

Document Name	Health and Safety Policy
Document Owner	Audit and Governance Committee
Responsible Director	Chief Executive Officer

Policy Statement

The Charity recognises its health and safety duties under The Health and Safety at Work Act 1974. And the Management of Health and Safety at Work Regulations, and concomitant protective legislation, including the Environmental Protection Act 1990 and Regulatory Reform (Fire Safety) Order 2005, both as an Employer and as a Charity.

To that end has appointed an employee to be responsible for Health and Safety maintenance at the Charity; to keep workplace procedures relating to health and safety under constant review, and to liaise with the employed Health and Safety Consultant to provide independent external advice and oversight, and to liaise with the Health and Safety Executive wherever necessary so as to keep the Charity and its Directors updated on any new legislation affecting them (i.e. E U Directives, Regulations, Statutory Instruments and British Standards, etc.), in order to ensure compliance with them. Adequate time, money and materials have been set aside for this specific purpose.

In recognition of its duties under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR), the Charity has established a system for reporting accidents, disease and dangerous occurrences to the Health and Safety Executive. Including injury to any beneficiary, and this is in addition to its statutory duty to keep an accident book available for inspection by an inspector of the Health and Safety Executive.

In furtherance of (1), the Charity proposes always to comply with its duties under Section 2 of the Health and Safety at Work Act and the Management of Health and Safety at Work Regulations 1999, regulations 3-6, towards its employees and, more particularly, so far as is reasonably practicable to:

- a. Provide and maintain a safe place of work, a safe system of work, safe equipment for work and a safe and healthy working environment.

- b. Provide such information, instruction, training and supervision as may be necessary to ensure that the health and safety at work of its employees, and also compliance with the Health and Safety Information for employees Regulations; The Personal Protective Equipment Regulations; The Provision and use of Work Equipment Regulations; The Workplace (Health, Safety and Welfare) Regulations; The Health and Safety (Display Screen Equipment) Regulations; the Trade Union Reform and employment Rights Act (TURERA); and the Management of Health and Safety at Work Regulations and any other applicable concomitant protective legislation, and to promote awareness and understanding of health and safety throughout the workforce.
- c. Ensure safety and absence of health risks in conjunction with use, handling, storage and transport of materials, articles and substances.
- d. Make risk assessments available to employees.
- e. Take appropriate preventative protection measures.
- f. Appoint competent personnel to secure compliance and statutory duties.

In further recognition of its statutory and common law duties the Charity has taken out insurance, with an approved insurer, against liability for death injury and/or disease suffered by any of its employees/the public arising out of and in the course of employment/Charity activities; with the certificate of Insurance being prominently displayed so as to be available for inspection at all reasonable times by employees, visitors and Health and Safety inspectors.

All employees of the Charity agree, as a term of their contract of employment, to comply with their individual duties under section 7 of the Health and Safety at Work Act and Regulation 12 of the Management of Health and Safety at Work Regulations 1999, and any other applicable legislation and to generally co-operate with their Employer so as to enable the Employer to carry out their health and safety duties towards them. To abide by any conditions specified by the Charity to enable the Charity to discharge its obligations with regards to applicable health, safety and environmental legislation. Mobile employees will make suitable and sufficient risk assessments of the site upon arrival. Failure to comply with health and safety duties, regulations, works rules and procedures regarding health, safety and environmental obligations on the part of any employee, can lead to dismissal from employment; in the case of serious breaches, or repeat breaches, such dismissal may be instant and without prior warning.

Ultimate responsibility for health and safety lies with the Board of Trustees (Charity Directors) of the Charity. The Charity regards itself as bound by any acts and/or omissions of the Director or senior manager, giving rise to liability, provided only that such acts and/or omission arise out of and in the course the Charity's business. Prosecution of any director or senior manager shall not prevent a prosecution against the Charity.

In recognition of its duties towards the general public and all lawful visitors to the Charity's premises or sites, the Charity regards the extent of its duties as compatible with sections 2 and 3 of the Health and Safety at Work Act and Occupiers' Liability acts 1957 and 1984; In particular, where visitors are under

a statutory duty to wear personal protective clothing, or otherwise to take reasonable precautions for their own health and safety, failure to do so will be regarded as a breach of this policy. Entitling the Charity to take such measures as it considers appropriate including asking the visitors to leave the premises.

This policy statement has been prepared in furtherance of section 2 (3) of the Health and Safety at Work Act 1974 and binds all Directors, Managers and Employees, in the interest of Employees and Customers. We request that our Beneficiaries and Visitors respect this Policy, a copy of which can be obtained upon request.

Through the implementation of the Health and Safety policy CXK Board of Trustees, the Chief Executive and CXK staff are committed to achieving the following **Health and Safety objectives**:

- To provide, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for staff, beneficiaries and visitors;
- To create for employees, as far as is practicable, a working environment where potential work related stressors are avoided, minimised or mitigated through good management practices, effective human resources policies and staff development;
- To ensure that all staff are aware of their health and safety responsibilities and know what is expected of them and what they must do to discharge the responsibilities assigned to them;
- To ensure that staff have access to appropriate training and development to enable them to discharge competently the responsibilities assigned to them;
- To have an effective system for communicating and consulting on health and safety matters, and securing the co-operation of employees and service users in implementing the Health and Safety Policy;
- To have in place arrangements to plan, implement, monitor and review measures to address risks arising from the CXK's activities; and
- To strive to improve continuously the CXK's health and safety performance, measuring its progress against agreed performance standards and sector benchmarking.

This document is to be reviewed and revised prior to the May 2020 by the CEO in conjunction with the Health and Safety Lead and Health and Safety Consultant.

