



Health and Safety Policy

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Owner: Quality and Compliance Manager	Location: Shared Drive: WREC Documents\Policies and Procedures 2023	

1. General Statement of Policy

- 1.1. It is the policy of Whitehead-Ross Education and Consulting (WREC) to provide and maintain healthy and safe working conditions, equipment and systems of work for all employees and service users. WREC will arrange to manage/supervise, provide necessary training and instruction to enable all employees to perform their work safely and efficiently.
- 1.2. WREC is committed to the legal requirements of:
 - The Health & Safety at Work Act 1974 and amendments.
 - Control of Substances Hazardous to Health (C.O.S.S.H.) 1988.
 - The Health & Safety Information Employees Regulations 1989.
 - The European Community Directives 1993.
- 1.3. All staff are required to receive training and instruction to ensure they understand how they are to comply with all aspects of legislation.
- 1.4. All staff are to regard “ACCIDENT AND HAZARD PREVENTION CONTROLS” as a prime element of their job. All Staff, as the law requires, are to actively participate and co-operate with all aspects of the Health & Safety Policy and Procedures of WREC through and by the work they do, correct usage of all equipment, reporting dangerous conditions, incidents and/or accidents, and notifying others of anything unsafe they see before it can result in an accident.

2. Health and Safety Responsibilities

- 2.1. The Managing Director has the overall and final responsibility for the Health and Safety requirements of WREC.
- 2.2. The Managing Director must ensure that all staff receives adequate and appropriate Health and Safety induction.
- 2.3. The Managing Director must make budgetary allowances for training, materials, personal protective equipment and clothing and all other Health and Safety equipment necessary to comply with all health, safety, welfare and Control Of Substances Hazardous to Health (COSHH) regulations.
- 2.4. The Managing Director will ensure annual electrical testing of equipment. Portable Appliance Testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use.
- 2.5. The Managing Director must encourage all levels of staff in their awareness and involvement for the effective working of the Health and Safety Policy.
- 2.6. The Managing Director must ensure that all staff works to sound methods and safe systems within practicable facilities.
- 2.7. The Managing Director will investigate all “Reportable” accidents/incidents and be aware that a new Risk Assessment may also be necessary as a result of any corrective actions implemented, and ensure a comprehensive report is completed and retained.

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3. Summary of Management Duties

3.1. Current European Union Directives and Health & Safety at Work Act Regulations Require Management to Ensure the Following is Carried Out (For Employers Of 5 Staff Or More):

- **ASSESS THE RISKS** to the Health & Safety of all Staff and of anyone else who may be affected by work activities. From the Risk Assessment identify measures for practice that are Preventive and Protective.
- **INITIATE** a Significant Findings Record and introduce a Health & Safety Policy Statement.
- **MAKE ARRANGEMENTS** for putting into practice the Health & Safety measures, which have to be recorded in the stages of planning, organisation, control, monitoring and review – in other words – complete management functions of a Health & Safety programme.
- **PROVIDE** health surveillance for all Staff where the Risk Assessment shows it to be necessary.
- **APPOINT** competent people (from either inside or outside the Whitehead-Ross Education) to help in the implementation of Health & Safety Regulations.
- **SET UP** emergency procedures and exercise them effectively.
- **PROVIDE** all Staff with relevant information to enable them to understand about Health & Safety matters.
- **CO-ORDINATE** all Health & Safety matters with any other personnel/companies on a regular or long-term basis.
- **MAKE SURE** all Employees receive adequate Health & Safety training on induction and at regular intervals through refresher courses and that each person can carry out their job without creating risks to themselves and others by what they do, or do not do.
- **PROVIDE** any temporary workers with adequate Health & Safety information.
- **ENSURE** all Employees follow Health & Safety instructions and report all dangerous incidents immediately.

