

Managers Guide to Health and Safety

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Summary of Changes

Section	Change
All	New procedure



Mangers Guide to Health and Safety

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1.0 Introduction

Ark managers are required to have suitable and sufficient health and safety competence and have an awareness of the shared responsibilities with others regarding the workplace they are responsible for.

Ark managers are also required to communicate regularly with staff and others on health and safety matters that affect the workplace.

A summary of a managers H&S duties is available in Appendix 1.

1.1 Manager Responsibilities

Ark manager responsibilities include:

- supporting the Health and Safety Policy and the arrangements described in the associated policies;
- monitoring that employees are following agreed health and safety procedures;
- identifying hazards, approving and monitoring risk assessments;
- communicating health and safety policies and consulting with their own employees, Ark health and safety manager and senior managers;
- considering the suitability and competence of employees when selecting and placing employees at work;
- employees receiving the necessary information, instruction, training and supervision to carry out their work safely and without risk to health;
- Contractors or work related visitors receiving information to carry out work safely and without risk to Ark staff and supported people.
- considering the needs of employees who are owed an extra duty of care e.g. inexperienced or new employees with a disability, young persons, pregnant women and nursing mothers, agency, relief and temporary employees;
- taking disciplinary action where necessary if any employee persistently disregards health and safety procedures or jeopardises the health, safety or welfare of themselves or others; and
- knowing your own limits of expertise and knowing when to obtain further advice from the health and safety policies, their Ark manager and Health and Safety Manager.

1.2 How to Achieve Compliance

In order to comply with Ark H&S policies, managers should ensure that :

- there is a health and safety induction and training available for all employees;
- all incidents are reported and investigated as appropriate;
- they consult and communicate with all appropriate parties;

- workplace risk assessments are completed and shared with staff ;
- they monitor and review any safe systems of work within their area;
- workplace inspections and checklists are carried out regularly;
- all H&S records, documents and systems are kept up to date and easily accessible using the general drive or AIMS to store information; and
- contractors and work related visitors read Ark Health and Safety Induction Sheet (See Appendix 2).

2.0 Health and Safety Training

As a manager you have to monitor that your employees receive suitable and sufficient training in order for them to work safely, this includes induction training not only for all new employees.

It is particularly important that new employees are suitably trained before 'work' commences. shadowing, carried out with new employees by trained Ark staff can be undertaken before specific training is completed by the new employee.

New staff must complete e-learning modules using Learnpro that are relevant to their role and refresh these at the timescales agreed within the training materials.

Other training requirements will be identified for each post and for each person during supervision meetings and will be dependent on the regulatory and service requirements

Work task risk assessments will also identify the training required to control any H&S risks identified.

3.0 Incident Reporting

It is the responsibility of the manager to monitor that all incidents are recorded following Ark's Procedures in HS04 Incident Reporting Policy and Procedure.

Managers have to be confident that employees, contractors and work related visitors have the knowledge and awareness of the need to report and record all incidents as well as knowing how to report and record incidents with enough details for the manager to complete a follow up or an investigation.

All incidents should be investigated to a degree suitable for the level of incident. An incident resulting in a major injury is more likely to require a full investigation compared to a minor injury occurrence.

4.0 Consultation and Communication

Effective consultation and communication with employees, contractors and work related visitors is an important part of successful management, and consulting and communicating health & safety is a vital part of this.

As a manager, you are an important link in the Health and Safety Management System and are responsible for keeping your employees informed of current health and safety procedures, issues and any additions or changes which may be made.

Effective communication is vital to achieve this and includes consulting with employees on the safety systems in place and their views on prospective new procedures and measures.

The means of consulting with employees will include the following:

- having health and safety as a standing item on team meeting agendas;
- discussing health and safety at supervision meetings;
- health and safety alerts;
- manger information sheets ;
- the health and safety newsletter; and
- documents and information on the general drive (available to all locations via citrix).

5.0 Risk Assessment

Risk Assessment is the basis of all good health & safety management procedures. It is vital that not only are risk assessments conducted and communicated but that any required workplace precautions are implemented, monitored and reviewed regularly.

Managers have a responsibility to ensure that risk assessments are carried out on all their work activities. Part of the risk assessment process is to have elimination or control measures to, preferably, eliminate or reduce the level of risk. It is the Manager's responsibility to ensure that these are implemented and that all employees are following these.