Version Control

Version	Date Ratified	Ratified By	Type of Change
V7.0	12.07.2018	Board of Trustees	Annual updated policy
V8.0	09.05.2019	Executive Team	Approved for submission to A&G
V8.0	16.05.2019	A&G committee	Policy approved
V8.0	13.06.2019	Board of Trustees	Submitted for ratification and adoption.
V8.0	01.07.2020	Executive Team	Agreed to extend policy to March 2021 in light of Covid-19
V9.0	01.02.2021	Executive Team	Approved for submission to A&G
V9.0	11.02.2021	A&G committee	Policy approved
V9.0	11.03.2021	Board of Trustees	Submitted for ratification and adoption.

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1 Purpose

- 1.1 CXK ("the Charity") understands its responsibility to do all that is reasonably practicable to protect the health and safety of all its employees whilst at work and that of beneficiaries, partners and members of the public in so far as they come into contact with the Charity's activities and premises.
- 1.2 The Charity is one of continuous improvement and recognises that it may still have areas where development and improvement is required. Where errors are made these will be addressed and practices reviewed to prevent re-occurrence.
- 1.3 This policy sets out the Charity's commitment to comply with its statutory obligations as they relate to Health and Safety and provide a healthy and safe environment for everyone who comes into contact with its activities.

2 Scope

- 2.1 This policy applies to all employees, beneficiaries, Trustees, visitors, tenants and anyone else including contractors and self-employed workers who visit a CXK office or a site where CXK delivers contracts and services.
- 2.2 If there is a contract specific policy or procedure which the Charity is required to follow and this differs from our own policies and procedures, it is imperative that we follow whichever is of the higher standard to ensure contractual compliance.

3 Responsibilities

- 3.1 In most instances, the environments in which our employees operate will be safe but there will be the risk of events or circumstances which may threaten individual safety. Individuals will also view and assess the risks differently. It is employee's responsibility to assess the risks faced when working in each environment, to discuss any concerns with managers and to formulate a plan to manage and record the risks identified and control measures implemented to reduce risk to an acceptable level.
- 3.2 Managers have a responsibility to ensure that employees have fully considered the risks they may face in undertaking their roles and that appropriate steps to manage those risks has been taken (and may include training in hazard identification, risk management and personal safety). Managers should also ensure that safety issues are discussed and recorded as part of management meetings and relevant information disseminated to employees within teams.
- 3.3 It is essential that managers and colleagues are aware of the location of employees to enable them to be contacted should the need arise through the use of electronic diaries. This contributes to employee safety by providing a mechanism to provide support or help should it be required. Electronic diaries should contain the following:

- Destination, and contact information for the destination;
- Travel times if needed between appointments;
- Personal contact details (e.g. mobile phone number) if different to the Charity's issued mobile phone.

3.4 It is everyone's responsibility to ensure health and safety is taken seriously and that procedures and guidelines are followed as set out in this policy and other Charity policies related to health and safety. To ensure health and safety standards are maintained and improved, the following people/groups have responsibility in the following areas:

Who	Responsibility
The Board of Trustees (with a nominated Trustee allocated as Health and Safety Champion and Responsible for Health and Safety)	Overall and final responsibility for health and safety. Nominated Champion: To September 2021: Graham Briscoe From September 2021: TBC
The Chief Executive Officer (CEO)	Responsibility for Health and Safety and delegation of Health and Safety in all areas of the Charity and its sub-contracted partners.
The Executive Management Team (in conjunction with the Designated Health and Safety Consultant and Health and Safety Lead)	Responsible for implementing the Health and Safety Policy and ensuring Health and Safety compliance through consultation with and advice from the Designated Health and Safety Consultant and Lead. To monitor and review reported incidents and the incident log with the Designated Health and Safety Consultant and Lead. To report to the CEO and the Board as required.
The Designated Health and Safety Consultant in conjunction with and reporting to the CEO and the Health and Safety Coordinator	Responsible for producing, reviewing, monitoring and implementing the Health and Safety Policy and ensuring health and safety compliance through consultation with and services to CXXK. To monitor and review reported incidents and the incident log with the Executive Management Team. To report to the Executive Management Team, the CEO and the Board as required.

Assistant Directors	<p>To manage and the controls for health and safety for their own directorates.</p> <p>To disseminate all relevant Health and Safety updates to their own directorates.</p> <p>To implement, review and monitor Health and Safety practice and standards in relation to their specific projects and areas of responsibility.</p> <p>To ensure that all incidents relating to Health and Safety are logged and incident forms completed, and necessary referrals made to the Designated Health and Safety Lead (and consultant).</p> <p>To ensure that risk assessments are carried out and signed off for all new venues, working practices and that documentation is stored centrally as per the risk assessment process.</p>
Service Managers, Contract Managers and Team Leaders	<p>To ensure that health and safety standards are maintained/improved in respect of their specific projects and areas of responsibility.</p> <p>Responsible for the completion, or renewal, of risk assessments in relation to specific projects and areas of responsibility.</p> <p>To ensure that Health and Safety incidents, risks and issues are recorded and escalated to their line manager and if appropriate, the Designated Health and Safety Lead (and consultant).</p>
All Employees and Volunteers	<p>To co-operate with managers and supervisors on Health and Safety matters, including risk assessment completion and incident reporting.</p> <p>Not to interfere with anything provided to safeguard their own health and safety or the health and safety of others (inclusive of any control measures implemented to reduce risk that have been identified as part of the risk assessment process).</p> <p>To take reasonable care of their own health and safety and of other persons who may be effected by their acts or omissions.</p> <p>To report all health and safety concerns to their line manager at the earliest opportunity and as soon as possible.</p>

3.5 All staff have a responsibility for Health and Safety. The law makes it a duty of everyone at work to take reasonable care for their own health and safety and that of others. All staff must co-operate with managers to ensure that health and safety working practices are maintained and that this policy is adhered to at all times.

