



# Health and Safety Policy

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## **Health and Safety Policy**

The statement of general policy on health and safety at work

idDerby wants to create an environment where everyone is cared for in mutually beneficial ways. We recognise the need to protect:



- Staff
- Volunteers
- Clients
- Visitors

We want to be safe, and risk conscious - not risk averse. We sometimes need to protect clients from themselves & each other; however, we also want to facilitate person centred safe risk-taking, recognising that this helps build confidence and self-esteem.

### **Terminology: What do we mean by 'hazard' and 'risk'?**

A **hazard** is something that could cause harm to people, such as unsafe surfaces; badly stored equipment; inappropriate / dangerous substances (eg. toxic paints, cleaning fluids etc); very hot water; electricity; and hazardous working conditions (eg. working at height). A **risk** is the chance – however large or small – that a hazard could cause harm. A **near miss** is when harm is narrowly avoided, by the actions of someone involved or by coincidence.

Understanding the differences between hazard and risk, noticing the possibility of harm, and accurately assessing the likelihood of this occurring are essential for managing safety appropriately. Please read the assessment table in Annex 1 for further assistance, and discuss with your manager if you are unsure.

Considering the nature of our work, risk assessments will be person centred and individualised depending on the activity and the clients needs and presenting behaviours. This may involve changes to staffing ratios, resources used or the timings of sessions to keep all clients and staff members safe.

### **Roles & Responsibility**

As our policy and practice are intended to keep everyone safe, this means everyone also has responsibility for ensuring the health and safety of themselves and others, including clients and visitors. Thus wherever possible, and within the capacity and capability of the people we are working with:

- Staff and volunteers should encourage clients to take care of themselves, their possessions, and each other; including only bringing appropriate items in to our building (NB electronic items should be either PAT tested, or less than 1-year-old); careful use and storage of idDerby's resources and equipment; and behavioural self-regulation.
- Where our services are being delivered in clients' own premises, host clients are responsible for providing a safe, appropriate working environment. When clients are providing resources and equipment for our staff to work with, these should be safe and appropriate for the clients involved.



***Specific staff and volunteers also have responsibilities:***

- Staff members are responsible for ensuring all clients within their caseload are safely managed. Decisions to provide a service, and the nature of the service, are always judged on an individual basis, considering physical, emotional & psychological safety; including providing staff/client ratios appropriate to the assessed need of the client. During the referral period, it will be identified by the practitioner conducting the assessment whether or not an Individual Risk Assessment will need to be undertaken for the client. If this is the case, before sessions commence, an individualised risk assessment will be produced and stored in the client's electronic file.  
If the referral is made via External Contractors who provide risk assessments for the client, staff members are expected to familiarise themselves with this documentation prior to work commencing, and to adhere to any mitigation measures or strategies outlined within the Contractor's risk assessment.
- Operational managers are responsible for ensuring only appropriate staff members with appropriate skills and knowledge are allocated to each piece of work, and that staff are fully briefed about client needs before working with them.
- Operational managers are responsible for ensuring everyone is appropriately trained to do their job safely and well. Individual staff members are also responsible for flagging training needs they identify in themselves to their manager.
- All lead facilitators are responsible for ensuring workshop/session plans are appropriate for participants (including consideration of skill level, needs, staff client ratios, etc). The '**Hazard Prompt List**' (**Annexe 1**) is designed to help with this.
- All lead therapists/facilitators are responsible for managing health and safety within sessions; including ensuring the workshop space is safe ahead of each session; all support staff are appropriately briefed about any potential hazards ahead of sessions starting, and tasks to mitigate risk are delegated appropriately; all materials used are appropriate for participants, used appropriately and put away safely at the end.
- All individual expressive enablers are responsible for maintaining the health & safety of the person they are caring for, including raising all issues identified with facilitators in the moment & afterwards
- All workshop / session support staff / volunteers responsible for flagging any issue identified in the moment & afterwards

***Some responsibilities apply to all staff at all times***

- All staff are responsible for ensuring our general environment is safe – including



lighting, hygiene, floor surfaces etc. This includes commissioning regular PAT testing

of electronic equipment, in line with legal requirements. All staff are responsible for maintaining and mending facilities and equipment to an appropriate standard; raising tasks that are outside his/her skill or legal remit (eg. they require specific qualifications) with managers immediately. Such tasks will be given to appropriate professionals without delay.

