



Health & Safety Policy

Cumbria Family Support Ltd
The Office
Mardale Road
Penrith
CA11 9EH

01768 593102
info@cumbriafamilysupport.org.uk
www.cumbriafamilysupport.org.uk

TABLE OF CONTENTS

1. POLICY STATEMENT	3
2. ENVIRONMENTAL POLICY / STATEMENT OF INTENT	4
3. MANAGEMENT AND ORGANISATION	5
3.1 MANAGING HEALTH & SAFETY AT WORK	5
3.2 MONITORING HEALTH AND SAFETY	5
4. ROLES AND RESPONSIBILITIES	6
4.1 HEALTH AND SAFETY LAW: EMPLOYER'S LEGAL DUTIES:	6
4.2 HEALTH AND SAFETY LAW: EMPLOYEES AND VOLUNTEER LEGAL DUTIES:	6
4.3 THE DUTY OF AN EMPLOYER TO CONSULT	7
4.4 HEALTH & SAFETY LAW: COMPETENT PERSON	8
4.5 RESPONSIBILITIES OF THE BOARD OF TRUSTEES	8
4.6 UNSATISFACTORY HEALTH & SAFETY CONDUCT AND GROSS MISCONDUCT	8
5. HEALTH AND SAFETY RULES	9
5.1 ACCIDENTS AND OCCUPATIONAL HEALTH	9
5.2 CONTROLS FOR HAZARDOUS SUBSTANCES	9
5.3 ELECTRICAL SAFETY	9
5.4 FIRE PRECAUTIONS AND EMERGENCY SITUATIONS	10
5.5 MANUAL HANDLING	10
5.6 RULES FOR VISITORS AND CONTRACTORS ATTENDING C F S PREMISES	10
5.7 SIGNS AND NOTICES	10
5.8 SYSTEMS OF SAFE WORKING	11
5.9 TRANSPORT	11
5.10 STOCK	12
5.11 THE CONDUCT OF EMPLOYEES AND VOLUNTEERS OF C F S STAFF ON PREMISES CONTROLLED BY ANOTHER EMPLOYER	12
5.12 VISITS TO SERVICE USER PREMISES	12
5.13 WASTE DISPOSAL	13
5.14 WORKING PRACTICES AND ENVIRONMENT	13
6. GENERAL ARRANGEMENTS	14
6.1 ACCIDENTS / VIOLENT INCIDENTS, FIRST-AID ARRANGEMENTS AND WORK-RELATED ILL HEALTH	14
6.1.1 Statutory Reporting Procedures: When to Notify HSE	14
6.1.2 Violent Incidents at Work: Staff and Volunteers	15
6.1.3 Accident / Violent Incident Investigation Procedure	15
6.1.4 Accident Investigation Procedure (Table)	15
6.1.5 External Emergency Contacts	16
6.1.6 Occupational Health: Work – Related Stress	16
6.2 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH ('COSHH')	17
6.3 DISEASES / VIRUSES	17
6.4 DISPLAY SCREEN EQUIPMENT (DSE) WORKSTATIONS	17
6.5 ELECTRICAL EQUIPMENT / SYSTEMS: INSPECTIONS, MAINTENANCE AND TESTING	18
6.6 FIRE AND WORKPLACE SAFETY	18
6.7 LONE WORKING / HOME VISITS	19
6.8 PERSONAL PROTECTIVE EQUIPMENT ('PPE')	19
6.9 RISK ASSESSMENTS	19
6.10 NEW AND EXPECTANT MOTHERS RISK ASSESSMENT	19
6.11 ROUTINE INSPECTIONS OF PLUGS, CABLES, LEADS AND PORTABLE ELECTRICAL EQUIPMENT	19
6.12 TRAINING POLICY	20

1. POLICY STATEMENT

It is the intention of **Cumbria Family Support Ltd (hereinafter C F S)** to ensure, so far as reasonably practicable, the health and safety of everyone involved, or affected by, our work activities, under the legislation of the Health and Safety at Work etc. Act 1974, other relevant statutory instruments, approved codes of practice and guidance.

