

Health, Safety and Risk Assessment Policy

THE STATEMENT OF INTENT

Northwest Education & Training Limited (NWEAT) is committed to ensuring the safety of its employees, customers and anyone else affected by its business' activities.

The Directors of the Company have ultimate responsibility for health and safety in the business.

We consider that all stakeholders are entitled to learning that takes place in a safe, healthy and supportive environment. We are committed to providing suitable and sufficient arrangements for health and safety as a critical element of our legal Health & Safety legislation and company obligations. We see this as essential both to maximising a positive experience of learning and to promoting achievement.

The 'safe learner' concept is central to our policy and we consider health and safety to be an integral part of our quality delivery of training. We will promote risk awareness and the learning of health and safety as an integral part of any learning and seek to encourage and support all our learners in becoming safe and healthy workers.

This policy will be brought to the attention of all staff, learners and employers with whom we work.

The policy will be kept up to date by periodical reviews (at least annually) and will take account of any new equipment, processes or changes to work which affect health and safety. This policy can be viewed on our website.

NWEAT recognise the legal duties that its business is bound by and that NWEAT will endeavour to provide a safe working environment, safe work equipment and safe methods of work.

The following organisation and arrangements will be made to support this policy:

- To provide and regularly review a full Risk Assessment of the working area (whether in the office or in the event of providing medical cover offsite)
- To provide and regularly review the Health & Safety Policy
- To act upon suggestions made by employees to make the working area a safer environment

1. Responsibilities

We take very seriously our obligations and responsibilities under Health and Safety legislation. The objective is to provide you with a safe working environment and a safe system of work.

2. Review & Monitor

We regularly review working practices, including the general working environment and individuals' work stations, to ensure that best practices are adhered to, or adopted, and that safety hazards are identified and accidents, so far as reasonably practicable, are avoided. In particular, we regularly monitor the safety of any equipment or machinery provided for use by employees. Maintenance is regularly and scrupulously carried out and proper records are kept. All equipment and machinery provided complies with the appropriate UK standards and is designed, or adapted, for the purpose for which it is used. All employees who use, or supervise, the use of such equipment or machinery are properly trained in its use including Health and Safety considerations.

3. New Employees

Health and Safety guidance is given to all new employees upon joining and regular refresher updating sessions are held for existing employees. We require the full co-operation and participation of all employees.

4. Staff Responsibilities

You are obliged to take reasonable care, for your own safety and for the others who may be affected by your acts or omissions, and to co-operate fully with us in the arrangements made in relation to Health and Safety matters. For example you must:

- Adhere to the prescribed safe system of working;
- Report any faults or defects in machinery or equipment immediately;
- Report any safety concerns at all immediately.

Only those qualified to do so, and employed for that purpose, may carry out repairs or maintenance to machinery or equipment.

• 5. Safety Officer

Stan Hicklin is the Safety Officer qualified in Health and Safety at level 3 and will ensure that NWEAT are aware of and fully comply with employer obligations under Health and Safety law.

The Safety Officer will undertake risk assessments, make workplace inspections, and ensure safety when specific tasks or work activities are carried out or to ensure safety in specific areas of the workplace.

All accidents and near misses, irrespective of triviality, must be reported to Stan Hicklin who will ensure that any necessary preventative measures are introduced.

6. Meetings

Health and Safety will be discussed at all formal meetings including supervision, where appropriate, and information will be circulated to all relevant people. Reviews with learners and employers ensure that provider staff monitor the health, safety and welfare of those within the workplace and there are clear reporting procedures if concerns are raised.

7. Learners and apprentices

We will ensure that workplace/ employer risk assessments are completed prior to the placement of an apprentice/ learner to ensure safety and compliance. The appropriate health and safety vetting form will be completed by an appropriate and experienced member of provider staff and risk assessments will be examined to ensure all risks have been identified and measures put in place to safeguard both learners/ apprentices and visiting staff on employer premises. Risk assessment records are in the Health and Safety Checks File. On completion of risk assessments, any issues will be reviewed, and relevant control measures identified, recorded and monitored in line with this policy. Risk assessments will be reviewed annually or earlier if significant changes take place. The Employer will ensure that risk assessments for all employees including appropriate safety measures for those apprentices including those who are under the age of 18 and may be restricted. These are completed where appropriate and reviews (monitoring visits) are carried out periodically on a regular basis throughout the duration of the apprenticeship. This will include the vetting of the learning environment by appropriately qualified staff prior to the placement of learners. Training, information, instruction and supervision will be provided as required to employees and learners.