4. Staff Responsibilities

4.1. **ALL EMPLOYEES** are required **BY LAW** to:

- Use the correct equipment for its intended purpose – **SAFELY**.
- Report dangerous acts/incidents which deter from Health & Safety guidelines – **IMMEDIATELY**.
- Abide by the WREC Health & Safety Policy and Lone Working Policy – **CONSTANTLY**
- Report faulty equipment prior to re-use – **ALWAYS**

4.2. **ALL STAFF** must develop a personal concern for their own safety and for others, particularly new employees by:

- Avoid taking ‘short-cuts’ or improvising when completing set tasks as this can cause unnecessary risks.
- Warn new staff of potential hazards/risks and monitor them closely during their initial training.

4.3. **Remember**

- **A HAZARD IS SOMETHING WITH THE POTENTIAL TO CAUSE HARM**
- **A RISK IS THE LIKELIHOOD THAT HARM FROM A HAZARD IS A PROBABILITY**
- **SAFETY IS AS IMPORTANT AS OTHER BUSINESS ACTIVITIES**

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- **ACCIDENTS AND INJURIES ARE UNACCEPTABLE HOWEVER CAUSED**
- **SAFETY IS EVERYONE’S RESPONSIBILITY – NEVER TURN A BLIND EYE**
- **THE GOLDEN RULE IS SIMPLE – DON’T ASSUME – ALWAYS CHECK**

5. Staff Codes of Practice

5.1. This section is a very important part of WREC’s Health & Safety Policy. It will help you implement the policy by giving you the general things you should do and those you should not do. **THIS IS, HOWEVER, ONLY A GUIDE AND NOT A COMPLETE LIST – IF YOU ARE IN DOUBT THEN ASK YOUR IMMEDIATE LINE MANAGER.**

- 5.2. Let’s start by reminding ourselves of what the Health & Safety Policy says are your general responsibilities:
- Each and every employee is responsible for ensuring the safety and welfare of themselves, fellow employees, and service users.
 - Employees must report to the Managing Director any defects in internal/external premises, equipment and stock, which might cause accidents.
 - Employees must not interfere with, nor misuse anything provided in the interests of health, safety and welfare.
 - Employees must assist in the investigation of accidents with the objective of introducing such measures to prevent any re-occurrence.
 - Employees and learners must report all accidents promptly and ensure that full details are entered in the Accident Book in each site. Accidents must be reported to the Managing Director, or Office Manager.
 - Learners are made aware of the policy during their initial induction and in the learner handbook. This includes how to report an accident/incident.
 - Employees must comply with the Code of Practice for Staff (see below).

5.3. It is the legal duty of all employees to take reasonable care for their own safety and for the safety of others, and also to co-operate with others in making sure that the Health & Safety at Work Act is observed.

5.4. It is required that all employees read, understand and comply with the following:

5.4.1. General

- **ALWAYS** work safely yourself and keep in mind your responsibility for other people’s safety.
- **ALWAYS** be alert for hazards and potential hazards in the premises, equipment and stock, which might cause an accident.
- **ALWAYS** report any accident immediately to the Director.
- **ALWAYS** report any accident and/or defect, which might lead to injury or damage to the Director.
- **ALWAYS** wear any uniform provided, keep them clean and fastened correctly.
- **NEVER** tear or deface any notices. In the case of Statutory Notices this is a **CRIMINAL OFFENCE**.

5.4.2. Equipment

- **NEVER** use stepladders on stairs.

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- **ALWAYS** use a safe set of ladders, make sure they are firmly placed on the floor before use, by testing with one foot on the bottom rung and your hand on the handrail, if the ladder feels secure then you may walk up.
- **NEVER** climb on chairs or other equipment when you should be using ladders.
- **NEVER** move a ladder with a person standing on it.
- **NEVER** overreach from the stepladders – move it and be safe.
- **NEVER** walk up or down ladders whilst carrying equipment etc.

5.4.3. Bleach

- **NEVER** put bleach or other cleaning substances in unmarked containers. Bleach must always be clearly identifiable.
- **ALWAYS** handle bleach with great care.

5.4.4. Housekeeping

5.4.4.1. All staff must ensure their working environment is kept clean and tidy. In particular all stairs and doorways must be kept free from obstruction.