- 3.6 Line managers will ensure all employees are competent to do their tasks, and to give them adequate training. All new paid and voluntary workers will receive a full induction which will include health and safety matters and fire information. The employee's line manager will have designated responsibility for ensuring that the induction is implemented in full.
- 3.7 Some tasks that require specific training will be provided either internally or be accessed via external training by qualified or experienced personnel such as manual handling. The Charity and associated companies including sub-contractors will keep a training record of each member of paid and voluntary workers. This may be audited.
- 3.8 Health and Safety training will be identified, arranged and monitored by line managers. We will provide free awareness training to all employees and to volunteers if requested.
- 3.9 If employees think that the Charity is exposing them to risks or is not carrying out their legal duties regards to health and safety this should be escalated to their manager, the Executive team, Health and Safety Co-Ordinator, the CEO or the health and safety consultant (Invicta Safety Ltd – 01233 226477) If, after this has been pointed out there is no satisfactory response received, employees can make a complaint to the Health and Safety Executive (HSE) helpline on 0800 0320 121.

4 Equality and Diversity

- 4.1 The Charity aims to design and implement services, policies and measures that meet the diverse needs of our service population and workforce, ensuring that none are placed at a disadvantage over others.
- 4.2 No employee will be treated less favorably or discriminated against or suffer a detriment as a result of this policy. If any employee feels that they are discriminated against, they should first raise the matter with their manager or use the Grievance procedure.
- 4.3 The author of the document is responsible for assessing that the document does not place any one at a disadvantage over others.

5 Associated CXK Policies and Procedures

- Lone Working Policy
- Safeguarding and Prevent Policy
- Professional Boundaries Policy
- Disciplinary Policy
- Risk Management Policy
- Risk Assessment Procedure
- Incident Management Procedure

6 Relevant Legislation

- Man Hands Reg 003
- RR (Fire) Ord 006
- Hands Mis Reg 013
- Hands Work Act 0014
- HSE DSE 0046
- Smoke Reg 0047
- COSHH 0048
- COSH 0049
- RIDDOR 0050
- Any associated good practice from central or local government
- Employment Entitlement Act 1996
- Employment Relations Act 1999
- Employment Act 2002

7 Health and Safety Arrangements

7.1 Risk Assessment, Control and Records

- A general assessment of the risk to the Health and Safety of all employees and those persons who are not employed by The Charity, such as contractors, partners and beneficiaries will be undertaken on an annual basis or more often where required. Risk Assessments shall consider the needs of individual and vulnerable or susceptible people. The assessment shall also include potential risks prior to procurement of new properties or development of new sites.
- A suitable and sufficient programme of risk assessment shall enable the Charity to identify the measures that need to be taken to comply with all current Health and Safety laws. The Charity will provide for those with responsibilities for risk assessment and control the resources, time and advice they require to fulfil their functions effectively.
- It is, however, the responsibility of all managers and employees to manage their time properly in order to give Health and Safety sufficient consideration.
- The Charity will adhere to the recognised hierarchy of control of; the elimination of the risk is always the aim. This shall include the avoidance or reduction of risk through good design including for new sites or at the time of refurbishment and maintenance of existing sites.
- Where this is not possible or not reasonably practicable, risks will be controlled at source by positive measures such as physical safeguarding. Only where this is not reasonably practicable will risk be controlled by less effective measures.

- The Charity shall ensure that suitable and sufficient records of all risk assessments, issues requiring action, staff training and any other action required to demonstrate compliance are kept in a clear and understandable manner.
- We shall ensure that any commercial tenant on our premises provide evidence of a suitable and sufficient assessment of the risks of their operations on CXK staff, visitors and anyone else on our premises. For all identified risks we shall ensure that a suitable and sufficient risk control programme is in place and we shall review that programme on an annual basis. Where necessary we shall impose through contracts and tenancy agreements, such measures that are deemed necessary to protect our assets, staff, beneficiaries and reputation.

7.2 Training, Information and Instruction

- All staff shall be trained and given information and instructions on Health and Safety matters.
- The Health and Safety Coordinator, along with the Senior Leadership Team will identify training needs in conjunction with our Designated Health and Safety Consultant.
- The Health and Safety Coordinator will ensure appropriate training records are kept.

7.3 Fire

- The responsibility for fire safety management is delegated to the Health and Safety Coordinator. Suitably trained Fire Wardens are designated to support them and deputize in their absence.
- An up to date fire risk assessment for all premises will be carried out in relation to CXK which will apply to employees, beneficiaries, partners and tenants and any special categories (to include disabled people). The risk assessment must be written and should seek to minimise the risk of fire occurring, minimise the risk of fire spreads and secure and identify means of escape so that all persons can reach safety.
- The recommendations from the risk assessment shall form the basis of a fire action plan. They will form part of a master Health and Safety action plan which will be implemented by the Full Management Team in conjunction with the CEO.
- CXK shall ensure that any commercial tenant, given workspace in our office, also completes a suitable and sufficient risk assessment of their demise and any actions highlighted are resolved; this assessment shall be reviewed by the CEO and if necessary our Health and Safety Consultant. Additionally all occupiers will be made aware of the CXK fire action plans.

- Any actions for tenants within CXK premises that result from fire risk assessments and/or inspections, shall also be monitored for implementation by the Health and Safety Co-Ordinator. Any non-compliance shall be referred to the Executive Team and the Health and Safety Consultant.
- Contracts for maintaining fire systems are arranged and maintained by the HR team. Monitoring of completion of visits and auditing of contractual compliance is the responsibility of the CEO in conjunction with the Health and Safety Coordinator.
- The maintenance and servicing regime undertaken shall be consistent with recognised standards and regulatory requirements with due regard to recommendations made in any fire risk assessment. The contracts in place shall include appropriate servicing and maintenance regimes of:
 - The fire alarm and detection system
 - The smoke ventilation system
 - The emergency lighting system
 - Firefighting measures (fire extinguishers)
 - Any other system or item highlighted in the current fire risk assessment
 - Only competent persons shall be used to test and inspect our systems.
- The agreed workplace inspection checklist includes measures for the checking of fire protection measures including the maintenance of the means of escape. The Health and Safety Co-Ordinator shall ensure that checklists are completed properly to schedule and shall review the findings to ensure all issues highlighted are resolved in a timely and effectively fashion.
- A fire log book is held in the HR office. The fire log book along with inspection checklists and contractual records form the basis of the record keeping systems and fire safety.
- Emergency plans will be prepared by the Health and Safety Consultant for CXK covering action to be taken in the event of fire, arrangements for summoning the fire brigade, means of fighting the fire and fire control. Personal Evacuation Plans will be written for disabled staff or visitors.
- To support the plans, regular fire drills will be organised and the success of such drills formally evaluated.
- Fire Wardens will be selected by the Executive Team.
- The Health and Safety Coordinator will review the fire warden provision on a monthly basis and ensure each fire warden has received fire warden training, receives instruction in the use of portable firefighting equipment and in the management of evacuation procedures. The Health and Safety Consultant is responsible to the Chief Executive for