This vetting also includes information on fire, first aid, PAT testing information. Assessors and Tutors who visit the employer will complete health and safety monitoring forms to ensure risk is monitored throughout the learning journey. Within the learning journey there are a number of additional opportunities for learners to identify whether they feel safe (induction/ reviews/ learner questionnaires, embedded themes within curriculum), and appropriate support and safeguarding measures identified.

Learners have a duty to act responsibly and not to put themselves or others at risk by their acts or omissions. They must report any unsafe conditions and co-operate with the Company on all Health & Safety matters. They must follow safe systems of work and help maintain a safe learning environment always, both for their own benefit and that of others.

8. Illness or absence

Learners must inform the employer/ workplace as well as the apprenticeship Assessor/ Coach if illness or absence occurs and they are unable to attend either work or off the job delivery sessions by the provider and/ or workplace reviews. Both employer and provider policy and procedures must be followed. Further guidance can be found in the Continuity of Delivery Policy and Learner handbook. This is important for both business continuity and safeguarding of learners. We have strict guidelines regarding the attendance of both or team and learners to ensure our commitment and review of health and safety including safeguarding. We are aware of where our learners are at all times by working in close partnership with both learners and employers.

9. Well-being

Our approach to well-being is based on the commitment:

- to promote and support personal resilience and capacity to cope with problems
- to eliminate behaviours that undermine personal effectiveness and self-esteem e.g. bullying and harassment (see Bullying and Harassment Policy for further details)
- to recognise and take account of the fact that individuals have issues in their personal lives that may impact adversely on their performance at work
- to ensure that the work environment is well ordered, pleasant, comfortable and safe
- to promote good health
- to identify and monitor key performance indicators and feedback relevant to well-being and respond to any 'hot spots' or issues that are identified
- to provide a range of opportunities for employees to raise concerns regarding well-being

NWEAT recognises that well-being and performance are linked. Improving ability to handle pressure and for individuals to balance work and home life will ultimately lead to improved individual and organisational performance.

Definitions

NWEAT defines 'well-being' as a positive mental state that enables individuals to cope effectively with problems, maintain a good perspective and recover quickly from setbacks. It is accompanied and enabled by good physical health, a sense of personal control, and a lifestyle where work and non-work factors are in balance.

Stress occurs when pressure exceeds an individual's perceived ability to cope.

Personal resilience and self esteem

The performance management policy including supervision and contribution review (appraisal) process supports measures to prevent and manage risks to employee well-being, together with appropriate training and individual support. It will also seek to foster a mentally healthy culture by incorporating these principles into line manager training and running regular initiatives to raise awareness of mental health issues at work. For apprentices at work, regular monitoring including reviews, learner surveys/ questionnaires ensure apprentices have the right support to progress and achieve.

In particular we will:

- Provide training and practical guidance on stress awareness and managing stress
- Provide training around competencies necessary to personal resilience e.g. problem solving and assertion skills
- Provide external information for expert information, advice and guidance
- Ensure that there are regular opportunities to review practice and work pressures, one to one with line managers, and in an appropriate environment via the supervision process
- In addition to supervision meetings, provide a range of opportunities for employees to raise concerns i.e. staff surveys
- Ensure that standards of behaviour and mutual respect are set out and reinforced both via policies and other forms of communication and that action is taken where individuals fall short of these requirements

Expert advice and support can be accessed here:

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

Work Life Balance

NWEAT provides a range of policy approaches to maximise opportunities for flexibility and to take account of short and long-term pressures that individuals experience during their lives. We will try wherever operationally viable to support individuals to achieve an appropriate work life balance including changing work patterns, hours, and enabling periods of special leave and/or home working in accordance with the relevant policies.