- **ALWAYS** be alert for any sharp corners or objects, which might catch and/or injure people.
- **NEVER** allow a build-up of rubbish - remove it to the waste area.
- **ALWAYS** use bins provided for rubbish and never allow them to overfill.
- **ALWAYS** clean up spillages immediately; do not just avoid it – DO SOMETHING ABOUT IT. Always use the spillage drill as follows:
 - Having detected a spillage notify someone to fetch a mop and bucket.
 - The floor must then be mopped, removing all traces of the spillage.
 - Display the 'Hazard-Slippery Surface' sign.
 - Cardboard must never be left on the floor over the site of a spillage.
 - Inform Management of the spillage and what action has taken place.
- **NEVER** leave any articles where they could be a safety hazard.
- **NEVER** allow electrical cables to trail across the floor in a manner, which could cause people to trip.

5.4.5. Lifting

- **ALWAYS** lift and carry cases, goods and equipment in the correct manner, bend your legs NOT your back.
- **ALWAYS** follow these rules: -
 - Stand close to the load, feet slightly apart.
 - Bend your knees keeping your back straight (not necessarily vertical).
 - Keep your elbows as close as possible to your body and grip the article using the palm of your hands and the roots of your fingers.
 - Straighten your knees and lift by easy stages if necessary – floor to knee – knee to carrying position.
 - Reverse the lifting method when setting the load down.
 - Do not change grip when carrying loads.
 - When working with a lifting group take instructions from one person.

5.4.6. Electrical

- **ALWAYS** report electrical faults and DAMAGED equipment AT ONCE.

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- **ALWAYS** follow the manufacturers and company instructions when using electrical equipment.
- **ALWAYS** switch of sockets before removing plugs – check also that sockets are switched off before inserting plugs – IF THE PLUG IS FAULTY DO NOT TOUCH IT.
- **ALWAYS** use the correct plugs and fuses when electrical equipment as per the manufacturers instructions.
- **ALWAYS SWITCH OFF AND DISCONNECT ANY ELECTRICAL APPLIANCE:**
 - That should be switched off after use (especially at the end of the day.)
 - Before attempting any repair or maintenance (cleaning etc).
- **ALWAYS** take care in handling the plug to avoid fingers coming into contact with the pins while inserting the plug into the socket.
- **NEVER** overload the power points.
- **NEVER** put your hands into electrical appliances that are switched on.

- **NEVER** attempt to deal with any electrical fault unless you know how. If you are in any doubt LEAVE IT.
- **NEVER** dry articles over any heaters.

5.4.7. Vehicles

- **ALWAYS** secure the rear door when in motion.
- **ALWAYS** use the tail-lift for the loading and un-loading of passengers in wheelchairs.
- **ALWAYS** ensure other people move away from the vehicle when dropping the tail-lift.
- **ALWAYS** ensure someone guides your vehicle when reversing and be aware of staff, passengers and visitors behind the vehicle.
- **NEVER** attempt to direct vehicles in poor light without adequate light clothing or a torch.
- **REMEMBER** vehicles cannot stop dead – DO NOT WALK IN FRONT OF A MOVING VEHICLE.

5.4.8. General Summary

- **ALWAYS BE ALERT TO FAULTS WITHIN PREMISES.**
- **ALWAYS INFORM YOUR LINE MANAGER/PREMISES CARETAKER OF ANY BROKEN FIXTURES OR FITTINGS.**
- **ALWAYS REPORT ELECTRICAL FAULTS IMMEDIATELY.**
- **ALWAYS BE ON THE LOOK OUT FOR ANY SHARP CORNERS, NAILS, AND BITS OF METAL THAT COULD CATCH A PERSON.**

6. Fire Precautions

6.1. In the event of a fire or similar occurrence the safety of staff and service users is of paramount importance. The individual premise's fire instructions in such an event must be followed:

- **ALWAYS** know what to do in the case of a fire and the assembly point.
- **ALWAYS** use the correct type of fire extinguisher, and make sure you understand which extinguisher to use in the event of a fire. NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL EQUIPMENT.
- **ALWAYS** make sure your immediate supervisor knows where you are for fire safety reasons.
- **ALWAYS** remove or report any obstruction to fire exits.
- **ALWAYS** remove or clear up anything that could be a FIRE HAZARD.
- **ALWAYS** take particular care with electrical equipment, reporting any faults immediately. Remember to switch off and disconnect any electrical appliances, especially at the end of your shift, UNLESS IT IS NECESSARY FOR THE EQUIPMENT TO REMAIN SWITCHED ON.
- **NEVER** block fire exits, escape routes, doors or fire extinguishers with anything.