There are various generic risk assessments covering a variety of general and specific tasks available for managers in the H&S folders in the general drive to use and adapt for their workplace.

Risk Assessment is covered in detail in HS03 , and also in the Your Home, My Workplace policy HS19.

A summary of these workplace risk assessments are detailed in Appendix 3.

6.0 Inspections / Checklists / Auditing

6.1 Inspections

Care Homes / House of Multiple Occupancy / larger offices should be inspected quarterly for physical hazards. These inspections can be completed electronically and stored in your service regulatory folder in the general drive for review and auditing.

Smaller Offices can be inspected every six months if there a few or no hazards identified.

As the majority of Ark's workplaces are actually the private homes of people we support, The frequency of the inspections depends on the commission, hazards and risks identified And inspected quarterly as a minimum using the inspection template available in HS19.

Any hazards identified during inspections should be actioned by removing the hazard if it can be done easily, contacting Ark Assets team for repairs if it an Ark property, contacting the owner or landlord of an non-Ark property, contacting Ark H&S manager for advice or referring to medical professionals.

Managers must keep records of inspections, actions and who has been contacted to assist with hazards identified after an inspection.

6.2 Checklists

Are a form of risk management that is used to confirm that H&S policies and higher risk work tasks are carried out safely and recorded for auditing purposes.

Ark has a H&S policy checklist for managers to complete on a quarterly basis to use as a guide for compliance. This policy checklist is stored in the service regulatory folders in the general drive.

Ark Care Support has a range of work task checklist available for staff to use that include tasks such as wheelchair checks, hot water temperature testing, and lifting equipment.

6.2 Checklists

The health and safety manager will carry out audits of a service`s H&S management system every 2 to 3 years with the view to assisting managers with their health and safety management practices.

Ark H&S safety audits can highlight good practices and share these practices throughout the organisation but also identify areas of non-compliance that need actions locally or nationally.

7.0 Implementation and Review

7.1 Implementation

The Chief Executive is responsible for ensuring that this policy, and the procedures that support it, are followed by all employees and Board Members.

7.2 Review

The Chief Executive will ensure that this procedure is reviewed at least every three years, and that any amendments required are submitted to the Board of Management for approval.

Appendix 1

Summary of Health and Safety Duties

Task	Description	Where found	Frequency	Format
Work Task Risk Assessment	Looks at the hazards and significant risks for all general work tasks, advises on risk controls.	General Drive. Risk Assessment HS03 P&P.	Before new work tasks undertaken. Reviewed annually or if any significant changes.	Generic risk assessments conducted, can be specific if required.
Legionella Management	Risk of Legionella colonisation in water systems	Legionella Procedure M19 On site log book	Weekly / Monthly /Annual tasks by staff and specialist contractor.	Recording and risk assessment in on site log book .
Workplace Inspections	Inspection of physical aspects of the workplace.	General Drive	Quarterly/Six Monthly	Inspection template
Supported person`s home inspections	Inspection of physical aspects of person`s home.	Care & Support. Your Home, My Workplace HS19.	In agreement with commissioners and supported person .	Inspection checklist sheets.
Fire Risk Assessments	Looks at the fire hazards and significant risks for all general work tasks, advises on risk controls.	General Drive. Fire Safety HS05 P&P.	Reviewed annually or after any significant changes.	Fire risk assessment template.

Task	Description	Where found	Frequency	Format
Fire Safety	Use Fire Log Book to develop emergency evacuation procedures, know of signs and routes, checking fire eqpt e.g. extinguishers, detectors etc.	General Drive. Fire Safety HS05 P&P.	Reviewed annually or after any significant changes.	Fire Log Book for each workplace.
Display Screen Equipment, DSE	Assess workstations and DSE users. Must be specific – not generic.	General Drive DSE HS09 P&P.	Reviewed annually, or after any significant changes.	Workstation Assessment template.
Moving and Handling	Assess all aspects of moving & handling. Must be specific.	General Drive. M&H HS08 P&P.	Reviewed annually, or after any significant changes.	Generic Risk Assessment.
Lifting equipment risk assessment	Equipment used for work tasks using lifting equipment e.g. hoists should have specific assessment and checklist.	General Drive. Work & Lifting equipment HS13 P&P	Reviewed annually, or after any significant changes.	Generic Risk Assessment and Checklist.
Lifting equipment inspection testing	All lifting equipment must be regularly inspected/tested under LOLER.	General Drive. Work & Lifting equipment HS13 P&P	Frequency depends on use and type. Section within HS13 gives examples.	Should get certificate of inspection from external company.
Smoking	Employees - no smoking	General Drive. Smoke Free HS17 P&P.	Ongoing.	Policy & Procedure.
Smoking	Supported person (and any visitors, occupants of their home)	Support Plan. Smoke Free HS17 P&P.	If smoking habits change significantly.	Generic Risk Assessment. Policy & Procedure.