It is the responsibility of **the Board of Trustees**, together with the organisation's management, to ensure the working environment is safe and without significant risks to health and safety and meets the appropriate statutory requirements. It is recognised all levels of employees, including volunteers have a vital role to play in the implementation and maintenance of the health and safety programme, for the premises and other locations where employees and volunteers are at work.

Our Statement Of General Policy is to:

- take the necessary actions to enable good standards of health and safety in this organisation.
- maintain safe and healthy working conditions.
- take necessary actions to try and prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities.
- ensure all employees and volunteers are competent to undertake their tasks and to give them adequate training.
- provide sufficient information, instruction, training and supervision for all employees and volunteers.
- ensure the safe storage, handling, use and control of hazardous / dangerous substances.
- provide and maintain safe work equipment.
- engage and consult with employees and volunteers on day-to-day health and safety conditions and provide advice and supervision on occupational health issues.
- implement emergency procedures – evacuation in case of fire or other significant incidents.
- ensure sufficient financial resources for health, safety and welfare requirements, and contingencies.

This organisation's policy will be reviewed annually and revised at regular intervals and those changes will be brought to the notice of all our employees.

Signed by: **Lynsey Buckle**



Date 21/02/2024

For and on behalf of:
Cumbria Family Support Ltd

2. ENVIRONMENTAL POLICY / STATEMENT OF INTENT

C F S accepts its responsibility to reduce wherever possible, its negative impacts on the environment.

C F S acknowledges the role it has to play in protecting the environment and as such recognises the need for the principles of responsible environmental management and sustainable development to become an integral part of its day-to-day activities and future strategic planning.

The organisation has identified the following key areas which need to be controlled together with goals that must be achieved if its environmental aims are to be realised.

We are therefore committed to:

- Applying the principles of sustainable development in both present and future decisions.
- Identifying the significant environmental impacts arising from its activities.
- Reducing, and where practicable, eliminating any adverse impacts on the environment, which could arise through its activities.
- Adopting environmental management systems and procedures to maximise environmental standards.
- Minimising the potential outcomes that could result from waste production, and poorly managed energy and water use.
- Conserving energy, water, and other resources to reduce CO₂ emissions levels.
- Promoting the efficient reuse and recycling of materials.
- Minimising the amount of waste that the organisation produces.
- Reducing and where practicable preventing pollution.
- Diligently exercising a 'duty of care' to ensure responsible and lawful disposal of all waste produced.
- Reducing the impact of transport on the local environment arising from vehicles brought onto the organisation's sites and those which are used for our business activities.
- Complying with, and wherever practical, exceeding the requirements of all applicable environmental legal requirements.
- Working with and assisting suppliers, contractors, customers, and clients to develop a concerted approach in protecting the environment ensuring that procurement policies have regard to the environmental performance of organisations that provide goods or services.
- Considering future environmental factors in respect of the organisations possible future expansion and seeking where practical to minimise environmental impacts.
- Providing the resources required for the effective implementation of this policy and using them efficiently through promoting the policy of using sustainable resources, by discouraging wasteful practices.

This policy will be reviewed annually and revised at regular intervals and those changes will be brought to the notice of all our employees.

Signed by: Lynsey Buckle 
For and on behalf of: **Cumbria Family Support**

Date: 21/02/204

3. MANAGEMENT AND ORGANISATION

3.1 Managing Health & Safety at Work

As an employer, we are aware of the need to be able to demonstrate a continuously improving health and safety management performance.

It is accepted by C F S management that managing health and safety is no different from managing any other aspects of our business.

Therefore, we shall need to in accordance with HSE guidance:

- **PLAN** – establish and maintain an effective health and safety management system that is proportionate to the risks.
- **DO** – aim to protect people by introducing management systems and practices that ensure risks are dealt with sensibly, responsibly and proportionately.
- **CHECK** – monitor and reporting by measuring performance and investigating accidents and incidents
- **ACT** – regularly review our health and safety performance with an annual review carried out by nominated people.

3.2 Monitoring Health and Safety

To be confident that C F S safe working practices are being followed and to check the working conditions within the organisation's premises, C F S will undertake an annual review following the guidance on the HSE website [Introduction to managing health and safety: How to manage health and safety - HSE](#)

The persons responsible for carrying out health and safety monitoring are:

- The Chief Officer and
- Competent person appointed to act as Health and Safety representative within the organisation
- In conjunction with the Lead Trustee.