We will signpost sources of help and assistance and will add to this resource in response to feedback and experience.

10. A Suitable Work Environment

We recognise that aside from the health & safety risks posed by an unclean, hazardous, uncomfortable or noisy environment, a disorganised environment makes the conduct of work more difficult and can lead to a sense of a loss of personal control which will, in turn, have a negative impact on well-being. In recognition of the vital importance of environment on well-being, we will:

- Conduct regular audits including risk assessment of the condition of workplaces, and the issues with the greatest potential to impact on well-being, and respond to any issues identified
- Promote the benefits of a well organised work environment and the link to mental health
- Provide practical guidance on initiatives and actions that can improve employees experience of their work environment
- Ensure that all employees and learners have reasonable access to confidential environments when needed
- Maintain essential equipment
- Enable display screen equipment assessments take place promptly where a need is identified
- Ensure that the employers we work with have a commitment to keeping apprentices safe by ensuring regular vetting, risk assessment, monitoring and communication

11. Communication

Line managers, employers (for apprentices), employees and apprentices will regularly discuss individual training needs to ensure that they have the necessary skills to adapt to ever-changing job demands. An examination of training needs will be particularly important prior to, and during, periods of organisational change. A robust initial assessment of apprentices will ensure they have the identified starting point and individual learning plan targets to complete their apprenticeship, including off the job training.

All employees are expected to be aware of the importance of effective communication and to use the media most appropriate to the message, for example team meetings, one-to-one meetings, electronic communications and organisation-wide methods.

The organisation will expand communication with employees during periods of significant organisational change.

12. Evacuation

You should be familiar with the evacuation procedures, details of which will be displayed throughout the building where you are working.

Should you discover a fire you should immediately sound the fire alarm and notify the senior staff member present.

13. First Aid

All accidents must be recorded in the accident book. You will be notified which members of staff have training in First Aid. If anyone becomes ill while at work and requires medical attention, arrangements will be made to call a doctor or emergency services or take the employee to Accident & Emergency at the nearest hospital.

14. Hazards and Safety Risks

You have a responsibility to report any potential Health or Safety hazard including infectious or other diseases, accidents or injuries associated with the workplace. Examples are as follows:

- Fire risks, e.g. accumulation of combustible waste, blocking or obstruction of fire doors, corridors, or smoking in non-smoking areas;
- Electrical problems, e.g. worn cables, loose connections, multiple connectors to power sockets, faulty wiring or trailing cables;
- Defective equipment;
- Defective flooring e.g. worn or frayed carpets, uneven or slippery surfaces;
- Unsuitable loading or stacking;
- Broken crockery or glass;
- Carelessness by an employee, or other person on the premises, e.g. attempting to repair equipment without proper training.

Dangerous Occurrences

Any dangerous occurrence will be reported immediately to HSE and form F2508 will be sent by the Health and Safety Officer

RIDDOR

The Company will fulfil the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.

Emergency Services

At NWEAT the registered first aider will call the emergency services and ensure the comfort of any injured person, where applicable. In the workplace learners/ apprentices will follow appropriate advice and guidance from identified personnel. The health and safety vetting form will identify those within the workplace who have responsibility.

Recording

A record of first aid will be kept on the appropriate form in the Health and Safety file.

Requirements

The Company will fulfil the requirements of the Health and Safety (First Aid) Regulations 1981 (updated 2015)

15. Communication

Line managers, employers (for apprentices), employees and apprentices will regularly discuss individual training needs to ensure that they have the necessary skills to adapt to ever-changing job demands. An examination of training needs will be particularly important prior to, and during, periods of organisational change. A robust initial assessment of apprentices will ensure they have the identified starting point and individual learning plan targets to complete their apprenticeship, including off the job training.

All employees are expected to be aware of the importance of effective communication and to use the media most appropriate to the message, for example team meetings, one-to-one meetings, electronic communications and organisation-wide methods.

The organisation will expand communication with employees during periods of significant organisational change.