- All staff are responsible for informing their operational manager if materials are needed. idDerby are responsible for providing safe materials, making decisions about broken items including: is it fixable? Would it still be safe? What shall we replace it with? All staff are responsible for the safe disposal of irrevocably broken resources & equipment, informing the resources manager when this happens, including information about who broke it, how & when, as this might inform future decision-making.
- If any idDerby staff or volunteers assess anything about any situation to be hazardous, with untenable levels of risk to any person, they should raise this immediately with an appropriate manager / other person in authority, or feel empowered to address the situation themselves. In every situation it is more important to mitigate immediate risk than to consult a manager. In extreme instances, or instances where concerns are not satisfactorily addressed, this might mean removing themselves and/or clients from hazardous situations, or refusing to deliver a service.
- All staff are responsible for filling in the accident book / incident log should an issue arise (this is located in the kitchen drawer), and informing the Manager. All staff present when an accident / incident or “near miss” occurs are responsible for filling out incident report forms following an accident/incident and communicating these with the Manager. Lead facilitators are also responsible for including reflections in client / session logs. The Manager is responsible for reviewing session / client / accident and incident logs and making any changes to organisational policy, procedure or practices to mitigate the likelihood of similar issues arising again.
- All staff who wish to bring their own equipment in for use in sessions are responsible for ensuring that it is appropriate for clients, and complies with idDerby’s regulations (including ensuring all electrical equipment is either PAT tested, or less than one-year-old). Staff who bring their own equipment into sessions are responsible for this equipment at all times – idDerby cannot accept any liability whatsoever for loss or damages incurred to or by this equipment.
- All staff who work off-premises are responsible for ensuring they have a mobile phone with enough charge and credit to make calls should an emergency arise.



- We operate a flexible working policy. However, to ensure the safety of all staff and volunteers it is vital to maintain an up to date log of who is expected to be where and when, when working on our behalf. All staff are responsible for ensuring their Google calendars are up to date, including details of where they expect to be, and that they inform another member of staff by 10 am if the need to make unexpected changes to their planned working day, or as soon as possible if they are running later than expected at other times of the day. All staff are also responsible for ensuring that idDerby holds an appropriate contact number for someone who could be contacted if we are concerned about their wellbeing. If a staff member has not arrived within approximately 30 minutes of their expected time of arrival, the staff member on safeguarding duty for that day will try to call them. If the staff member does not reply, the staff member will try again in a further 30 minutes. If no contact has been made with a staff member within approximately one hour of their expected arrival time, the staff member on safeguarding duty will try all other numbers we have for the staff member (home phone etc). If we are still unable to contact the staff member after an hour, we will contact the named alternative contact to share our concerns.
- All staff and volunteers are responsible for monitoring and managing their own fitness to work. This includes physical, mental and emotional wellbeing. Staff should phone in sick if their physical, mental or emotional health might be compromised, or might compromise others if they attended work. This includes notifying us if they are diagnosed with an infectious illness, along with alerting us if they might have inadvertently passed the illness to other staff, volunteers, clients or visitors before becoming aware they were ill. This is particularly important for 'notifiable' illnesses (eg. chickenpox, rubella etc) which might be particularly dangerous for people who are pregnant, or who are having certain medical treatments. We wish to support all our staff in maintaining good physical, mental and emotional health, including managing stress, and can change work patterns / tasks, or arrange therapeutic support for anyone who might need additional help. Speak to the Manager if this is required.
- We have a duty of care for each other. If any staff member or volunteer has any reason to be concerned about any other staff member, volunteer, or client and their physical, mental or emotional health or safety, they are required to flag this to an appropriate manager. Sometimes people who are struggling find it hard to concede this to themselves, thus sharing a concern might enable them to access help they might not otherwise feel able to ask for.

## **Dealing with Emergencies / Challenging Circumstances**

All staff members are required to ensure they know the emergency protocols for dealing with



situations that might arise. As a general rule this will be:

1. Ensure that you are safe – if your safety is compromised you will be unable to get help for others
2. Shout / trigger the fire alarm (if appropriate) / ring the internal doorbell for assistance from other members of staff
3. Ensure the clients in your care are as safe as possible (delegating their care to other staff as appropriate)
4. Call the appropriate emergency services as quickly as possible – their call handlers will be able to offer advice and support over the telephone, as well as sending emergency assistance.

For all delivery within external venues, staff must ensure they have received a full induction including the emergency evacuation procedures of the venue where you are working.

If afterwards you need emotional or professional support to help you process or reflect upon an emergency / challenging circumstance that you have had to deal with, please discuss this with the / your clinical supervisor.

### **Additional Arrangements**

Some clients may have specific requirements in terms of health and safety (eg. allergies / illnesses / issues arising should they need to be evacuated from the building). These will be identified during our assessment processes, and documented appropriately (i.e. within an Individual Risk Assessment or Client Support Plan). All staff working directly with clients are responsible for reading the appropriate paperwork before working with clients.

Staff should also alert colleagues of any issue which might unexpectedly impact them during work time (eg allergies, illnesses), including the assistance they might require should this issue occur.