Monitoring reports will be submitted to the Chief Officer and the Board of Trustees.

4. ROLES AND RESPONSIBILITIES

4.1 Health and Safety Law: Employer's Legal Duties:

- assess the risks to their employee's and volunteers health and safety.
- make arrangements for implementing the health and safety measures identified as being necessary by the assessment.
- record the significant findings of the risk assessment and also the arrangements for health and safety measures.
- draw up a health and safety policy statement, including the health and safety organisation and arrangements in force, and bring it to the attention of all employees and volunteers.
- appoint someone competent to assist with health and safety responsibilities, and consult employees and volunteer, or their safety representative about this appointment.
- co-operate on health and safety with other employers sharing the same workplace.
- set up emergency procedures.
- provide adequate first- aid facilities.
- make sure the workplace satisfies health, safety and welfare requirements, e.g. for ventilation, temperature, lighting, sanitary, washing and rest facilities.
- make sure work equipment is suitable for its intended use, so far as health and safety is concerned, and that it is properly maintained and used.
- prevent or adequately control exposure to substance hazardous to health.
- take precautions against danger from flammable or explosive hazards, electrical equipment, noise and radiation.
- avoid hazardous manual handling operations, and where they cannot be avoided, reduce the risk of injury.
- provide health surveillance as appropriate.
- provide free any protective clothing or equipment, where risks are not adequately controlled by other means.
- ensure the appropriate safety signs are provided and maintained.
- report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority.
- consult employees and volunteers about matters affecting their health and safety.
- take precautions against fire, provide adequate means of escape and suitable means for fighting fire.

4.2 Health and Safety Law: Employees and Volunteer Legal Duties:

All employees and volunteers have a legal duty and these include-

- taking reasonable care for their own health and safety and that of others who may be affected by what they do or do not do;
- co-operating with their employer on health and safety.
- correctly using work items provided by their employer, including personal protective equipment, in accordance with training or instructions; and
- not interfering with or misusing anything provided for their health, safety or welfare.

If an employee or volunteer thinks there is a health and safety problem in their workplace, they should first discuss it with their Line Manager or Family Support Practitioner.

If a problem appears to persist and there is a risk of injury and an employee or volunteer who still has doubts or questions about health, safety and welfare matters, then they should not hesitate to contact the Chair of Trustees without delay.

The 'Health and Safety Law What You Should Know' poster is displayed in the Penrith Office (Room 13) and in the Carlisle Office, Carlisle West Children`s Centre, Wigton Road, Carlisle, CA2 6JP.

Health and safety advice is also available from:

- HSE
- the local authority Environmental Health Officer
- Advisors from the Employment Medical Advisory Service
- the local Fire Officer.
- the Employers' Liability Insurance Engineer Surveyor; and
- internal competent person, as nominated.

The effective training and supervision of young workers / trainees will be arranged, undertaken and monitored by the Chief Officer.

Overall and final responsibility for health and safety at work at C F S is that of the Board of Trustees. However, in practice, the performance of certain strategic duties has to be jointly held and / or delegated. Therefore, day-to-day duties for ensuring that the Health and Safety Policy / safe working practices / safe systems of work, are implemented in the workplace premises, is that of / commonly held with the Chief Officer and Business Manager.

C F S is responsible for consideration of health, safety and welfare issues in relation to the provision of support for vulnerable families with children under eight, helping to enhance the quality of family life and minimising the risk of family breakdown.

Additionally, all employees and volunteers of C F S have a legal responsibility to co-operate with Cumbria Family Support supervisors and managers to achieve a safe workplace without risks to health.

4.3 The Duty of An Employer to Consult

C F S is aware of the requirements of the Health and Safety (Consultation with Employees) Regulations 1996. The Organisation shall implement all of the requirements in the most effective, sensible and practical manner when required, in relation to all employees and volunteers and their places of work.

4.4 Health & Safety Law: Competent Person

As an employer and controller of workplace premises, C F S will comply with the law and appoint a competent person to help achieve compliance with health and safety legislation.