16. Training

Employer Responsibilities

It is the responsibility of the employer to ensure that their employees including apprentices and volunteers receive an adequate induction into health and safety, and on-going information, instruction and training in matters relating to health & safety in connection with their job role. The employer is responsible for ensuring that significant risks are identified, recorded and reviewed and for putting in place safe systems of work to minimise risks to the safety of individuals. Risk assessments for apprentices must be carried out. NWEAT is

responsible for ensuring that employers have discharged these duties through the monitoring of health and safety of employer workplaces.

Prior to the agreement of a training contract with an employer, a representative from NWEAT will arrange to visit the person responsible for the health and safety of any potential learners. The purpose of this visit will be to assess the Health & Safety Arrangements and complete a risk assessment of the premises. It may be necessary to agree an action plan to make improvements before a contract to deliver training can be agreed.

Certain health and safety matters reside with the Employer and will vary from site to site.

Normally these include:

- Fire instructions
- Evacuation procedures and assembly points
- Fire-fighting appliances
- Fire drills and tests
- Information on key people e.g. supervisor, first aider, fire warden, safety advisor or representatives
- Supervision arrangements and the procedure for reporting hazardous or faulty conditions or work equipment
- The risks identified by risk assessments, and the measures in place to prevent or control the risks for all the tasks to be undertaken
- Arrangements for reporting an accident, incident or illness and for obtaining first aid assistance
- Arrangements for the provision, use and wearing of personal protective equipment and clothing
- Precautions and instructions for the safe use of hazardous substances
- Measures in place for preventing or reducing risks associated with manual handling or lifting
- Details of the controls in place for the safe use of work equipment and machinery and the safe operation of work-place transport
- The importance of good housekeeping, keeping the work area tidy and safe storage of materials
- Arrangements for personal safety, welfare and personal hygiene arrangements
- Details of any prohibited or restricted tasks, activities, areas or work equipment
- Specific or additional requirements related to the employer e.g. company rules or procedures Employer Health & Safety Assessment/ Vetting Procedure and Monitoring Arrangements/ visits

NWEAT will provide information advice and guidance to employers about their health and safety and other legal responsibilities.

The Assessor/ Coach will make recommendations as to whether training and assessment can proceed in the workplace and will communicate any recommendations to the employer. The Assessor/ Coach will identify if the workplace is accepted, accepted with an action plan or rejected. Where the Assessor/ Coach accept the employer with an action plan, the action plan

will be clearly communicated to the employer and agreed objectives/actions documented with a timescale for each and a review date will be agreed.

The Assessor/ Coach will also identify if there are any significant risks presented to NWEAT staff and will document the risk control measures.

All staff working on the premises of remote employers will report to their Line Manager any concerns or hazards which could put themselves or learners at risk.

Reporting of Incidents

Employers and Partner organisations are required to keep records of all accidents, incidents, 'near misses' and reports of bullying and harassment involving learners.

Supervision

Supervision levels must be appropriate to the risk identified and the individuals' capability, needs and experience.

Once the learning plan is in place, the learner should receive on-going information, instruction and training to enable him or her to work and learn efficiently and safely.

Learner Assessment

The learner's developing understanding and awareness of key health, safety and welfare issues should be assessed and evaluated on an on-going basis.

Learner Induction, assessment and monitoring procedures

We will ensure that learners are informed about their rights and responsibilities as part of their induction onto their learning programme. Additionally, learner initial assessment will be carried out and documented and will consider the individuals training and support needs in relation to health and safety and safeguarding.

The Assessor/ Coach will ensure that the learner has received an induction into working safely by their employer before assessment takes place. The induction will consist of ensuring that the learner is aware of their own organisations policies and procedures and establishing their current level of understanding and identifying any training they may require.

The Assessor/ Coach will ensure that learners demonstrate a good understanding of health and safety as well as demonstrate safe practice and safe behaviours in their work and learning. It is the responsibility of the Assessor/ Coach to establish any additional training or support needs and arrange this with the employer throughout the learning programme.

The Assessor/ Coach will ascertain at meetings with learners if they have been involved in any accidents at work and will check if this has been reported and relevant documentation completed (i.e. accident and incident reports, RIDDOR reportable) and will discuss with the manager any investigation carried out and the outcomes. It is however, expected that

employers and learners will notify the provider immediately of any accidents and incidents that learners are involved in.