ensuring that fire and emergency procedures are established in relation to CXK and for ensuring that:

- Suitable liaison takes place with tenants to confirm suitable and sufficient risk assessments and associated action plans are in place.
- Suitable and sufficient fire extinguishers are installed, fully operational and readily accessible.
- Fire extinguishers are inspected and monitored at least once a year by a suitably competent person with records being kept and approvals for equipment received.
- Staff are informed and readily trained in fire and emergency matters.
- Evacuation routes remain free from obstruction, are labelled and accessible.
- Fire prevention measures are taken.
- Fire alarm systems are checked weekly.
- Fire drills are practiced and records of these are kept.
- CXK's policies and emergency procedures are followed on a daily basis.

All Staff must:

- Ensure that they are fully aware of fire and emergency procedures and their relevant responsibilities.
- Continually be on the lookout for fire hazards on premises, take fire prevention measures immediately and if any identified, they must report the incident and action taken to their line managers, the Executive Team and to the Chief Executive.

7.4 First Aid

- The Health and Safety (First Aid) Regulations 1981 stipulate that suitable first aid cover dependent on the risk of the occupation and number of staff on site must be provided.
- CXK will appoint an appropriate number of First Aiders. The Health and Safety Co-Ordinator will identify training needs for First Aiders and will ensure that a suitable level of First Aid cover is provided and that records of certification are maintained.
- There should be at least one first aider on site during core office hours.
- The location of First Aid boxes will be made known to all employees, and a notice identifying their whereabouts will be posted. First Aid supplies will be kept in accordance with the appropriate guidance note. The Human Resources Team will be responsible for maintaining appropriate levels of First Aid supplies.
- Employees will be informed of the names of the First Aiders. Whenever First Aid treatment is given, a record will be kept in the Accident Report Book. This record will be detached from

the Accident Record book and passed to the CEO. They will investigate the accident where necessary and retain a copy of the record.

7.5 Accident Reporting and Dangerous Occurrences

- It is a legal requirement of the Reporting of Injuries and Dangerous Occurrences Regulation (RIDDOR) that accidents of a more serious nature are notified to the appropriate authority so that they can if necessary be investigated.
- The Health and Safety Coordinator will immediately notify the Executive Team and the Health and Safety Consultant of any incident and will advise of the need and intention to report the incident to the Enforcement Authorities.
- All accidents, near misses and dangerous occurrences will be reported on the near miss log and/or accident log and reported on at SLT Meetings as well as in line with our procedures and statutory requirements.

7.6 Office Environment

The Charity will provide a safe office environment for its employees. Steps undertaken by the Charity to provide safe and secure office facilities will include:

- Regular and recorded health and safety inspections of all facilities.
- Regular and recorded checking of the safety of electrical equipment.
- Regular advice, updating and testing of the fire alarm facilities.
- Provision of first aid facilities including trained employees during working hours.
- Training in the proper use of equipment provided.
- A secure building with appropriate levels of access controls.
- An accident reporting procedure which includes near-misses.
- All employees should ensure that they take appropriate steps to secure their personal possessions whilst in the office.
- Valuable items should be stored in locked cabinets, drawers etc.
- Cars should be locked if parked in the office car park.

7.7 Display Screen Equipment

- CXK will aim to achieve a high standard of compliance with the Display Screen Equipment Regulations and will identify habitual DSE users.
- Provide suitable work stations for DSE users.
- Ensure suitable DSE forms and risk assessments are completed.
- The Health and Safety Coordinator is responsible for ensuring that systems are in place for training, risk assessments, resolving issues and keeping records.

Line Managers are responsible for:

- Ensuring that a DSE form (and risk assessment where necessary) is completed and that risks are reduced as far as reasonably practicable.
- Making sure that work stations satisfy minimum requirements with regard to display screen, desk, chair and working environment.
- Providing information and training for display screen equipment users.
- Any assessments will be kept on employee files and checked by the Human Resources team for risks.
- Measures required to control risks will be taken as far as reasonably practicable and DSE training offered via the Moodle training platform.

7.8 Working Alone in the Office

- There will be occasions where employees may be working alone in the offices. This will increase the risks which should be considered and evaluated before deciding to work alone. When providing services to the public the Charity requires a minimum of 2 employees in the office at all times, including locking up at the end of the working day.
- At times where there are individuals alone in the office, the risks increase because the Charity cannot provide the full range of services at these times, for example access to trained first aiders will not be available in case of accident.
- Accordingly, employees should assess the risks they face before deciding to work alone in the office. Employees should restrict their activities to those where they are confident that they have had the training and have the ability to complete activities safely.
- When arriving early or working late employees may wish to increase office security through keeping the office locked and should not unlock or leave the building if they feel unsafe.

Full details can be found in the Lone Working Policy.

7.9 Working at Home

- Employees may be allowed to work from home periodically at the discretion of the Executive Team.
- Those working from home face different safety risks to those working in the office. The Charity has limited control or influence over the working environment and, hence,

employees must take personal responsibility for the safety of the environment and their working practices.

