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HEALTH AND SAFETY POLICY

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Public Services Ombudsman For Wales
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Public Services Ombudsman For Wales (PSOW) has made every effort to ensure that the information contained within this publication is accurate. Its content should be used as guidance material and not as a replacement for current regulations or existing standards.

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Reviewing Procedure

1. This Health and Safety Policy will be formally reviewed every 12 months by the Ombudsman in conjunction with the Safety Advisers of the PSOW and any alterations ratified as necessary.
2. The Directors on the recommendation of the Safety Advisers will consider any alterations and amendments which become essential between review dates.
3. The issue of the Health and Safety Policy and any amendments thereto shall be made solely by the PSOW.

AMENDED		
<i>Date</i>	<i>Name</i>	<i>Signature</i>
<i>6 September 2006</i>	<i>A Walsh</i>	
<i>14 February 2007</i>	<i>A Walsh</i>	
	<i>A Walsh</i>	

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PART I

POLICY STATEMENT

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General Policy Statement

Health and Safety at Work etc Act 1974

Overall and final responsibility for health and safety in PSOW is that of Adam Peat who is the Ombudsman.

The PSOW will comply with the *Health and Safety at Work etc. Act 1974*, Regulations subsequently laid under it and other relevant legislation and meet the standards required therein.

The objective of this policy is to attain and maintain high standards of health and safety performance throughout the PSOW and detail the standards expected of employees and sub-contractors who under take work on the Ombudsman's behalf.

Hazards will be identified and the risk of injury, disease or dangerous occurrence will be minimised by the achievement and maintenance of high standards of health and safety. These standards will be attained, so far as is reasonably practicable by:

- The provision and maintenance of equipment and systems of work that are safe and without risk.
- Adequate arrangements for the regular assessment of work activities in order to identify associated hazards and control the risks arising.
- Arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage, transportation and disposal of articles and substances.
- The provision of such information, instruction, training and supervision as is necessary to ensure the health and safety of employees of the PSOW.
- Providing any necessary personal protective clothing and equipment required as the result of a risk assessment.
- The maintenance of the PSOW offices in a condition that is safe to use and without risk to health, and the provision and maintenance of means of access to and egress from it that are safe and without risk.
- The provision and maintenance of working environments that are without risk to health and adequate with regard to, First Aid; Fire Prevention and Control; Welfare Facilities and Arrangements for employees of the ombudsman.
- The cooperation of employees of the PSOW to enable statutory obligations to be met.
- A visible management commitment to high standards of health and safety achieved through monitoring performance and the continuous improvement of the health and safety culture throughout the PSOW.
- Continued monitoring of performance of managers in supervising implementation.

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The policy will be kept up to date, particularly if staff numbers change. To ensure this, the policy and the way in which it is implemented will be reviewed regularly.

The allocation of duties for safety matters and the particular arrangements made to implement the policy are set out below.

Signed

Date

Mr Adam Peat

PART II

RESPONSIBILITIES

AND

DUTIES

Chain of Responsibility

1. The overall responsibility for health and safety lies with the Management Team. The Ombudsman will keep the Management Team advised as to their responsibilities, and those of the organisation, in respect to health and safety matters.
2. The Ombudsman's safety Advisers, Wilkins Health & Safety Services, The Old Dairy Suite, Underhill Farm, Low Ham, Langport, Somerset, TA10 9DP., will advise on all matters of Health and Safety and liaise with the Director of Investigations and Corporate Services who shall act as Safety Director under this policy and Union Representatives
3. The Directors will be responsible for the organisation of health and safety within their departments. They are responsible for implementing all health and safety regulations, giving advice and guidance. They will co-operate with Wilkins Health & Safety Services., HSE Inspectors and Environmental Health Officers.
4. The Union Representatives will liaise with Wilkins Health & Safety Services and the Directors.
5. Employees will sign a declaration that they understand the PSOWs Safety Policy, Site Emergency Procedure, Service users Safety Rules and are conversant with the Health and Safety at Work Act 1974, and the appropriate Statutory Regulations governing their operations. Employees will be provided with sufficient information, instruction and training in these before being required to sign such a declaration.
6. Wilkins Health & Safety Services will employ Safety Advisers to make frequent inspections and report each time, in writing, to the Safety Director.