The nominated competent person within C F S is:

Sarah Cooper, Business Manager, Tel: 01768 593102
email: admin@cumbriafamilysupport.org.uk

4.5 Responsibilities of the Board of Trustees

The Board recognises it needs to accept formally and publicly its collective role in providing health & safety leadership in this organisation.

Each member of the Board has to accept their individual role in providing health & safety leadership for this organisation.

The Board shall ensure all decisions reflect its health & safety intentions, as articulated in this Health & Safety Policy statement.

The Board recognises its role in engaging the active participation of employees and volunteers in improving health & safety.

The Board shall ensure it is kept informed of, and alert to, relevant health & safety risk management issues.

The Board shall:

- formally review health & safety performance (annually);
- ensure the Health & Safety Policy statement reflects current Board priorities.
- ensure our management systems provide for effective monitoring and reporting of health and safety performance.
- be kept informed about any significant health and safety failures, and of the outcome of the investigations into the causes.
- ensure the Board address the health and safety implications of all its decisions; and
- ensure health & safety risk management systems are in place and remain effective.

4.6 Unsatisfactory Health & Safety Conduct and Gross Misconduct

Failure to comply with health and safety duties, legal requirements, safe systems of work and work rules, on the part of any employee or volunteer, and an attitude of non-co-operation with their employer, can lead to disciplinary action. Health and safety breaches, which endanger the life of any person, or which create a risk of major injury will be classified as gross misconduct making the employee liable to dismissal.

5. HEALTH AND SAFETY RULES

The following specific rules are in place and should be followed by all employees and / or volunteers:

5.1 Accidents And Occupational Health

All employees and volunteers must:

- Notify their Line Manager or Family Support Practitioner of any accident, near miss incident, or case of illness, which caused or could have led to personal injury, or property damage.
- Report any dangerous occurrences or near miss incidents to management without delay and to be available as a witness.
- Seek medical treatment from the trained first aider/s, for any injury sustained and ensure this is recorded in the Accident Book.
- Report to their supervisor any medical condition that could affect their well being as well as the health of other persons.
- Under GDPR, the first principle is to process all personal data lawfully, fairly and in a transparent manner. Processing (including collection, recording, organisation, structuring and storage) must have a “lawful basis”. All personnel records are kept on C F S SharePoint personnel site and Charity Log with named persons access only.
- Co-operate with their employer to enable implementation of occupational health and medical programmes.

5.2 Controls For Hazardous Substances

All hazardous substances will be identified and assessed for risk and checked that they are safe to use prior to purchase. All hazardous substances used that have a significant risk will either be substituted with a less harmful alternative or controlled by designing safe systems of work and communicated to relevant people who are likely to use the product.

Assessments of hazardous substances will be reviewed annually or whenever changes occur that might alter the level of risk.

5.3 Electrical Safety

All Employees must:

- Keep electrical equipment, plugs and leads in a good state of repair.
- Report all faults without delay to their immediate supervisor.
- Not attempt to carry out any repairs on electrical equipment unless qualified to do so.
- Ensure all electrical items are PAT tested annually to be arranged by the Business Manager.

5.4 Fire Precautions and Emergency Situations

All employees must:

- Make themselves familiar with the C F S Emergency Policy and Procedure [CFS Emergency Policy Procedure \(The Office\)](#) and follow the laid down emergency procedures for fire safety arrangements
- Store highly flammable and flammable liquids in the correct manner.
- Not obstruct any fire doors, fire exits, fire route ways, aisles, stairways, corridors or extinguishing equipment.
- Obey Organisation and site rules on smoking restrictions at work.
- Report any defect associated with equipment or if it has been necessary to discharge extinguishing equipment.
- Stop work and any running machinery and proceed to a place of safety in the event of being exposed to serious and imminent danger.
- Never leave stock or other equipment about the premises in any way, which might cause a hazard.
- Make themselves aware of the position of fire exits, water points and extinguishers, and understand the wording of the operating instructions.
- In the event of a fire, assemble in the external area away from the building and any potential hazards. Do not attempt to re-enter the building.

5.5 Manual Handling

All employees must:

- Always adopt and carry out the best possible means of lifting.
- Receive assistance if they have doubt as to whether they are able to move the article or substance safely.
- Take extra care when moving objects up and down stairs or through doorways.
- Make sure they have clear vision when carrying bulky / large objects.
- Report any defective handling equipment, and ensure equipment is not used until repaired.
- Wear protective clothing when carrying dangerous substances.
- Never sit or climb on any mobile equipment.