- The Charity will assist in improving the safety of a home environment by:
 - Providing safe and regularly maintained equipment to use at home including regular testing of portable electrical equipment (in line with HSE Guidance). Employees are responsible for the safe use and reporting of faults with the equipment;
 - Providing advice both on request and disseminating best practice from reviews.
- When working at home employees should consider the arrangements they put in place when working at home. All employees should consider:
 - The nature of the working space; are tables, chairs stable and suitable for work?
 - The position of any equipment, e.g. laptops should be used at a desk
 - The possibility of other people entering the 'workspace' and being affected by equipment
 - The procedures for moving and carrying work equipment
 - The possibility of damage to equipment from external factors
 - The home and its equipment and contents must be suitable.
- All employees who work from home, even on an adhoc basis, must assess their work station and complete a homeworking risk assessment form. The completed forms should be returned to the Human Resources Team via their relevant line manager. Assessments should be reviewed annually by the employee and if necessary an updated copy provided to the Human Resources Team via line managers.

7.10 Working Out of the Office

- The safety risks facing employees increase significantly for all those working out of the office. These environments are usually out of the control of both the Charity and the employees involved. Furthermore, each place of work will be different.
- Risk assessments should be carried out for all locations where work is being delivered outside of the normal office premises and these risk assessments should be reviewed annually unless circumstances significantly change in which case they must be reviewed and updated earlier.
- Employees should consider in advance, and discuss any concerns with their managers, the risks they might face and consider the actions required to manage the environment to an acceptable level of safety. This is particularly important where employees are travelling and working alone.

- Employees should review their assessment of the risks they faced and the effectiveness of their management and control of those risks on return from these places of work. Any recommendations to improve safety should be shared with management and colleagues as part of routine line management supervision and team meetings so that they may be applied to future visits to that or similar destinations.

7.11 Travel

- Travelling involves risks that are specific to the mode of transport that is used. A number of these risks can be reduced by appropriate planning, including discussions with line management.
- When travelling in cars, all employees are reminded that it is illegal to drive a car or ride a motorcycle whilst using a hand-held phone or smartphone device. The same rules apply if you are stopped at traffic lights or queuing in traffic. Any employees who do this do so at their own risk and the Charity requests that employees do not use hand held devices whilst driving for work purposes. The Charity will support any police prosecution of employees who are caught using hand held devices whilst driving.

7.12 Child Protection and Safeguarding

The charity and all its employees have specific responsibilities for the safety of all children, young people and adults who come into contact with their activities. These are addressed in the Safeguarding and Prevent Policy.

7.13 Use of Equipment

- All equipment may threaten personal safety if used incorrectly or inappropriately. This includes routine items, for example, leaving filing cabinet drawers open.
- The Charity will provide training and advice for employees on the safe use of equipment where appropriate. Health and Safety tours of premises will be completed for each new employee on their first day of training.
- All employees must only use equipment for its intended purpose, follow manufacturers operating instructions and adopt safe working practices. Employees must also ensure that any equipment is not left in an unsafe condition which may harm colleagues or other persons.
- Within the Charity the CEO will be responsible for:
 - Identifying all equipment needing maintenance
 - Ensuring effective maintenance procedures are drawn up
 - Ensuring that all identified maintenance is implemented

- Providing adequate resources to ensure that the Charity is compliant with relevant health and safety legislation
- All relevant equipment will be tested and formally inspected regularly by a competent person. Any problems with equipment should be reported in the first instance to line managers and to the relevant person responsible for maintaining that equipment and be removed from service and clearly labelled (not to be used) until it is either repaired or disposed of.
- All outdoor equipment used for external events will be checked at least once a year by the accountable Manager or Team Leader using the equipment. Additionally, it will be visually inspected by a competent person prior to use.

7.14 Employing Young People

- For the purposes of this section of the policy, the employment of young people or children will have a deliberately wide interpretation. The intention is to ensure that any young person or child under the control of employees or subcontractor who is undertaking an activity on behalf of the Charity, will be protected by an appropriate risk assessment. This wide interpretation might include paid employment; work undertaken without payment; or volunteering, whether rewarded or not. Supervision of young workers will be arranged by the relevant Manager or Team Leader.
- A risk assessment, considering the specific risks which might apply to young workers taking into account lack of knowledge and maturity will be produced by the HR team in conjunction with Assistant Directors.
- Where necessary and required, any risk assessment which is carried out for a child will be sent to their parent, guardian or school in conjunction with General Data Protection Regulation principles.

7.15 To Ensure Safe Handling and Use of Substances

The CEO will be responsible for providing adequate resources to ensure that:

- All substances which need a Control of Substances Hazardous to Health (COSHH) Assessment are identified.
- COSHH assessments are undertaken by a competent person.
- Employees and professionals are involved (if appropriate).
- All actions are identified in the assessments and are implemented.
- That processes are in place to inform all paid and volunteer employees affected.
- Risk assessments and COSHH risk control measures are reviewed

COSHH assessments will be reviewed annually from the date it was originally conducted or when the work activity changes, whichever is soonest. All employees regardless of status and contractors are expected to comply with the relevant COSHH guidelines and risk control measures, and to have sufficient arrangements in place to ensure compliance with current legislation.

COSHH assessments along with the relevant Material Safety Data Sheet (MSDS) are produced in hard copy and are kept in close proximity to hazardous substances at point of use, first aiders to be aware of location of COSHH folder.

7.16 Water Systems

- CXK will ensure compliance with legal requirements to prevent or control legionella.
- The Health and Safety Consultant is responsible for:
 - Ensuring a suitable and sufficient risk assessment is completed in relation to the risk of legionella.
 - Arranging and managing a programme of internal and external tests, sampling, cleaning and disinfecting of the water system.
 - Ensuring adequate records are kept.
 - Reviewing and managing risks annually.
- The Health and Safety Coordinator will take day to day responsibility for controlling any identified risks from legionella bacteria and ensure, so far as reasonably practicable, that all contractual works are completed according to the contracts in place.
- The Executive Team will be informed of any major non-compliance or a positive water sampling result as soon as possible. All necessary action must be taken to manage risk in the event of an issue being reported.