Corporate responsibilities will be in particular:

1. To observe the requirements of the *Health and Safety at Work Act 1974* and all other relevant legislation, Codes of Practice, Health and Safety Executive Guidance Notes and to consider recommendations of H.S.E. Inspectors and Environmental Officers during visits.
2. Ensuring the control of risks to health in handling, storage, and the transportation of materials, articles and substances.
3. To carry out and provide Risk Assessments, COSHH Assessments, Manual Handling Assessments and other assessments as necessary, and in consequence safe systems of work, preparing and providing method statements as required.
4. The provision of adequate information, instruction, training and supervision to ensure the health and safety of employees and any other person.
5. The provision of any necessary Personal Protective Equipment (PPE).
6. The encouragement of discussion of safety matters between and within PSOW, and close liaison with Wilkins Health & Safety Services.
7. To permit safety representation by the employees in accordance with such regulations as the Secretary of State has prescribed.
8. The provision of adequate welfare and First Aid facilities including trained First Aider(s) as required by the relevant statutory provisions.
9. To take all reasonable steps to prevent injury or damage to any person and adjacent property affected by their operations.
10. To bring into effect proper procedures to comply with the *Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995* and to include where appropriate the investigation and reporting of the same.
11. To co-operate with Local Authority and Fire Prevention recommendations and ensure that requirements under the *Fire Precautions (Workplace) Regulations 1997* and other relevant statutory provisions are met. This will include the provision of a fire risk assessment. To have contingency plans/procedures for dealing with such risks including the training of employees as necessary and the monitoring of all equipment involved in accordance with the manufacturer's recommendations.
12. To ensure as far as is possible that PSOW will not allow its employees, subcontractors and others engaged to carry out work or operations, whilst under the influence of alcohol or controlled substances (drugs). Supervisors are required to report all cases of suspected alcohol or drug abuse, allergies, or medication likely to affect the employee's health and safety at work of which they are aware to the Safety Director.

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13. To comply with any special requirements required by the Service user, the Police, HSE or the Local Authority whilst operating in hazardous or sensitive areas.

The Ombudsman's Duties – Mr Adam Peat

1. To provide staff with a safe and healthy environment and culture in which to work
2. To provide a visible management commitment to higher standards of health and safety achieved through monitoring performance and the continuous improvement of the health and safety culture throughout the organisation
3. To monitor the effectiveness of the Safety Policy through meetings with directors, staff, Trade Union Safety Representative and his Safety Advisors and to make revisions as necessary.
4. To ensure all PSOW employees are aware of the Safety Policy and understand individual duties.
5. To analyse the Inspection Reports and any accident or dangerous occurrence report and to ensure that corrective action is taken.
6. To ensure adequate arrangements are made for Health and Safety training of all employees on a regular basis as required by the relevant statutory provisions.
7. To ensure that the main office documentation relating to accidents, diseases, insurance, training, equipment registers and certificates are maintained and to ensure that notification and reporting procedures to the relevant statutory authorities are carried out.
8. To keep the Senior Management team advised as to their responsibilities, and those of the PSOW, in respect to health and safety matters.
9. To ensure adequate financial arrangements are made to meet statutory requirements.
10. To ensure that the management of health and safety within the PSOW is periodically audited so that high standards of health and safety performance are maintained, and areas where improvement is required are identified.

The Safety Advisers Duties – Wilkins Health & Safety Services

1. To advise when required on safety matters.
2. To carry out regular inspections, where required, with the Directors, Investigators, Trade Union Safety Representatives, or other person, and to discuss and advise on matters affecting health, safety and welfare.
3. To notify the Safety Director of all defects found and provide a signed report on site, with copies for the Ombudsman and Wilkins Health & Safety Services's office records.
4. To notify the Safety Director if serious defects are continually not remedied.
5. Immediately to contact the Ombudsman if situations are found, that in the opinion of the Safety Advisor, are dangerous enough to warrant the stopping of any operation.
6. To advise safety training requirements for new entrants and all employees.
7. To supply all relevant statutory documents in accordance with the regulations, if requested by the Ombudsman.
8. In accordance with the agreed criteria, to carry out investigations into and report on Dangerous Occurrences and Serious Accidents, as required.
9. To check documentation is being completed correctly and where necessary to ensure that risk assessments and method statements are available.
10. To carry out inspections of offices, service user's premises etc as required/requested by the Ombudsman.