5.6 Rules For Visitors and Contractors attending C F S Premises

- All visitors are required to sign the 'Signing In' book upon their arrival to the premises.
- Visitors must then report to the C F S office.
- There are not any current formal rules for visitors entering the Organisation premises.
- However, visitors are expected to comply with C F S health and safety policy and with good safety practices at all appropriate times.

5.7 Signs And Notices

All employees must:

Observe and act upon any signs or notices displayed within the working environment.

Employees will need to be aware of the following types of signs and notices:

- Prohibition signs, e.g. *'No Entry'*
- Mandatory signs, e.g., *'Wear Eye Protection'*
- Warning and hazard signs, e.g., *'Danger- Work in Progress'*
- Safe condition signs, e.g., *'Fire Exit'*
- Signs relating to fire and emergency actions and notices informing of first aid arrangements.
- The HSE placard *'Health and Safety Law – What you should know'*.

5.8 Systems Of Safe Working

All employees must:

- Report to their Line Manager any defect, fault, damage or malfunction associated with the work equipment provided, and submit a formal defect report sheet where appropriate.
- Observe all laid down systems for safe working or other safe operating procedures.
- Return any hazardous substances and any cleaning agents to the designated storage area at the end of the shift or working day.
- Use chemicals and substances in accordance with their initial training and information contained in the Product Data Sheets.

Employees must not:

- Operate work equipment provided for use without having received the necessary training and instructions, as well as the authorisation to do so.
- Clean any item of work equipment, which is in motion, which could give rise to danger.
- Leave work equipment unattended whilst in motion.
- When less than 18 years of age (a 'young person' for the purpose of health and safety law), shall not operate any dangerous work equipment, unless they have close supervision and have received the necessary training, following a suitable and sufficient assessment of risk.
- Carry out repairs, adjustments, modifications etc. unless they are competent to do so and have been so authorised.

5.9 Transport

All employees and volunteers must:

- Observe C F S Drivers Policy [CFS Driving Policy February 2021](#) including completing the Driver declaration on an annual basis.
- Abide by the law.
- Be aware of, understand and always follow the current requirements of the Highway Code.

Employees and volunteers must not:

- Break the law or go against any rules or guidance as outlined in the C F S Drivers Policy; [CFS Driving Policy February 2021](#)

5.10 Stock

All employees must:

- Stack goods evenly with heavier items at the bottom and lighter goods on top.

5.11 The Conduct Of Employees and Volunteers Of C F S Staff On Premises Controlled By Another Employer

Note. All employees and volunteers of C F S are expected to comply with the following, i.e., to:

- follow all health and safety / site rules (including fire safety arrangements) laid down by the Occupier of the premises.
- follow all laid down safe systems of work and safe methods of working.
- use potentially hazardous substances in accordance with health and safety data sheets and the recognised control measures.
- use suitable work equipment for the tasks in hand that have no obvious fault or other defect.
- report any defective work equipment provided by the host employer and not to use any item of defective equipment.
- act upon all reasonable instructions issued and information provided by the host employer.
- provide the host employer with information / risk assessments concerning the health and safety implications of the work tasks being undertaken on site.
- co-operate with the host employer and his employees at all times when on the premises.
- behave in a responsible manner at all times.
- to report all accidents, dangerous occurrences, near misses on site, or any case of ill health.

5.12 Visits To Service User Premises

As part of their work activities on behalf of C F S our employees and volunteers may have to either visit or carry out work activities at Service User premises. Normally, this would involve visiting a family's home to provide support to parents and children.

Before work commences with a family an organisational risk assessment will be completed by the Family Support Practitioner using the standard risk assessment template available to them, ensuring it is in line with the duties that the volunteer has been asked to carry out with the family.

The completed risk assessment will be reviewed by the Chief Officer and / or Team Leader and then shared with the volunteer. A copy of the risk assessment will be kept in the family's folder on SharePoint for future reference.