The Assessor/ Coach will also check the learners understanding of health and safety and the concept of the safe learner during the formal progress reviews by asking specific questions and will document their responses. The Assessor/ Coach will also ask the learner how safe they feel in their work environment and give them the opportunity to raise concerns around bullying or harassment and give them the opportunity to be able to speak to someone privately about this subject. The Assessor/ Coach will identify if the learner needs further training, advice or guidance in relation to health and safety and safeguarding. Any concerns about health and safety or safeguarding must be reported immediately to the Designated Safeguarding Officer and/ or the Health and Safety Officer and appropriate action taken.

Learners will be invited to complete induction and final evaluations which us to monitor the effectiveness of inductions and learning programme in providing information, advice and guidance about health and safety and in establishing if learners understanding of health and safety has been raised. Results will inform the self-assessment report (SAR).

On programme interviews will also be carried out with learner randomly and questions are asked about how safe learners feel in their environment, if their awareness of health and safety has been raised and what could be improved. They are also asked if they have experienced any form of bullying and harassment in their workplace. This information is analysed and reported through the learner voice and informs the self-assessment report (SAR).

All employees including apprentices and learners will be informed of this policy, risk assessments and control measures. All new employees will complete a programme and have health and safety arrangements explained to them by their line manager.

Employees and learners will be coached in the correct use of equipment prior to its use, where appropriate. A record of employee's training and instruction will be kept in the individual's Training/ Personnel file.

The provider/ employer will ensure that employees and learners can carry out every required task in Health and Safety terms to the required standard, demonstrating competency.

Risk Assessments

Specific training and instruction will be provided as appropriate to the employees and learners as identified in risk assessments. This will include training, as appropriate, in:

- health and safety arrangements
- employee/learner responsibilities
- control measures following risk assessments
- safe use of equipment (including display screen equipment where appropriate and electrical safety)

- accident and first-aid arrangements
- fire arrangements

Guidance

Any employee/learner who is uncertain of how to do a job safely must ask the relevant responsible person. Anyone who wants further training in health and safety is encouraged to request it.

17. Hazardous Substances

Risk assessments for all hazardous substances will be completed, where appropriate, and kept in the Health and Safety file. Employees and learners must follow guidance identified following the completion of risk assessments to ensure they do not expose themselves or others to an unacceptable level of risk.

If an employee or learner feels ill because of using a substance, they must report it to the nominated responsible person, who will record this in the accident book so that the matter can be investigated.

If an employee or learner is uncertain about the use of any substance they must seek advice from the nominated responsible person before using it.

18. Manual Handling

Employees and learners must not move any load, which they think may cause them an injury. Training will be given to employees in safe working methods, where appropriate.

Any employee or learner who is injured during any manual handling operation must report it to the relevant person who will record it in the accident book.

Two person lifts are to be encouraged, where practical. The Company will fulfil the requirements of the Manual Handling Operations Regulations.

19. Employee and learner responsibility

Below is a list of some of the basic rules for employees and learners to follow:

- keep your work area clean and tidy, particularly from things likely to cause injury
- always use equipment the way described in instructions
- follow the safety procedures and rules from the risk assessments and ask if you are ever uncertain
- never interfere with equipment, electricity or any safety features
- report any defects or damage to equipment

- do not put yourself or others at risk by engaging in horseplay or substance misuse

It is a requirement of employment for employees to abide by health and safety rules. Any employee breaching safety rules will be subject to disciplinary procedures.

Any employee or learner who notices a hazard must report it immediately. We encourage suggestions from employees and learners to promote good practice in Health & Safety to support both our Health and Safety and Safeguarding practice.

It is a requirement of all employees and learners to abide by health and safety rules, as agreed at their induction. Any employee or learner seriously breaching safety rules may be required to leave their employment or learning programme.

20. Electricity

Any defects or damage to electrical equipment must be reported immediately by staff to the relevant person. Anyone suffering an electrical shock must report this as an accident.