It must be noted that whilst the Safety Advisor can help the Ombudsman and advise him, the overall responsibility legally still remains with the Ombudsman

**Director' Duties – Director of Investigation & Legal Adviser - DILA
Director of Investigation & Corporate Services - DICS**

- Numbers 1 to 6 are duties applicable to both Directors.
 - Numbers 7 to 17 apply primarily to DICS as Safety Director under this Policy but apply to DILA in his absence
1. To encourage good health and safety practices by their staff and to assess their competence.
 2. To attend management health and safety training sessions.
 3. Monitor risk assessments, ensure all controls are adequate and work equipment is maintained and serviced.
 4. To ensure adequate financial provision is made in respect of health, safety and welfare prior to contract start date.
 5. To co-operate with Statutory Authorities.
 6. To ensure that the office is tidy and well maintained and that all combustible rubbish is properly disposed of regularly.
 7. To monitor the implementation of the PSOW's Safety Policy and relevant statutory obligations.
 8. To ensure agreed methods of work, Codes of Practice, Risk Assessments, Method Statements are adhered to and all Registers and Records are kept up to date
 9. To ensure that staff are given precise instructions in respect of health and safety.
 10. To organise and co-ordinate work at service user's premises with minimum risk to health and safety.
 11. To ensure persons are appointed under the *First Aid Regulations 1981*, and display their names and location of First Aid containers.
 12. To ensure that information, instruction and regular training is given, monitored and recorded, to employees and new entrants, having due regard to site changes, alterations in work practices, equipment and changes in responsibilities.
 13. To ensure the supply of materials, amenities and equipment to meet all relevant statutory obligations.
 14. To make provision for special requirements laid down by contractual arrangements when operating at hazardous or sensitive sites.
 15. To ensure that visitors and inspectors to the office are properly met and that a record of all visitors to the office is maintained. To appoint a competent person to take charge during temporary absences. To rectify as a matter of high priority all defects notified by the Trade Union Safety Representatives, Safety Adviser, Health & Safety Inspector and service users representatives.

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16. To discuss with the Safety Adviser site problems in matters relating to health and safety.
17. To make available fire extinguishers, appropriate to the risk, and provide for display an 'Emergency Procedure' notice.
18. The Safety Director will report quarterly to the Ombudsman at a formal meeting of the Management Team on H+S performance against this policy

The Employees' Duties

1. To comply with the PSOW's Safety Policy, risk assessments and operating procedures (method statements).
2. To be aware of notices displayed in the workplace, offering information and advice.
3. To use (and not misuse) suitable work equipment and any safety protection and clothing provided
4. To keep work equipment in good condition and report defects. Where a defect poses any risk the equipment should not be used until it has been repaired.
5. To report any accident, dangerous occurrence or dangerous condition, to a Director.
6. To take care of their own safety and that of others.
7. To avoid improvised arrangements which may pose a risk to safety and suggest safe ways of eliminating hazards.
8. Not to operate any work equipment unless authorised.
9. Be aware of, and comply with, any instructions about potential risks from premises or individuals who you are visiting
10. To inform their employer if they suffer from any allergy, health problem or are receiving medication likely to affect their ability to perform their usual duties or to do manual handling tasks.
11. Inform employers of relevant previous training undertaken and provide such proof as necessary.
12. When working alone and away from the office, to ensure that any appropriate rules set by PSOW are followed.

Protection of Young Persons

PSOW shall ensure that young persons (under 18 years of age) employed by them are protected at work from any risks to their health and safety which are a consequence of their lack of experience, or absence of awareness of existing or potential risks or the fact that young persons have not yet fully matured. Therefore a specific risk assessment must be undertaken before work commences.

Where this concerns a child (someone not over compulsory school age), in addition, this assessment must be communicated to a person having parental responsibility/rights for that child.

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Where the young person is on a 'relevant' scheme i.e. work placement, then the placement organisation must be involved in the assessment process.

Accidents/Dangerous Occurrence Procedures

All persons who are injured are responsible for entering any accident received at work in the Accident Book BI 510 provided, or ensuring that such an accident is recorded on their behalf and reported to management.