7.17 Contractors Policy

All contractors will be given visitor badges, which include information on fire evacuation procedures. They will also be shown their nearest emergency exit and escape route(s), and their work will be monitored by the Health and Safety Coordinator to ensure they comply with health and safety regulations.

7.18 Personal Appliance Policy

Employees are not allowed to use personal appliances e.g. laptops, printers etc. within the office without first seeking permission from a member of the Senior Leadership Team (with the exception of mobile phone chargers). Only the Charity's kitchen appliances must be used at work. No kitchen appliances should be used outside of the kitchen area.

7.19 Welfare

- CXK's policy is, so far as reasonably practicable, to meet the health, safety and welfare needs of all members of its workforce, including those with disabilities.
- Measures will be taken to ensure that the health of its employees is met in a suitable and satisfactory manner, to include workplace ventilation, temperature indoors, lighting, cleanliness and waste materials, room dimensions and space, walkways and surfaces, doors and windows, drinking water provision, comfort facilities and workstations and seating.

7.20 Violence Towards Staff

- CXK will so far as is reasonably practicable, seek to avoid exposing any employee, in the course of their employment to the risk of violence.
- CXK further seeks to develop a safer working environment specifically related to the issue of violence at work.
- CXK will undertake to ensure that such agreed measures are implemented at an early opportunity. In return for such undertakings, CXK expects all employees to observe such measures.
- Whilst violence may never be totally eliminated, it is possible to adopt measures to minimise potential risks.
- Should any employee be assaulted or placed in a situation which they feel is threatening, this will be dealt with by an Assistant Director and the Executive Team. The employee will be supported in any police action that they wish to take against the individual who assaulted them and will be offered support from both a work and a personal perspective.

7.21 Stress

- CXK adopts the principles of good, effective management and respect for all individuals.
- CXK requires the combined effort of managers, employees and the HR department to ensure the creation and maintenance of a psychologically healthy work environment, in which excessive pressures are identified and measures put in place to control them, allowing people to succeed and achieve their goals.
- This policy will ensure that their contribution at work will not be to the detriment of their emotional, psychological and ultimately physical health.
- CXK will have a valid and up to date assessment of risk of work-related mental ill-health problems, arising from exposure to stressors, whether or not there is a visible problem.

7.22 Pregnant Workers

- Employers must take particular account of risks to new or expectant mothers when assessing risks from work activities, irrespective of whether an employer is aware of new or expectant mothers in the workplace.
- Regulations cover female employees who are, or in the future could be, a new or expectant mother, i.e. women of childbearing age who are, or in the future could be pregnant, have given birth within the previous six months, or are breastfeeding.
- Employees must inform their line manager when they are pregnant. Upon being notified, their line manager will arrange for a person/task specific risk assessment to be carried out and based upon its findings implement any required control measures and/or make any necessary adjustments for the person's wellbeing (and that of their unborn child).
- The pregnant workers risk assessment will reflect not just their work but the physical surroundings and the individuality of the worker's needs for a safe and comfortable pregnancy.

7.23 Smoking

- CXK is compliant with the smoke-free legislation which came into effect on the 1 July 2007.
- Employees, managers, visitors, consultants, contractors, beneficiaries, tenants and any other persons are not permitted to smoke on the premises of CXK. Premises include all CXK buildings and their car parks, courtyards and gardens and CXK owned vehicles.
- Any employee refusing to observe the policy by smoking in unauthorised areas will be liable to disciplinary action in accordance with the Charity's Disciplinary Policy. Any breach may also lead to prosecution as a criminal offence.
- It is a criminal offence to smoke in a smoke-free area - it is our policy that all of the Charity premises, including outside land, remain smoke-free without exception. It is prohibited for an employee to smoke on the Charity premises.

7.24 Working at Height

- It is not expected that, on a day to day basis, CXK employees or contractors will be required to work at height however on occasions employees and contractors may be required to work at height for example inspect the roof, to paint ceilings and high areas of walls. CXK will ensure compliance with legal requirements to ensure working at height is conducted safely.

- As far as reasonably practicable, CXK will seek to avoid any work at height. Where working at height is required, a task specific risk assessment will be completed and all works will be properly planned, appropriately supervised and carried out in a safe manner.
- The overriding principle for Work at Height is to prevent, so far as reasonably practicable, any person falling a distance liable to personal injury. The hierarchy for safe work at height is:
 - Avoid the risk by not working at height.
 - Prevent falls – where it is not reasonably practicable to avoid work at height, risks and measures will be assessed to allow the work being done whilst preventing so far as reasonably practicable people or objects falling.
 - Mitigate the consequences of a fall – where the risk of people or objects falling still remains, CXK will take steps to minimise the distances and consequences of such falls.
- All employees and contractors who are carrying out work at height, or are involved in the inspection of equipment for work at height must be competent for the task they are carrying out.
- Ladders may provide safe access in appropriate situations. Ladders should be of the correct type and grade, in good condition and effectively secured to prevent movement. Those who use ladders should be competent to inspect and secure them as well as having knowledge of the points at which the ladder can be tied.
- All managers are responsible for ensuring that:
 - Work at height is conducted safely and in line with this policy.
 - Ladders are checked and used in accordance with training.
 - Regular checks of contractors work are made when on site to identify hazards.
 - Immediate action is taken to report and make safe hazards which have been identified.

7.25 Providing Information, Instruction and Supervision for Employees

- The Health and Safety Law poster will be clearly displayed by the Charity in all its premises including sub-contractor premises. There are also posters stating who the Health and Safety Lead is along with first aiders and fire wardens. All Employer and Public Liability insurance certificates will be clearly and public displayed in any premises that is either owned rented or sub-contracted to the Charity.
- Fire action notices to will be displayed at all final fire exits and fire alarm call points.