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6.2. If you discover a fire activate the nearest fire alarm switch immediately.

6.3. When the fire alarm sounds:

- Close all doors and windows in the area.
- Ensure Fire Brigade has been called.
- Remove service users of the building from immediate danger.
- Use extinguishers if safe to do so.
- Keep all doors closed.
- **DO NOT** stop to collect personal belongings.
- The person in charge will call the roll and report to senior fire officer.
- **DO NOT** re-enter the affected area.

7. First Aid

7.1. Take care not to become a casualty yourself whilst administering first aid.

7.2. **Priorities:**

7.2.1. Breathing

If the casualty has stopped breathing, resuscitation should be started at once **BEFORE ANY OTHER TREATMENT IS GIVEN** and should be continued until breathing is restored or until medical, nursing or ambulance personnel take over.

7.2.2. Bleeding

If bleeding is more than minimal, control it by direct pressure – apply a pad of sterilised dressing or, if necessary, direct pressure with fingers or thumb on the point of bleeding.

7.2.3. Unconsciousness

Where a casualty is unconscious care must be taken to keep the breathing air way open. This may be done by clearing the patient’s mouth and ensuring that the tongue does not block the back of the throat.

7.2.4. Broken Bones

Unless in a position which exposes them to further danger, do not attempt to move a casualty with suspected broken bones or injured joints until the injured parts have been supported. Secure, if you know how to, so that the injured parts cannot move.

7.2.5. Burns and Scalds

Small burns and scalds should be treated by flushing the affected area with plenty of clean cool water and wrap in cling film if necessary.

DO NOT BURST BLISTERS OR REMOVE CLOTHING STICKING TO THE BURNS OR SCALDS.

7.2.6. Chemical Burns

Remove any contaminated clothing, which shows no sign of sticking to the skin and flush all affected parts of the body with plenty of clean, cool water, ensuring that all the chemical is diluted so as to be rendered harmless.

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TAKE CARE TREATING THE CASUALTY TO AVOID CONTAMINATION YOURSELF

7.2.7. Foreign Bodies in The Eyes

Try to flush the object out with clean cool water. Casualties with serious eye injuries must be sent to hospital with the eye covered, using an eye pad.

7.2.8. Chemical In The Eyes

Flush the open eye at once with clean cool water, continue to do this for at least ten minutes or longer. If the contamination is more than minimal take the casualty to hospital.

7.2.9. Electric Shock

Ensure the current is switched off. If this is impossible, free the person using something made of rubber, dry cloth, wood or a folded newspaper. Use the casualty's own clothing if dry.

BE VERY CAREFUL NOT TO TOUCH THE CASUALTY'S SKIN BEFORE THE CURRENT IS SWITCHED OFF

If breathing is failing or has stopped after the current has been switched off, start resuscitation and continue until breathing is restored, or until medical assistance arrives.

7.2.10. Gassing

Move the casualty to fresh air, but make sure that whoever does this is not subjected to the same substance. If breathing has stopped, start resuscitation and continue until breathing is restored, or until medical assistance arrives. If the casualty needs to go to hospital make sure a note of the gas involved is sent with them.

7.2.11. General

- Hygiene – when possible, wash your hands before treating wounds, burns or eye injuries. Take care in any event not to contaminate the surface of the dressing.
- Treatment position – casualties should be seated or lying down whilst being treated.
- Record keeping – all accidents MUST be reported to Management and entered into the Accident Book.
- Minor injuries – casualties with minor injuries that they would normally attend to themselves if at home, should wash their hands and apply a small sterile dressing.