A competent electrician or an electrical contractor will carry out any necessary electrical work. No employee must carry out electrical repair work for themselves.

Electrical equipment that requires testing and inspection will be marked and a record kept of the result. Any records will be kept in the Health and Safety file.

The Company will fulfil the requirements of the Electricity at Work Regulations.

21. Maintenance of Premises

The Health and Safety Officer will liaise with staff and employers to ensure all premises are maintained in a safe and healthy condition at all times. Employees must take responsibility for general housekeeping, cleanliness and tidiness.

Adequate welfare facilities, toilets, drinking water, washing facilities, etc. will be provided at all delivery sites including satisfactory working environment with adequate temperature, ventilation and lighting. Any defects or damage to the premises or its fixtures and fittings, must be reported by employees and learners to the relevant manager as well as to the premises' facilities manager if appropriate.

22. Lone Working

A lone worker can be defined as someone who works by themselves without direct supervision. Remote working is also the term used for employees who work away from their main office base on a regular basis in either a part-time or full-time capacity.

To prevent serious incidents occurring organisations are required to ensure the safety of all staff who work alone. This is done by carrying out an assessment of the risks to staff. Organisations should then put measures in place to reduce the likelihood of these incidents occurring, such as contingency planning, assessment of risk, staff keeping in regular contact. Staff must also play their part in maintaining their own personal safety by adhering to the safety measures put in place by the organisation to protect them, for example, phoning in on time, using equipment correctly, reporting areas of concern.

The Health and Safety Executive (HSE) defines lone workers as "those who work by themselves without close or direct supervision".

A risk assessment is an important step to identifying all the risks associated with lone working. There are no legal duties on employers specifically in relation to lone working and no legal bar to people working alone. However, there is legislation to ensure a safe working environment. The following are relevant.

Health and Safety at Work Act 1974

All employers have a duty to maintain a safe working environment 'so far as reasonably practicable' for their employees under the Health and Safety at Work Act. This means that employers are expected to protect their workers against risks to their health and safety.

The Act also expects that the working environment is safe and that training to ensure the health and safety of workers is carried out. These requirements are not only for office-based staff but lone workers and the environments they encounter too.

Management of Health and Safety at Work Regulations 1999

The regulations make it clear what employers must do under the Health and Safety at Work Act, the main requirement of which is to assess all the risks to the health and safety of their employees and, if the organisation have more than five employees, to record the outcomes of the assessment. The risk assessment should identify the risks associated with lone working, outline any safety measure that can help to reduce the risk and ensure that the safety measures are put into practice and reviewed regularly to make sure they are still valid.

If the risk assessment shows that the risk is too hazardous for one lone worker to manage alone, other arrangements will need to be introduced. The regulations also expect employees to take reasonable care for their own personal safety.

Health and Safety (First Aid) Regulations 1981 (updated 2015)

The regulations require employers to provide first aid equipment so that emergency first aid can be received by employees if needed. This could include the provision of first aid equipment in the car for lone workers travelling alone in case they are involved in accidents and incidents.

Provision and Use of Work Equipment Regulations 1998

If lone workers use equipment in the course of their working day, the regulations require the risks to the health and safety of employees to be assessed. This is to ensure that the equipment is safe, suitable, regularly maintained and is used only by those who have been specifically trained in its use.

It is the responsibility of NWEAT to ensure all employees, learners (including apprentices at work) and associates are in a safe working environment. Due to the nature of the business, there are many instances when remote working may be necessary. Please see supervision of apprentices for further detail.

You are encouraged to suggest improvements to the Health and Safety policy and suggestions should be made to Stan Hicklin. We include this in our surveys/ feedback and learner voice.

23. Discipline

Any breach or non-observance of the Health and Safety policy constitutes a disciplinary offence, in respect of which you may, in an appropriate case, be dismissed.

24. Display Screen Equipment

We have particular obligations where employees habitually use display screen equipment as a significant part of normal work. Workstations and work routines will regularly be reviewed to ensure that they comply with the law and to ensure that the employee has adequate breaks from the use of display screen equipment. Regular and proper training will be given to minimise Health and Safety problems.

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