- Line managers will be ultimately responsible for employees who are in their charge to ensure that their knowledge of compliance is appropriate and sufficient to ensure they carry out their responsibilities legislatively. Health and Safety advice is available from the Health and Safety Executive website at www.hse.gov.uk

8 Prevention of Accidents at Work

8.1 Prevention of Accidents

There will be appropriate provision in place to ensure that accidents, injuries and near misses at work are identified, documented and lessons learnt. For CXK this will include documenting incidents and near misses on the Incident Log identified in the incident reporting segment of this document. Incident Reports should be completed for all accidents regardless of whether these accidents result in an injury or not. Reports will be reviewed on a regular basis by the Senior Leadership Team to help identify any potential route causes.

Preventative arrangements and use of up to date first aid boxes and incident/accident and near miss logs should be such that they are sufficient to meet the needs of the employees and beneficiaries.

Any documents, folders and sundries like first aid boxes, for use by employees should be checked regularly by the Manager/Team Leader/employee providing the service for each project or by the Human Resources Team. CXK and any associated organisations including sub-contractors will display the names of all appointed First Aiders at every site.

All employees will be made aware of the use of the Incident Log and Incident Reporting Form and processes and arrangements that are in place that may change from site to site. Completed accident/incident logs will be held securely by authorized personnel only to ensure that the data protection act is complied with.

Employees and volunteers must take personal responsibility for not working extreme hours and for taking appropriate breaks. All paid and volunteer workers are responsible for informing their Line Manager if they are feeling under stress. Employees will receive regular supervision with their Line Manager.

Personal Protective Equipment will be provided when stated as essential or required. Employees will not be charged for protective clothing or personal protective equipment. Contractors will be responsible for providing their own PPE.

The Health and Safety Lead (using the Designated Health and Safety consultant) is responsible for reporting of injuries, diseases and dangerous occurrences (RIDDOR) where appropriate and where indicated on Incident Forms. Employees and ultimately line managers have the responsibility via the Incident Form to indicate if it is a RIDDOR reportable incident and if so flag this urgently to the appropriate Assistant Director for their project, and the Health and Safety Lead.

8.2 Accident Investigation

Within the Charity, Line Managers, following support from the Health and Safety Consultant are responsible for ensuring investigating of accidents. In addition they are responsible for investigating work-related causes or identify reportable causes of sickness and absences for their paid and unpaid workers. Line Managers are also responsible for acting on investigation findings to prevent a recurrence.

Managers and Team Leaders delivering services are responsible for the storage of any of their specific furniture, electrical equipment, fire safety, storage of hazardous substances. All general items will be stored appropriately by the HR department.

Any employee receiving visitors to any of the Charity's premises, Line Managers and those delivering health and safety training to new employees are responsible for ensuring that all employees, volunteers, contractors and visitors on site are aware of the equipment, escape routes and fire point.

All sub-contractors are responsible for adhering to their own policy and procedure and for investigating of accidents/incidents that occur as part of their delivery of a CXK contract. Sub-contractors should use either the pre prescribed reporting and investigation process as per contractual requirements, or their own policies and processes, this should include reporting arrangements to CXK for any issue that may bring the Charity or any of its services and contracts into disrepute.

The Landlord of any building that is used by the Charity, either on a regular or ad-hoc basis is responsible for maintenance of escape routes and general maintenance of the building fabric for the offices. Fire Risk Assessments are the responsibility (under the regulatory reform order) of the Charity or the tenants of their areas, common areas are the responsibility of the landlord.

Where the Charity leases rooms to tenants it is the responsibility of the tenant to produce their own fire risk assessment, emergency plans and fire action procedures. The Charity must request a copy of all tenants' fire risk assessment and strategies and this must be made available to the HR department and the Fire Wardens.

8.3 Incident Reporting

All incidents and near misses should be centrally logged on the Charity's Incident Log, by an appropriate member of the Operational Management Team. All incidents and near misses relating to health and safety must have a supporting Incident Form completed and saved in the appropriate folder. Subcontractors are required to report incidents to the Charity using the Charity's Incident Form.

Health and Safety accidents that occur should be reported to the Health and Safety Lead (who will inform and utilise the Health and Safety Consultant) for investigation, accident reporting and

professional advice. The appropriate Line Manager should be aware and communicated with at all stages and the Incident Log kept up to date.

The appropriate line manager is responsible for ensuring that the log is kept up to date with the current status of the case. The Incident Log is stored on the Management Drive. The Incident Form is available to all employees via the electronic Policies library and should be completed and submitted to Line Managers in the case of an incident, near miss or accident.

All Health and Safety incidents (and near misses) must have an accompanying Incident Form saved in the Management Drive.

9 Health and Safety at Residential Settings

- 9.1 Where programmes require a residential element, arrangements must take into account a multitude of issues and high risk factors. These will include those relating to the environment, food and care, sleeping arrangements, potential allegations against employees or volunteers, safe keeping and distribution of medicine, bullying, theft and potential sexual behaviour between participants.
- 9.2 Where the Charity is responsible for providing food and drink to persons within residential settings reasonable care will be taken to ensure that people with special dietary needs are identified and catered for. Persons with allergies or special dietary requirements have a duty to inform the Charity prior to the start of any residential programme. The charity will not be held liable for any adverse reaction that a person suffers due to non-disclosure of existing medical conditions.
- 9.3 Risk Assessments are vital for any residential setting. The Risk Assessment must start from the travel through to drop off. If travel is procured from an external source it is the responsibility of the contract manager to request 3rd party risk assessments. A risk assessment is then compiled to identify the gaps around the participants, e.g. malfunctioning air conditioning and the participant's safety while in CXK's charge.
- 9.4 Prior to any delivery within a location chosen outside of the CXK offices, a risk assessment must be completed (form HSF02).
- 9.5 Risk assessments must be carried out on all residential settings and signed off by the appropriate Line Manager responsible for the project/contract. Risk assessments should be stored centrally as per the Risk Assessment Process. The risk assessment must cover all aspects of the residential programme including travel, locations, Hospital Visits, Accidents, the residential stay/accommodation and the any activities to be undertaken. Generic Risk Assessments around sending a participant home, interaction with the public and risky situations will also need a risk assessment in place.