In the case of a major accident or dangerous occurrence the management will inform the Ombudsman, the National Incident centre and Wilkins Health & Safety Services - Tel No 08704 030470. Arrangements will be made, if necessary, for a Safety Adviser to visit the scene of the incident to investigate circumstances and report.

The Ombudsman will record the accident and if necessary the form F2508 will be submitted to the National Incident centre within ten days.

Accident and Emergency Recording Procedures

1. Enter all injuries in Accident Book BI 510.
2. Reportable injuries to be notified on the form F2508.
3. Dangerous occurrences to be reported on the form F2508.
4. Work related disease to be reported on the form F2508A.
5. The Safety Director be advised of serious and reportable accidents and occurrences.

Note:

The National Incident contact centre has been set up at Caerphilly to receive reports required under the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995*.

Telephone: 0845 3009923 or Fax: 0845 3009924 or email: riddor@natbrit.com

Accident and Emergency Provisions at the Office

- Appointed Person to be available at the office.
- First aid box maintained and kept in the office.
- Adequate washing facility to be maintained - soap and hand driers and warm water.
- Telephone numbers and details of emergency services to be available.
- Adequate provision of appropriate fire extinguishers with designated trained personnel.
- A fire plan is required to be available with regard
 - a) raising the alarm,
 - b) fighting the fire, and
 - c) evacuation of premises.
- Maintenance of designated means of escape in case of fire.

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Accident and Emergency Provisions for staff visiting service user's premises

- Basic First aid kit to be carried.
- Basic training in first aid will be provided by PSOW
- Correct address of service user's premises to be determined prior to staff visits and a copy of this record left at the office.
- A list of contact telephone numbers and a copy of the emergency procedure plan should be carried.



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Declaration

Public Services Ombudsman of Wales

Employees

I hereby declare that I have received sufficient training, information and instruction in and a copy of, or read and understand the Ombudsman's Safety Policy and that I will observe the conditions and provisions contained therein.

Name:

Signed:

Date:

PART III

APPENDICES

The appendices which follow relate to common practices within PSOW.
Activities which are not covered in these appendices will still require
risk assessment before undertaking those activities

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- A. Information, Training, Consultation
- B. Risk Assessments
- C. Office Safety
- D. Fire Safety
- E. Manual Handling
- F. Work Equipment and its Use
- G. Display Screen Equipment
- H. Electrical equipment
- I. Stress
- J. Aggression, Harassment and Violence
- K. Lone Workers
- L. First Aid & Medication
- M. Driving on PSOW business
- N. Hazardous Substances (COSHH).
- O. Personal Protective Equipment at Work
- P. Reporting of Injuries, Diseases and Dangerous Occurrences
- R. Use of interview room

APPENDIX A

Information, Training, Consultation

Safety & Health Information

Copies of this policy are to be available to all PSOW employees and other interested parties.

PSOW is advised by Wilkins Health & Safety Services, which will provide guidance, advice, and information on training and site inspection service and assist with management guidelines and procedures for the implementation of work place health and safety.

Training

Suitable training will be provided to ensure that employees at all levels are:

- Aware of their health and safety responsibilities
- Competent to carry out their duties
- Competent to operate any specialist work equipment.

Suitable induction training will be given to new starters, to ensure that they familiarise themselves with the hazards and precautions relevant to their work, and with this Policy.

Consultation

Employees and self-employed persons working under the PSOW's control will be provided with copies of the General Policy Statement, details of their individual responsibilities and other parts relevant to their work.

Initiatives from employees on safety and health matters are encouraged, and these should be made through normal management channels. The Director of Investigations and Corporate Services, when in the office is available for consultation on any safety or health matter. In his absence Director of Investigations and Legal Advisor may be contacted. Arrangements will be made for consultation with employees as required by recent legislation.

Sub-Contractors

All workers (not employees of PSOW) working directly or indirectly under the control of PSOW shall be required to work to the general standards laid down in this section of the Health and Safety Policy. These standards apply to the employed and self-employed. Failure to employ the good practices herein described may result in contracts being determined or other sanctions being employed by PSOW to restore the requisite safety standards to site.

All workers on site shall be subject to an induction and consultation procedure.

