undergo refresher first aid training every year and revalidation training three yearly
- The organisation shall maintain an appropriately stocked first aid box
- The organisation shall maintain an accident log (using the *Make Some Noise Accident Log Book*)
- The accident log shall be accompanied by guidance for completion of incident reports
- The organisation shall nominate members of the team responsible for the upkeep of the first aid box.

Staffordshire County Council will ensure that the following is clearly displayed at the organisation's premises:

- The location of the SCC first aid box
- The location of the SCC accident log
- The names and contact details for all appointed SCC administrators of first aid.

Make Some Noise office-based team members will familiarise themselves with the Staffordshire County Council First Aid procedures.

SECTION 2

GENERAL ARRANGEMENTS: FIRE

Whilst Make Some Noise is a tenant of the local authority the Chief Executive Officer will ensure that Make Some Noise complies with the health and safety policy of its landlord, including action to be taken in the case of fire, and the maintenance of fire safety equipment.

The Chief Executive Officer will establish a communications protocol with the relevant local authority officer to ensure that Make Some Noise is fully briefed on changes to procedures and any special circumstances with health and safety implications.

The Make Some Noise team will comply with any fire safety drills held by the local authority.

The Make Some Noise team will read the Staffordshire County Council Fire Safety Policy to familiarise themselves.

SECTION 3

GUIDELINES FOR MANUAL HANDLING

Manual Handling means the transporting or supporting of a load, including the lifting, putting down, pushing, pulling, carrying or moving by hand or bodily force.

The Make Some Noise team shall observe the following for manual handling:

- All bulky/unwieldy /heavy items over 25kg shall be lifted by two persons
- Wherever possible mechanical aids must be used
- The lifting technique to be utilised is:
 - Assess the weight of the item
 - Check path of travel
 - Bend knees
 - Keep back straight
 - Grasp item with both hands and feet either side
 - Come up slowly, looking forward and keeping back straight
 - Do not twist before becoming upright
 - The items lifted should not be carried excessive distances.

It is essential when manual handling to:

- Ensure that appropriate clothing, footwear is worn and that personal effects are not likely to cause harm to them or the load or other person during a handling activity
- Co-operate with Policy in making assessments of hazardous manual handling tasks
- Comply with safe systems of work and use of safety equipment, reporting any defects in mechanical aids and handling equipment to their manager
- Participate in any training given in manual handling including regular refresher training
- Inform their manager if they feel they require further training
- Report pregnancy or any medical conditions which might affect their ability to handle loads safely
- Report any changes in working conditions, personnel involved in handling or a significant change in the nature of the task or load which may necessitate a review of the assessment
- Ensure they have read all relevant manual handling risk assessments so they are aware of the safe systems of work
- Report any incidents, accidents or ill health due to manual handling activities to their manager.

SECTION 4

MINIMISING AND MANAGING STRESS

Make Some Noise recognises that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

Definition of stress: The Health and Safety Executive define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

Make Some Noise will:

- Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed
- Provide training for all managers and supervise a team member in good management practices
- Provide confidential counselling for a team member affected by stress caused by either work or external factors
- Provide adequate resources to enable managers to implement Make Some Noise’s agreed stress management strategy.

The Chief Executive Officer and Trustees will:

- Ensure good communication between management and workers, particularly where there are organisational and procedural changes
- Ensure team members are fully trained to discharge their duties
- Ensure team members are provided with meaningful developmental opportunities
- Monitor workloads to ensure that people are not overloaded
- Monitor working hours to ensure that team members are not overworking
- Monitor holidays to ensure that team members are taking their full entitlement
- Attend training as requested in good management practice and health and safety
- Ensure that bullying and harassment is not tolerated within their jurisdiction
- Be vigilant and offer additional support to a team member who is experiencing stress outside work e.g. bereavement or separation
- Provide specialist advice and awareness training on stress
- Support team members who have been off sick with stress and advise them and their management on a planned return to work
- Refer to specialist agencies as required
- Monitor and review the effectiveness of measures to reduce stress
- Inform the team member of any changes and developments in the field of stress at work
- Give guidance to managers on the stress policy

- Help monitor the effectiveness of measures to address stress by collating sickness absence statistics
- Advise managers and individuals on training requirements
- Provide continuing support to managers and individuals in a changing environment and encourage referral to occupational workplace counsellors where appropriate.