Task	Description	Where found	Frequency	Format
Electricity	Workplaces i.e. offices etc Visual Inspections. PAT testing.	General Drive. Safety Aspects of Building Maintenance P&P HS15. Office Safety HS18 P&P.	Each time used/moved. Office Safety quarterly inspections. as per policy or items identified.	Generic Risk Assessment. Policy & Procedure.
Electricity	Supported people's homes – visual inspection	Care & Support. Your Home, My Workplace HS19.	Service users appliances – visual inspection regularly depending on use by support worker.	Your Home My Workplace Policy.
Lone Working	Lone worker as per definition.	General Drive. Smoke Free HS12 P&P.	Specific to each circumstance	Specific work task risk assessment.
Stress	Work and non-work factors Procedures to identify and manage stress.	General Drive. Stress at Work HS20 P&P.	Specific to each circumstance.	Extra Duty of Care Assessment.
Incident Reporting	All incidents to be reported on reporting template . RIDDOR's to HSE.	General Drive. Incident Reporting HS04 P&P.	Every incident, including near miss recorded on spreadsheet every 3 months.	Reporting Template Incident Reporting Spreadsheet .
Control of Infection	Establish procedures to control infection following those given in section of H&S manual	General Drive. Control of Infection Policy HS10 P&P.	E learning modules to be completed every 3 years. Coronavirus e-learning every 3 years.	Learnpro Infection Control Manual . Risk Assessments.
Managing Aggression at Work	Part of work task risk assessments identifying areas of high risk.	General Drive. Managing Aggression at Work HS11 P&P.	Specific to each circumstance.	Specific work task risk assessment

Task	Description	Where found	Frequency	Format
First Aid	For identified employees	General Drive. First Aid HS14 P&P.	First aid training where identified. Refresher training for identified employees every 3 years.	Workplaces should have notices. Certificated training.
Hazardous substances	Biological and chemicals considered hazardous identified and assessed – generic. Use information on hazard data Sheets.	General Drive. COSHH HS07 P&P.	Before use. Reviewed regularly and after any significant changes.	Generic risk assessments conducted, can be specific if required.
Use of vehicles for business use	20% annual audit of driver licences and insurances Drivers to sign Driving for Ark Agreement.	General Drive. Use of Vehicles at Work HS22 P&P.	Start of employment and random checks to identified staff that drive for Ark.	Driving for Ark Agreement. Manager checks, forms available in HS22.
Office Safety	Tripping, lights, furniture - partly workplace inspection checks. Includes a bit of most other topics	General Drive. Office Safety HS18 P&P.	Six Monthly Inspections	Inspection Template in HS03.
Garden and Outdoor Areas	Particularly when staff are assisting in garden activities during support e.g. grass cutting, weeding, barbecues etc	General Drive. Your Home, My Workplace HS19 P&P.	Specific to each circumstance.	Generic risk assessment for employees. HS19 record sheet