Working Time Regulations 1998

PSOW recognises that where employees work excessive hours, there is a risk to their health and safety.

Therefore, procedures will be instigated to ensure that these regulations are fully complied with.

APPENDIX B

Risk Assessment

The Management of health and safety at Work Regulations 1999 require a Risk Assessment of each element of the work and the application of suitable and sufficient or reasonably practicable measures to ensure the safety of employees

General

All activities shall be assessed. The purpose of the risk assessment is to identify hazards, and evaluate the risks arising from them in order to establish the necessary preventive and protective measures to bring health and safety standards up to the minimum legal requirements. Staff will be involved in risk assessments which are relevant to their area of work.

The significant findings of the risk assessment programme shall be recorded and will be brought to the attention of all members of staff.

PSOW undertakes to ensure that, following assessment, all reasonably practicable measures are taken promptly to achieve a safe working environment.

Generally the premises of Listed Authorities can be considered as low risk and normal precautions for working in these environments are sufficient. However, on occasions staff may be required to enter areas of higher risk, for example a hospital laboratory or local authority workshop. In these circumstances the member of staff will familiarise themselves with the risk assessment carried out by the Listed Authority for that area of work and comply with the requirements of that assessment e.g wear appropriate protective equipment. Similar action will be taken when entering a complainant or witness premises which is not a domestic setting. If no risk assessment is available then the staff member will not enter the area until they are satisfied that their safety is assured.

Review of Risk Assessments

Management will review and revise as necessary, any risk assessment;

- On an annual basis or;
- When there has been a significant change to matters to which the assessment relates. This could be by the introduction of a new or revised process or by the introduction of new equipment or;
- Where a specific proposed visit is deemed by the investigator to be sufficiently hazardous during the initial site risk evaluation to require a detailed assessment.



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Any changes or amendments made to the assessments are to be brought to the attention of all concerned.

APPENDIX C

Office Safety

All staff have a duty to assist in minimising the risk of accidents, ill health and fire.

The following rules shall be observed:

- Tripping hazards will be minimised by properly storing materials, limiting trailing electrical cables, closing filing cabinet drawers, keeping staircases and fire exits clear;
- Avoidance of manual handling: Where it has been assessed that there is a risk of injury from manual handling, the first consideration should be whether the load needs to be handled at all, or whether the risk for handling can be minimised by using safer methods of manual handling, e.g. the use of mechanical aids. In all cases, a suitable and sufficient risk assessment will be carried out in accordance with the regulations.
- Chemical hazards will be minimised by correctly storing cleaning and other harmful materials;
- Fire hazards will be minimised by keeping fire doors closed, fire extinguishers in place, paper and other flammable materials tidy, observing the No Smoking policy, and other control measures identified in the Fire Risk Assessment complied with.
- Risk Assessments are to be completed as appropriate.

Safety Signs and Signals

Where risk assessments have identified a risk, which cannot be removed, part of the control measure to reduce the risk shall be safety signs; these shall be either,

Prohibition signs e.g. “No Smoking”, “No Entry” (red signs, round)

Mandatory signs e.g. “Eye Protection”, “Safety Gloves” (blue signs, round)

Emergency signs e.g. “First Aid”, “Fire Escape Route” (green signs, rectangular)

Fire fighting signs e.g. “Fire Extinguisher”, “Ladder” (red signs, rectangular)

All the above will comply with The Health & Safety (Safety Signs and Signals) Regulations 1996.

APPENDIX D

Fire Emergency Legislation

All relevant legislation and Codes of Practice including the *Fire Precautions (Workplace) Regulations 1997* must be complied with, and other relevant statutory provisions are met and co-operating with the Local Authority and Fire Prevention recommendations. This will include the provision of a fire risk assessment, and having contingency plans/procedures for dealing with such risks including the training of employees as necessary and the monitoring of all equipment involved in accordance with the manufacturer's recommendations. All employees are required to make themselves familiar with procedures:

Fire Emergency Procedures – Office

A *fire risk assessment* will be completed.

All staff will be instructed in the 'emergency evacuation' procedures for the office. Emergency evacuation drills will be carried out in accordance with the fire certificate for the premises.

Fire fighting equipment will be provided and maintained for the office.

Fire and emergency evacuation instructions will be posted within the office.