Team members are responsible for:

- Seeking help early if pressure at work is getting out of hand or beyond control from their line manager, Chief Executive or the Chair
- Accepting their responsibility for, and role in, resolving any problem in which their feelings of stress are affecting their work
- Taking care of themselves, and recognise and respect the need for breaks, lunch periods, holidays, control of work demands, control of working hours and need for a proper work-life balance
- Not avoiding or ignoring situations of pressure at work that they are finding difficulty coping with, but instead identify and discuss them early and try to be constructive in looking for solutions
- Respecting the rights and needs of others and their wellbeing
- Co-operating in the risk assessment process, pressure management survey and other processes undertaken to identify sources of excessive pressure in the workplace
- Adhering to any control measures identified in risk assessments
- Understanding and act in accordance with other, associated Make Some Noise policies covering areas that can impact on stress and wellbeing at work, such as those for bullying and harassment
- Seeking help from their GP if they feel that they are becoming ill as a result of pressure either at work or at home.

SECTION 5

LONE WORKING

Introduction

Make Some Noise is committed to meeting its legal duties with respect to lone and out of hours working.

The general duties of the Health and Safety at Work etc, Act 1974 and more specific duties of the Management of Health and Safety at Work Regulations 1999 (as amended) requires Make Some Noise to provide a safe environment, safe equipment and safe systems of work for its employees and those working on its premises. These requirements are applicable to all work situations, including where team members (and others) are working alone or outside normal working hours.

There are many situations where Make Some Noise team members work alone. In the majority of cases this will be without significant risk (e.g. persons working alone in offices where appropriate safety precautions are in place). However, there will be occasions when this is not so.

Working alone can introduce or accentuate hazards (e.g. lack of assistance if needed, inadequate provision of first aid, sudden illness, violence from others, emergencies, failure of services and supplies, etc.). This section of the Make Some Noise Health and Safety Policy contains generic guidance to assist the Chief Executive Officer and Trustees with identifying, through the risk assessments process, those tasks that may be undertaken by a lone worker and those that may not.

Definition

Lone working is intended to cover all work proposed to be undertaken alone where the risk to the lone worker may be increased either by the work itself, or by the lack of on-hand support should something go wrong.

Information, Instruction and Training

The Chief Executive Officer must ensure that everyone who is required to work alone is competent to do so, having received suitable and sufficient information, instruction and training (including refresher training) to enable them to work safely. The extent of the instruction and training provided will vary according to the level of risk identified.

It is the responsibility of all team members to undertake work (including lone working) in accordance with the findings of the risk assessment, to comply with any information and training received and to report immediately any problems or concerns (where necessary referring to the team member's nominated emergency contact number).

Supervision of Lone Working

Although lone workers are not subject to constant supervision, the Chief Executive Officer is still required to ensure appropriate control of the work. Supervision complements information, instruction and training, ensuring that the team and students understand the risks associated with their work, and that necessary safety precautions are being carried out. It can also provide guidance in situations of uncertainty.

The extent of the supervision required depends upon the risks involved and the proficiency and experience of the person carrying out the work. Persons new to a job, undergoing training, doing a job that presents special risks, or dealing with new situations may need continuous supervision until such time as they are competent to work alone. The extent of the supervision is a management decision, which should be established through the risk assessment process using the General Risk Assessment form and guidance notes. It should not be left to individual of team members to decide that they require assistance/supervision.

SECTION 6

DISPLAY SCREEN EQUIPMENT

Definitions

Display Screen Equipment: computers, laptops, and other screens from which employees work which are located in the mid sight range.

Workstation includes: for the purposes of assessments carried out in accordance with this policy the following need to be assessed:

- The whole workstation including any computer equipment, furniture and the work environment
- The job being done; and
- Any special needs of individual team members.

User: A user is a person who habitually uses display screen equipment as a significant part of their normal work for continuous spells of one hour or more.