Task	Description	Where found	Frequency	Format
Gas Safety	Landlord duty, assist residents with landlord and private home owners with suppliers where required.	General Drive. Your Home, My Workplace HS19 P&P.	Annual servicing, particularly boilers and fires were identified as part of commission.	Resident will get an inspection certificate
Asbestos Management	Landlord duty, Ark assists residents with landlord. Main risk to Contractors drilling through walls etc Old garages/sheds removal – specialist companies.	General Drive Safety Aspects of Building Maintenance HS15 P&P.	Buildings require asbestos survey and register. This includes Housing, but should be carried out before any ‘invasive work’ is started e.g. anything which means disturbing wall cavities.	Regulatory standards for asbestos management and removal.
Food Safety & Food Hygiene	Preparing and storing food, cleaning schedules, fridge temperatures	General Drive. Food Safety HS06 P&P	E learning module to be completed every 3 years.	Record sheets
General Maintenance – ARK properties	Any kind of general maintenance work	Safety Aspects of Building Maintenance HS15 P&P. Maintenance Policy M01 P&P.	Ongoing.	Policy & Procedure
Safety Information to Contractors and Work Related Visitors	Basic safety information to anyone who is not an Ark employee who is carrying out work related activities in Ark premises.	General Drive. Appendix 2 of this P&P	When new contractor or new work related visitor arrives to start work.	Induction sheet – record of people who have read Induction noted in communication book

Appendix 2



Contractor / Work Related Visitor Safety Induction

General Information
Give contractor/ work related visitor your name and contact details.
Advise contractor/work related visitor of any specific hazards on the premises.
Take reasonable care of their own and others health and safety at Ark premises.
Take notice of health and safety signs displayed throughout the building.
Ask contractor / work related visitor to contact you when they leave the premises
Emergency Procedures
Explain what the emergency procedures are for the area of the premises you are working in.
Explain if they discover a fire to sound the nearest alarm, do not put themselves at risk, or if they hear the fire alarm leave the premises following the fire exit signs to the nearest assembly point.
In the event of an emergency they do not re-enter premises unless told to do so.
Entrances and Exits
Ask the contractor / work related visitor if they are blocking escape routes during work, and discuss what actions you can take for alternative routes.
Safety Signs
Ask the contractor if they have signs to alert Ark staff and residents of a hazard in the area.
Incident Reporting
Report any incidents or accidents on Ark premises to the manager.
First Aid
Have you discussed who the first aiders are and how to obtain treatment.
Are they aware of the location of the first aid facilities / kits.

Discuss this Induction with the contractor/work related visitor and note this in your communication book kept on premises.

Appendix 3

Summary of Types of Risk Assessment

	Workplace Inspections (Risk Assessments of Areas)	Work Task Risk Assessments (Including risk assessment of equipment)	Fire Risk Assessments	Legionella
When introduced	Introduced by the Health and Safety at Work Act 1974.	Management Regulations 1999. COSHH 2002. Moving and Handling, DSE, Work Eqpt, Lifting Equipment, Lone Working etc .	Fire Safety (Scotland)) Regulations 2006.	Legionella Approved Code of Practice L8
Enforced by	Enforced by HSE.	Enforced by HSE.	Enforced by Scottish Fire and Rescue Service.	Enforced by Environmental Health Departments .
Whose responsibility	Responsibility of Management.	Responsibility of Management.	Responsibility of Management.	Responsibility of Management.
Active parties	Conducted by Management / Delegated Staff.	Consultation with employees and specialists as appropriate.	Consultation with employees and specialists as appropriate.	Consultation with employees and specialists as appropriate.
Frequency	Quarterly/Six Monthly.	Reviewed at least annually or after any significant change.	Reviewed at least annually or after any significant change.	Reviewed regularly and after any significant change.

	Workplace Inspections (Risk Assessments of Areas)	Work Task Risk Assessments (Including risk assessment of equipment)	Fire Risk Assessments	Legionella
Content	Walk through inspection looking for physical hazards e.g. damaged cables , trip hazards etc.	Looks at the hazards and significant risks for all general work tasks, advises on risk controls. Subject assesses specifically for that hazard.	Looks at the fire hazards and significant risks for all general work tasks, advises on workplace precautions	Looks at the water safety and hygiene hazards and significant risks, advises on workplace precautions.
Forms	Inspection and Checklist templates useful to cover all areas and record any findings.	Must be written or held electronically, format should include workplace precautions. Templates available.	Must be written or held electronically, format should include workplace precautions. Fire Risk Assessment Template available.	Must be written, format should include workplace precautions. Legionella Log Book for monitoring and recording of temperatures and flushing of infrequently used outlets.
Recommendations	Action plan produced. Recommendations prioritised, people identified to action, recommendations.	Action plan produced. Recommendations prioritised, people identified to action recommendations.	Action plan produced. Recommendations prioritised, people identified to action recommendations.	Action plan produced. Recommendations prioritised, people identified to action recommendations.