Remember, all Employees Must be Their Own Safety Officer.

8. Reporting Of Accidents and Dangerous Occurrences

8.1. Treat any injuries and deal with the immediate emergency.

- Minor injuries can be taken care of by a trained first aider.
- A supervisor can apply dressing after wound has been washed.
- Location of first-aid kits highlighted for easy and quick access.
- It should not be left to employees as to whether this accident should be reported; it is up to the Supervisor/Safety representative.

8.2. Make the premises safe

- Push off the electric button – lock out if necessary.
- Clean off debris or any obstacles.
- Adjust and return safety guards/equipment.

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- 8.3. If applicable, report the details.
- 8.4. Record the injuries in the Accident Book.
- 8.5. When cleaning up, DO NOT destroy any evidence, especially in major injuries or fatalities. The records-evidence and investigation report will need to be seen by the HSE Inspector.
- 8.6. The Law states “Any fatal accident – or any ‘major injury’ accident should be reported to RIDDOR within 24 hours”.

TELEPHONE NO: 0845 300 9923

9. Health and Safety Responsibilities and Arrangements

This is the statement of general policy and arrangements for:	Whitehead-Ross Education and Consulting Ltd
Overall and final responsibility for health and safety is that of:	Ian Ross - Managing Director

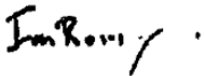
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Day-to-day responsibility for ensuring this policy is put into practice is delegated to:		Ian Ross, Managing Director
Statement of general policy	Responsibility of (Name / Title)	Action / Arrangements (Customise to meet your own situation)
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.	<i>Ian Ross, Managing Director</i>	Relevant risk assessments completed and actions arising out of those assessments implemented. The Managing Director produces and reviews Risk Assessments for all offices on an annual basis, or earlier if working conditions change.
Reporting of Incidents, Disease and Dangerous Occurrences (RIDDOR)	<i>Ian Ross, Managing Director</i>	
To provide adequate induction training to ensure employees are competent to do their work.	<i>Ian Ross, Managing Director</i>	Staff are given necessary health and safety on induction and provided with appropriate specific training, such as verbal de-escalation and physical restraint for staff working on the EOTAS programme.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health.	<i>Ian Ross, Managing Director</i>	Staff are routinely consulted on health and safety matters as they arise. Staff are also formally consulted at monthly team meetings (H&S is an agenda item), along with monthly 1-2-1 supervision sessions. We worked with Public Health Wales in progressing to achieve our Gold Healthy Workplace Award in 2015. Staff were interviewed and consulted as part of this process by the Public Health Wales team.
To implement emergency procedures – evacuation in case of fire or another significant incident.	<i>Ian Ross, Managing Director</i>	Escape routes are well signed and kept clear at all times. Evacuation escape lights are also maintained. We have a separate Fire Policy and Procedures.
To maintain safe and healthy working conditions, provide and maintain equipment	<i>Ian Ross, Managing Director</i>	Toilets, washing facilities and drinking water are provided. Systems are in place for routine inspections and testing of equipment for ensuring that action is promptly taken to address any defects.
Child Protection and Adult Safeguarding	<i>Ian Ross, Managing Director</i>	All staff are trained at induction and made aware that any concerns to be reported immediately to the Safeguarding Adviser who will then make decision to report to the relevant Local Authority Safeguarding Team. All staff completed a City and Guilds Level 2 Safeguarding Award in August 2017. All new staff are now required to complete this within the first 4 weeks of their start date.
Risk Assessments	<i>All staff</i>	Risk assessments are reviewed annually by the Managing Director and circulated to staff for input.

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Whistleblowing	<i>Ian Ross, Managing Director</i>	This policy is covered during staff induction.
Raising awareness of the H&S Policy with learners	<i>All staff</i>	Learners are made aware of the policy during their initial induction and in the learner handbook. This includes how to report an accident/incident.

Signed:



Ian Ross
Managing Director

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