Prolonged use of Display Screen Equipment (DSE) may present risks to health in particular musculo-skeletal disorders such as back pain or upper limb disorders, visual fatigue and mental stress. While the risks to individual users are low they can still be significant if good practice is not followed.

Provision for Changes of Activity or Breaks

The need for breaks depends on the nature and intensity of the work. Whenever possible, jobs using DSE should be designed to consist of a mix of screen-based and non-screen based work. Where the job unavoidably contains spells of intensive DSE work these should be broken up by periods of non-intensive, non-DSE work. Where work cannot be so organised e.g. work requiring only data or text entry or screen monitoring requiring sustained attention and concentration, deliberate breaks or pauses must be introduced.

Short, frequent breaks are better than longer less frequent ones and should be taken before the onset of fatigue, not in order to recuperate, and the timing of the break is therefore a matter for individual user judgement.

Breaks must allow users to vary their posture. Exercise routines which include blinking, stretching and focusing eyes on distant objects can be helpful.

Employees who believe that their workload at DSE does not permit adequate breaks should bring this to the attention of their line manager. Similarly, suggestions regarding tasks that can add variety to a user's job which can reasonably be built into the work process should be made to the line manager.

Eye and Eyesight Tests and supply of corrective eyewear

DSE users have a right to have an appropriate eye and eyesight test upon request or in the event of them experiencing eye or eyesight problems.

Where a user requests an eye or eyesight test, Make Some Noise will arrange for these tests at a designated Optician and will cover the cost up to a maximum value of £30.00. Where a user obtains a test independently, Make Some Noise will not be responsible for the costs incurred.

A user needing 'special' corrective appliances will be prescribed a special pair of spectacles for display screen work. Make Some Noise's liability for the cost of these is restricted to payment of the cost of a basic appliance, ie of a type and quality adequate for the user's work. 'Normal' corrective appliances are at the user's own expense.

Workstation and Software Design

It is a legal requirement that the Chief Executive Officer ensures that:

- Upon appointment or when first identified as a DSE user, the CEO shall arrange for the user to carry out the SCC on-line training module before carrying out a self-assessment of their workstation completing the DSE self-assessment form
- When they have completed the self-assessment form a DSE user should return it to the CEO (or other designated person) who will investigate identified problems and take appropriate corrective action
- The CEO has responsibility for ensuring the solutions are actioned and for monitoring the effectiveness of any remedial action taken
- Where the CEO is unable to identify solutions, the CEO will identify a relevant skilled person for advice
- When a user notifies the CEO of ill-health symptoms the CEO should investigate and request medical advice if needed
- The user will review the self-assessment after any significant changes and at least once every two years.

User Health Problems

Where an employee raises a matter related to health in the use of DSE, the Chief Executive shall take all necessary steps to determine with the employee the circumstances, take corrective measures where appropriate and advise the employee of the actions taken.

Where it is apparent that a user is experiencing health problems associated with the use of DSE, the matter shall be promptly investigated by the Chief Executive.

SECTION 7

MOBILE PHONES

- **Mobile phone will include the use of similar hand-held device**
- **Driving will include riding a motor cycle.**

Purpose and Scope

It has always been the company's policy that employees should avoid making or receiving calls whilst driving on Company Business and as part of our overall health and safety policy we are committed to reducing the risks which our employees face and create when driving for work purposes.

We have been reviewing best practice with regard to safe driving practices and a substantial body of research compiled by ROSPA shows that using a hand-held or hands-free mobile phone while driving is a significant distraction, and substantially increases the risk of the driver crashing. Drivers who use mobile phones, whether hand-held or hands-free:

- are much less aware of what's happening on the road around them
- fail to see road signs
- fail to maintain proper lane position and steady speed
- are more likely to tailgate the vehicle in front
- react more slowly and take longer to brake
- are more likely to enter unsafe gaps in traffic
- feel more stress and frustration.

Research indicates that these drivers are four times more likely to be involved in an accident. In the event of an accident, a driver could be charged for "failing to have proper control of their vehicle" and could be fined, banned or face a custodial sentence depending on the circumstances.