A review of all risk assessments should be carried out by the Family Support Practitioner and volunteer in supervision meetings at least every six months. Any change of duties asked of

the volunteer will be risk assessed and added to the risk assessment prior to these changes being implemented.

5.13 Waste Disposal

- Waste materials etc. must not be left in such a position, where it will cause an obstruction or a fire hazard.
- Bins should not be over - filled.
- Bins should be emptied into the skip provided.
- Any waste that is defined as controlled waste must be placed in the appropriate container for disposal by waste carriers.
- Waste materials e.g., paper /rag wipes, contaminated with flammable liquid or similar solution must be deposited immediately after use within the designated fire-resistant waste bin which, in turn, must be effectively lidded or otherwise suitably enclosed.

5.14 Working Practices and Environment

All employees must:

- Maintain high standards of housekeeping throughout the premises by ensuring clear access ways are maintained at all times and not blocking or obstructing a designed fire exit door or pathway.
- Not stack stock in such a manner that it will necessitate persons to overstretch.
- Take all necessary protective measures to prevent pollution to the environment, e.g. by preventing chemicals entering sewers and watercourses.
- Leave waste materials and substances at the stipulated disposal point, in accordance with the waste management policy.
- Clean up any spillages without delay, following the correct procedure.
- Make full and proper use of all work equipment selected and provided for their use, in accordance with their training and instructions, to control risks in the workplace.
- Notify their immediate supervisor of any hazardous situation, without delay.
- Weekly monitoring to be carried out around the office environment.

6. GENERAL ARRANGEMENTS

The following specific general arrangements are in place and should be followed by all employees and volunteers:

6.1 Accidents / Violent Incidents, First-Aid Arrangements and Work-Related Ill Health

C F S recognises the importance of having suitable and sufficient first-aid arrangements within the workplace. First-aid treatment can play a vital part when someone has been injured and may mean the difference between life and death.

Penrith Office: The First Aid box is kept on top of the filing cabinet in Room 17, The Office, Mardale Road, Penrith, CA11 9EH.

All accidents and cases of work-related ill health must be recorded in the accident book. The accident book is kept in the filing cabinet in Room 17 and all accident records are kept in a secure cabinet that only management have access to in line with GDPR.

The emergency first aider at work for the Penrith premises is the Business Manager Sarah Cooper.

Carlisle Office: Family Action are responsible for their own staff, service users and where accidents happen in the areas, they are responsible. These are reception, service delivery rooms and the training room.

Cumbria Family Support are responsible for their staff and visitors to the office where accidents happen in areas not mentioned above.

Cumbria Family Support First Aid box and accident book is kept in the Cumbria Family Support Office.

The emergency first aider at work for Cumbria Family Support in the Carlisle premises is the Family Support Practitioner, Dan Nicholson.

In addition, all employees and volunteers will be issued with a personal first aid kit and accident book to keep on their person.

6.1.1 Statutory Reporting Procedures: When to Notify HSE

Statutory reporting to the Health and Safety Executive (HSE) of work-related injuries and incidents under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 ('RIDDOR'), is completed through an online system, via: www.hse.gov.uk/riddor

All incidents can be reported online but a telephone service is also provided for reporting fatal/specified incidents **only** - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

6.1.2 Violent Incidents at Work: Staff and Volunteers

Despite conducting a risk assessment and putting control measures in place there may be times when C F S staff and volunteers experience work-related violence. Physical violence against staff and volunteers is uncommon, but verbal abuse can happen more regularly. Either way, if an incident occurs staff and volunteers will need to be supported and The Chief Officer may have to consider whether further actions are needed. The Chief Officer will consult the HSE website for further guidance: [Providing support after an incident - Work-related violence - Licensed and retail premises - HSE](#)

6.1.3 Accident / Violent Incident Investigation Procedure

Accidents / violent incidents need to be investigated and reported promptly, so that facts can be established before memories fade. Dealing with accidents / violent incidents should be given a high priority. Accident / violent incident reports should be completed and returned within the day of the event occurring.

The following procedure will be followed by C F S when an accident / violent incident occurs.