- 9.6 Where residential are taking place on pre-existing activity sites, the organisation with responsibility for the sites and the activities taking place must also provide a copy of their risk assessment. This will identify gaps that CXK will need to assess and mitigate.
- 9.7 Dynamic Risk Assessments will be an ongoing exercise during the residential and used to improve any generic risk assessments at review stage, drawing upon in the field identified risks or hazards not seen within the generic approach.
- 9.8 Incident Management process and the Health and Safety of all participants shall be implemented. The reporting of incidents during a residential programme will be followed and monitored within the contract. Incident reports and logs will be updated.

10 Enforcement of Policies

- 10.1 Health and Safety to be a standing item on the agenda at every Board Meeting. It will also be a standing item on all Executive Team, Senior Leadership Team and Operational Managers Team meetings. Line Managers should ensure that the item is included and discussed (including lessons learnt) on all team meeting agendas.
- 10.2 All sub-contractors or delivery partners will be expected to have their own robust Health and Safety policy, reporting and management processes in place. The Charity will verify this as part of procurement and due diligence phase. Sub-contractors and/or delivery partners will be required to escalate reportable incidents to The Charity, this will include incidents that constitute a reputational risk.
- 10.3 Monitoring and Auditing:
- CXK recognises the importance of actively monitoring compliance to Health and Safety Standards.
 - The Board has overall responsibility for ensuring that this policy complies with legal obligations.
 - Regarding day to day obligations The Chief Executive has responsibility for monitoring the policy's effectiveness.
 - The Health and Safety Coordinator will ensure that:
 - Regular meetings are held within the Charity and that health and safety will be raised all SLT meetings regarding general implementation e.g. staff induction and training, risk assessments, whether risk assessments are up to date, problems and incidents reported etc.
 - The performance of contractors is regularly reviewed

- Accident trends and overall safety performance are reviewed in consultation with the Health and Safety Consultant and Executive Team.
- The Health and Safety Consultant is responsible for:
 - Advising on changes to the Health and Safety Policy and procedures. These will be completed annually or when there is a significant change in legislation or workplace activity
 - Conducting regular independent audits of the Health and Safety Policy and procedures.

10.4 Review of Policy

The Board of Trustees, the CEO, the Senior Leadership Team, the Health and Safety Coordinator and Health and Safety Consultant are responsible for review of this policy with employee contribution through regular employee consultation.

11 Safeguarding

The Charity has a responsibility to ensure that all services provided either in its own right or by contractors are safe and consistent with current legislation and good practice. The Charity's responsibilities in this area are identified and set out in its Safeguarding and Prevent Policy and standards of practice expected of contractors are set out in the Safeguarding for Sub-Contractors process and part of the Charity's due diligence process. Failure to adhere to appropriate and sufficient safeguarding arrangements may result in disciplinary processes being instigated or in the case of contractors/subcontractors, contracts being terminated.

12 Breaches of this Policy

A breach of this policy by any employee may lead to disciplinary action being taken, up to and including dismissal.

13 Questions

- Any questions from employees relating to this policy and any other health and safety query should in the first instance be directed to their Line Manager.
- Any queries from Line Managers relating to this policy or any other health and safety query should be directed to the HR team.
- Any questions from service users/beneficiaries relating to health and safety should be directed to the Contract Manager for the contract.

- Any questions from Tenants or visitors relating to health and safety should be directed to the HR team.
- Any questions from Contractors on site relating to health and safety should be directed to the person responsible for hiring the contractor.
- Any questions that cannot be answered by the above will be referred to the Designated Health and Safety Consultant.

14 Appendices/Forms – to be downloaded from the Intranet

- Homeworking Risk Assessment Form
- Risk Assessment Form (HSF02)



European Union

European
Social Fund

ESF NEET SUPPORT SERVICE

Policy Addendum

The ESF NEET Support Service has received funding from the European Social Fund (ESF) as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England. The Department for Work and Pensions is the Managing Authority for the England European Social Fund programme. Established by the European Union, the European Social Fund helps local areas stimulate their economic development by investing in projects which will support skills development, employment and job creation, social inclusion and local community regenerations. For more information visit <https://www.gov.uk/european-growth-funding>. The ESF NEET Support Service programme is managed and delivered by CXK and provides bespoke, targeted support the young people identified to be NEET (Not in Education Employment or Training) or demonstrably at risk of becoming NEET.

Activities are targeted at and aligned with the South East Local Enterprise Partnership's (SELEP) key priorities:

- Out of work benefit claimants at 16-24.
- Young People with Special Educational Needs & Disabilities (SEND), harder to reach, long-term NEET, carers, children in care and care leavers, those in rural areas, homeless/ at risk of, and those with mental health and financial barriers.
- Provision of confidence building and self-esteem support for NEETs and those at risk.
- Provision of the additional support required to enable take up opportunities such as Apprenticeships or Traineeships.
- Provision of wrap around support to address any barriers to sustaining employment.
- Supporting young people to understand and access key sectors as outlined in the LEP Skills Report (SELEP-Local-Skills-Report-March-2021-FINAL.pdf (southeastlep.com)).

The ESF NEET Support Service will operate from November 2021 to 31st March 2023 and this policy will apply to all activities undertaken as part of the programme and to all staff and sub-contractors delivering the programme. This policy encompasses all learners funded through the programme and sub-contractors are required to make learners aware of their own and this policy as part of induction.