### **COVID-19 Response**

All staff members are to be aware that in light of the COVID-19 pandemic, idDerby have established a COVID-19 response policy which outlines additional health and safety steps to be taken to ensure we are working safely with clients and visitors. This is to be used in conjunction with our general health and safety policy.

### **Failure to Uphold this Policy**

The health and safety of our staff, volunteers, clients and visitors is of the utmost importance to us. As a result, failure to comply with this policy or associated procedures may result in disciplinary action (including instant dismissal for serious offences) for staff members concerned.



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## Annexe 1: Hazard Prompt List

This list is designed to help you identify hazards in our workplace, however it is not intended to be a full list of every hazard that might occur. Please use this list to inspire your thinking – and share details with your manager if you identify other issues which should be included on it.

Remember the same item / occurrence may present different risks to different people depending on their individual level of ability / understanding.

- **Biological hazards** - Biological agents, such as bacteria or viruses. Biological agents could be:
  - inhaled;
  - transmitted via contact with bodily fluids (including needle-stick injuries);
  - ingested (e.g. via contaminated food products).
- **Chemical hazards** - Substances hazardous to health or safety due to:
  - inhalation (e.g. carbon monoxide (CO), where the hazard would be linked to the amount of CO);
  - contact with, or being absorbed through, the body (e.g. bleach / acids, where the hazard would be linked to the strength and amount of the acid);
  - ingestion (i.e. entering the body via the mouth), such as toxic paint;
  - stored materials that degrade over time (e.g. oxidizers)
- **Electrical hazards** - Equipment, services or work situations that could give rise to direct or indirect contact with un-insulated sources of electrical energy.
- **Ergonomic hazards** - Poor design of work equipment, task layout or frequently repeated tasks giving rise to bad posture and upper limb disorders.
- **Explosion/Fire hazards** - Associated with flammable/combustible materials e.g. solvents, unauthorised accumulation of waste paper, sources of ignition (eg using naked flames), obstructed escape routes, blocked exits.
- **Mechanical hazards** - Associated with equipment or objects giving rise, for example, to trapping, entanglement, high pressure injection, cutting, shearing, impact, ejection of materials etc.
- **Physical hazards** – anything that might cause specific physical harm. Examples include:
  - Work at heights, leading to falls (linked to factors such as the distance of the fall)
  - Falls from height of objects such as tools or materials, leading to impacts on people standing underneath
  - Stored energy, which can be released quickly and cause physical harm to the body (linked to the amount of energy)
  - Falling because of compromised ability to balance





- **Psychological hazards** – anything that might lead to compromised mental or emotional wellbeing. Examples include:
  - Excessive workload,
  - lack of communication or control, workplace physical environment,
  - leading to stress (linked to the magnitude and duration of stressors);
  - Physical violence, bullying or intimidation within the workplace, leading to stress;
  - Involvement in a major incident, leading to post traumatic stress. The hazard would depend on the nature of the incident.
  - Violence to staff, leading to physical harm (linked to the nature of the perpetrators);
- **Working environment hazards** – anything in the working environment which might compromise health and safety. Examples include:
  - Slippery or uneven ground leading to slips/falls on a level
  - inadequate space to work, such as low headroom, leading to head impacts
  - unsuitable thermal environment, which can lead to hypothermia or heat stress
- **Working practice hazards** – anything in the way work is done which may compromise health or safety:
  - manual lifting/handling of materials, etc., with the potential for back, hand and foot injuries (linked to factors such as the characteristics of the load);
- **Transport hazards** - either on the road or on premises/sites, while travelling or as a pedestrian linked to the speed and external features of vehicles and the road environment)
- **Other Issues** - The following issues may need to be considered when identifying hazards; again the list is not exhaustive:
  - The location(s) of the work activity (rooms, corridors, labs, workshops etc.)
  - Access to and egress from the workplace; environmental conditions (e.g. heating, lighting, ventilation, noise)
  - How the work is physically organised and sequenced;
  - The duration and frequency of each component task;
  - The materials, hand tools, powered tools, equipment, services, substances etc. that are used;
  - The proximity to other work activities or people and scope for hazardous interaction;
  - Storage, handling and transportation arrangements for articles and substances;
  - The size, shape, surface character and weight of materials that need to be moved by hand;
  - The distances and heights that materials need to be moved by hand;
  - Manufacturer's or supplier's health and safety information on operation and maintenance of equipment;



- o Relevant legislation, good practices, standards, systems of work etc. applicable to the work, or equipment used;
- o Access to, and adequacy/condition of, emergency equipment, emergency escape routes, emergency communication facilities and external emergency support etc;
- o Experience of previous accidents/incidents or hazards relating to the work activity, by other departments or outside organisations;
- o Findings of any existing assessments relating to the work activity;
- o Levels of competence of those involved.