1. Following an accident / violent incident an accident record will be completed by a competent person.
2. The accident record will then be passed to the Chief Officer who will determine the level of investigation and who will lead.
3. The relevant risk assessment will be retrieved, and a post-accident risk assessment carried out.
4. The relevant investigator / manager will complete the remaining sections of the accident record and complete the C F S accident investigation report if appropriate.
5. RIDDOR events will be reported via online system which is accessed on the HSE website [How to make a RIDDOR report - RIDDOR - HSE](#)
6. C F S liability insurers will be notified of all accidents.

Under GDPR, the first principle is to process all personal data lawfully, fairly and in a transparent manner. Processing (including collection, recording, organisation, structuring and storage) must have a “lawful basis”.

The following matrix indicates at what level and by whom accidents need to be investigated. The level of investigation is determined by the likelihood of recurrence and the potential worst consequences of the undesired event.

6.1.4 Accident Investigation Procedure (Table)

Accident / Near Miss	INVESTIGATION LEVEL			
	Local supervisor/first aider	Local or Department Manager	Senior Management	Senior Management / Directors / health and safety advisor.
Minor injuries or near misses	Minimal/Low			
Serious injuries, near misses, lost time accidents.		Low/medium		
Classified major injuries, dangerous occurrences and diseases			Medium/High	
Multiple serious injury, fatalities or when prosecution is likely.				High

6.1.5 External Emergency Contacts

- Local Fire Brigade: Cumbria Fire & Rescue Service, Carleton Avenue, Penrith, CA10 2FA
- Local Police Station, Hunter Lane, Penrith, CA11 7UT
- Local Hospital, Penrith Hospital, Bridge Lane, Penrith, CA11 8HX
- Accident & Emergency Department: Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY
- Carlisle Police Station, Brunel Way, Durrhill Industrial Estate, Carlisle, CA1 3NQ

6.1.6 Occupational Health: Work – Related Stress

Employers are required to ensure the health and safety of employees at work, so far as is reasonably practicable. 'Health' includes mental as well as physical health, but in some cases the two can be closely connected.

If any employee feels they are suffering from stress or if stress is identified, these will be addressed in a support meeting which will be called by the manager and an individual stress questionnaire will be completed and next steps / support identified.

[CFS Individual Stress Questionnaire](#)

6.2 Control of Substances Hazardous to Health ('COSHH')

Cleaning Products

Proprietary cleaning products are used on the premises and employees and volunteers are aware of the precautions they must take when using these substances which can be found on the container label.

All employees and volunteers have been instructed to exercise the necessary control measures, to ensure that hazardous substances are used without ill health effects. Therefore, the regulations apply to our workplace but are of limited significance.

6.3 Diseases / Viruses

In order to minimise the risk of contamination from blood-borne diseases/viruses, contact with blood should be avoided. Staff and volunteers with cuts or open wounds should cover them before working with families and a waterproof dressing should be worn.

Good hygiene practices include using disposable gloves when dealing with blood, vomit or faeces and staff and volunteers should routinely wash their hands.

Staff and volunteers are advised to seek personal medical advice about immunisation against hepatitis 'B' virus / COVID-19.

Staff and volunteers will be informed if a client has HIV, TB, Hepatitis B or COVID-19 if this information is known.

6.4 Display Screen Equipment (DSE) Workstations

It is the policy of C F S to provide a safe and healthy working environment for employees, including particular measures to protect their health and safety when they are working with display screen equipment (DSE) workstations.

C F S will fulfill its obligations to user employees by:

- Carrying out the assessments of workstations, using a self-assessment approach, supported by management.
- the provision of suitable work equipment.
- the provision of information and training for our 'users'.
- the provision of 'eye and eyesight testing' for those users, and by the provision of spectacles where these are required solely and specifically for DSE work; and by
- making arrangements for regular breaks for employees working with DSE, as determined with the user/s.

C F S does have 'users' of Display Screen Equipment (DSE) workstations and arrangements are in place for workers to have breaks and changes of activity. Eye tests will also be paid for, if requested by the employee and the provision of spectacles will be paid for if the employee solely requires them for DSE use.

DSE risk assessments are conducted and reviewed in the light of changes to the display screen worker population, or changes in individual capability and where there has been some significant change to the workstation, such as:

- a major change to the software used.
- a major change to the hardware (screen, keyboard, input devices etc)
- a major change in workstation furniture
- a substantial increase in the amount of time required to be spent using DSE.
- a substantial change in other task requirements (e.g., more speed or accuracy)
- the workstation is relocated.
- the lighting is significantly modified.