As stated as part of our overall Health and Safety practice, we are committed to reducing the risk which our team members face and therefore with our duty of care in mind our policy is now a complete ban on the use of mobile phones whilst driving. Safe practice suggests you wait until you have parked in a safe place and then deal with your phone calls and voice mails whilst you are stationary.

Team members driving for work must never make or receive calls, send or read texts or emails or otherwise use a mobile phone, whether hand-held or hands-free while driving. Persistent failure to comply with this will be regarded as a serious matter which may lead to disciplinary action being taken up to and including dismissal.

Responsibilities:**Senior Managers must:**

Lead by example, both in the way they personally drive and by not tolerating poor driving practice amongst colleagues. They must never make or receive a call on a mobile while driving or read or send texts or emails.

Line Managers must ensure:

- They also lead by personal example
- They do not expect team members to answer or make calls when they are driving
- Team members understand their responsibilities not to use a hand-held or hands-free mobile phone while driving
- Team members switch phones to voicemail (or Customer Services for those working in the field) or switch them off, while driving, or ask a passenger to use the phone
- Team members plan journeys to include rest stops which also provide opportunities to check messages and return/make calls
- Work practices do not pressurise team members to use a mobile phone while driving
- Compliance with the mobile phone policy is included in team meetings, field accompaniments, PMP reviews and periodic checks are conducted to ensure that the policy is being followed
- They follow our monitoring, reporting and investigation procedures to help learn lessons which could help improve our future road safety performance
- They challenge unsafe attitudes and behaviours, encourage team members to drive safely, and lead by personal example by never themselves using a phone when driving.

Team Members must:

- Never use a hands-held or hands-free phone while driving
- Plan journeys so they include rest stops when messages can be checked, and calls returned
- Ensure their phone is switched off and can take messages (or divert to Customer Services) while they are driving or allow a passenger to use the phone
- Do not create, read, or send SMS text messages whilst driving
- Co-operate with monitoring, reporting and investigation procedures.

The Law

Employers will be open to prosecution if:

- They cause or permit an employee to drive while using a phone or to not have proper control of the vehicle
- They require an employee to make/receive calls whilst driving
- An employee drives dangerously because they are using a phone installed by the employer whether hand-held or hands-free.

Team Members should be aware that under the road Traffic Act 1988 and the Construction and Use Regulations 1986, drivers must have proper control of their vehicles at all times.

Drivers can be prosecuted for careless, inconsiderate or dangerous driving, if using a phone causes them to drive this way. Potential penalties include unlimited fines, disqualification, and up to 10 years imprisonment.

Exemptions

Calls can be made to 999 or 112 in a genuine emergency, provided stopping is unsafe or impractical.

Sat Navs and Other Distractions

It is not a specific offence to use the controls on a sat-nav while driving. However, if this causes bad driving, or leads to an accident, a driver can be prosecuted for a number of offences. This is also the case for a wide range of other in-car distractions. Please therefore ensure you are not distracted by using your Sat Nav, changing CDs, radio channels etc.

SECTION 8

RISK ASSESSMENT

What is a risk assessment?

A risk assessment is a systematic process of evaluating the potential risks that may be involved in a projected activity or undertaking.

As part of managing health and safety, the risks in the workplace need to be controlled. There is a requirement to consider what might cause harm to people and decide whether we are taking reasonable steps to prevent that harm.

A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in the workplace.

When to carry out a risk assessment?

- **Routine tasks / projects**
- **Non-routine tasks / projects**
- **Check manufacturers' instructions** or data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective
- **Look back at your accident and ill-health records** - these often help to identify the less obvious hazards
- **Take account of non-routine** operations (eg maintenance, cleaning operations or changes in production cycles)
- **Remember to think about long-term hazards to health (eg loud noise etc)**

When thinking about your risk assessment, remember

- a **hazard** is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer etc
- the **risk** is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.

Thinks to consider in a risk assessment

- Identify the risk(s) using the Make Some Noise General Risk Assessment Form and guidance notes
- Consider who can be harmed and how
- Evaluate the level of risk
- Decide on Precautions
- Record your findings
- Review and Update on a regular basis, when changes occur and/or when it is no longer valid

More information can be found: <http://www.hse.gov.uk/risk/index.htm>