6.5 Electrical Equipment / Systems: Inspections, Maintenance and Testing

Arrangements are in place for the on-going visual inspections of electrical equipment and electrical testing by appointed contractor.

In this way, C F S believes it will be fulfilling its legal obligation to 'maintain' electrical equipment / systems as required by law.

6.6 Fire and Workplace Safety

C F S will strive to achieve a fire safe working environment for the protection of employees, visitors, and any other persons who may be affected, through the implementation of the relevant fire Regulations.

C F S shall aim to:

- identify through proper assessment the risk to persons from fire and also dangerous substances.
- evaluate the level of risk to persons on the premises and then to reduce the risk to as low a level as is reasonably practicable.
- record any significant findings and inform employees and all other relevant persons of any risks identified.
- strive to ensure a safe place of work with effective and maintained means of escape in the event of a fire.
- inform, instruct and train relevant people as to the actions they must take in the event of a fire occurring.

Periodically, the risk from fire will be re-assessed to ensure that the findings are still effective and appropriate in the prevailing circumstances.

Employees are required to take reasonable care of their own, and the safety of other persons, who may be affected by their actions. Employees are required to co-operate with their employer, or other manager appointed, in order for C F S to fulfil its legal duties under this legislation.

C F S believes in the achievement of a fire safe workplace through the co-operations of the management and employees and encourages the active involvement of its workforce to achieve a safe workplace.

Trustees and Managers at the respective premises, have the ultimate responsibilities for fire safety planning / risk assessments, and for fire precautions in the event of a fire emergency. However, the Landlord is responsible for fire safety standards and safe arrangements in the communal areas.

6.7 Lone Working / Home Visits

C F S has a Lone working Policy and procedure that is regularly reviewed and updated. C F S staff and volunteers must adhere to the policy and follow the procedure. [CFS Lone Worker Policy February 2021](#)

6.8 Personal Protective Equipment ('PPE')

Suitable personal protective equipment is to be supplied and used at work, wherever there are risks to health & safety that cannot be adequately controlled in other ways.

PPE can be easily compromised, e.g. by not being worn properly, it should always be considered as the 'last resort' and used only where precautions cannot adequately reduce the risk of injury. However, where PPE is the only effective means of controlling the risks of injury, or ill health, then C F S must ensure that it is available for use at work - free of charge.

6.9 Risk Assessments

C F S has a Risk Assessment Policy that is regularly reviewed and updated. C F S Staff and volunteers must adhere to the policy and follow the procedure.

6.10 New and Expectant Mothers Risk Assessment

CFS managers must carry out an individual risk assessment for pregnant workers and new mothers. This applies to workers who:

- are pregnant
- have given birth in the last 6 months, or
- are currently breastfeeding

Some working processes can potentially harm them and / or their children so risks must be assessed and controlled in each case.

Once a worker has informed management in writing, the line manager must complete an individual risk assessment and make any necessary changes to support them. The risk assessment must be reviewed every 3 months. Further guidance for managers can be found on the HSE website [HSE website Protecting pregnant workers and new mothers - Risk assessment \(hse.gov.uk\)](#)

6.11 Routine Inspections of Plugs, Cables, Leads And Portable Electrical Equipment

This is a defined responsibility of all employees.

However, all employees are required to be vigilant with regard to portable electrical equipment and report any defects observed. The objective of this exercise is to look for any loose connections and related faults.

Any defects / faults or electrical uncertainties must be brought to the immediate attention of: their Line Manager, or in their absence, the Chief Officer without delay. All repairs shall be attended to by a competent person.

Any electrical defects detected, shall lead to the item of equipment being immediately withdrawn from work activities, until it has been examined and verified as being safe to use by a competent person.

6.12 Training Policy

C F S recognises that its most important resource is its employees (paid and voluntary, including Trustees). Therefore, C F S are committed to employee learning and development, in line with available resources. The C F S Training Policy applies to all employees whether paid or voluntary. C F S will also actively consider appropriate opportunities as they arise to include parents of our supported families in training events.