Visitors to the office will be escorted by the relevant member of staff from the office in the event of an emergency.

APPENDIX E

Manual Handling

PSOW will endeavour to provide its staff and sub-contract personnel with a safe and healthy working environment and recognises the importance of implementing the *Manual Handling Regulations 1992*. In all cases, a suitable and sufficient risk assessment will be carried out in accordance with the regulations. All personnel are to:

- Avoid the need to undertake manual handling activities that involve the risk of them being injured. This can be achieved through avoiding the manual activity itself, or, mechanising it so that there is no chance of injury;
- Refer to the risk assessments and control measures necessary to either remove or reduce risks prior to carrying out any manual handling activity.
- Make full and proper use of handling aids;
- Exercise due care and diligence at all times, giving due consideration to others who may be affected by your activities;
- Ask for assistance when lifting or moving heavy objects or awkward loads;
- Inform the supervisor/director of any physical condition suffered that might affect your ability to undertake manual handling operations in a safe and controlled manner.

Manual handling training is to be given to all employees, priority given to those who regularly carry out manual handling tasks. No manual handling task is to be undertaken by anyone who has not received this training.

APPENDIX F

Work Equipment and its use

The Provision and Use of Work Equipment Regulations 1998 impose health and safety requirements with respect to the provision and use of work equipment and in particular: -

- Requires that the work equipment is suitable for the purpose for which it is used or provided.
- Equipment will be maintained in an efficient state, in efficient working order and in good repair.
- All equipment shall be inspected as required by the regulations.
- Where the use of any equipment involves a specific risk to health or safety then its use will be restricted to persons given that task and they will receive adequate training accordingly. This will also apply to any work on this equipment.
- Persons who are required to use work equipment will receive adequate training, information, instruction and supervision as necessary.
- Measures will be taken to ensure that persons are protected against dangerous parts of machinery and also specified hazards as defined by the Regulations.
- Equipment will only be used in a stable or stabilised condition and suitable and sufficient lighting to be available.
- Markings and warnings required for health and safety reasons will be clearly displayed.
- Where deemed necessary appropriate personal protective equipment will be supplied and worn e.g, gloves, goggles, mask, etc.

APPENDIX G

Display Screen Equipment (DSE)

The main risks associated with DSE are musculoskeletal disorders such as back pain or upper limb disorders. *The Health and Safety (Display Screen Equipment) Regulations 1992, as amended*, requires employers to identify 'users' of DSE and make a suitable assessment of their workstations in order to minimise the risk.

Risk Assessments shall follow the same detail as the HSE schedule, as produced in the guidance on the regulations, and shall include assessment of the following: -

1. The display screen
2. The keyboard
3. Any devices plugged in, e.g. the mouse
4. The software
5. The furniture
6. The environment

DSE Assessments will be carried out by PSOW's Health & Safety Advisors within the first 3 months of a new employee being employed and then again if an employee moves to a different work area.

If any employee feels that they are suffering from back, arm, wrist, neck or eye problems that they consider may be as a result of working at their DSE, they must advise management who will then arrange for another assessment to be carried out.

Otherwise DSE assessments will be renewed every two years.

Regular users of DSE are entitled to an eyesight test paid for by the Ombudsman. If spectacles are required specifically for working with DSE the cost of the lenses will be paid for by the Ombudsman.

APPENDIX H

Electrical Equipment and Work

- All electrical work will be carried out in compliance with current legislation and guidance given by the Health and Safety Executive.
- With regard to equipment provided by PSOW, only electrical equipment which has been tested and for which certificates of test are in force as above will be permitted to be used. Personal electrical equipment e.g. mobile phone chargers and HiFi equipment are required to be tested in the same way.
- Electrical hazards will be minimised by ensuring that all cables and connections are sound, equipment earthed and correctly fused, sockets are not overloaded and that water is kept away from all electrical installations. Electrical equipment shall be subject to regular checking, annually, and taken out of service if a fault is identified or suspected. The inspection and servicing to be carried out by competent electrician and no unauthorised person will install, repair or tamper with electrical equipment. All such inspections shall be recorded. ALL personal electrical items used at work e.g. phone chargers, personal hi-fi etc must be checked in the same way
- Electrical equipment or supplies will not be used in such a manner or misused so as to cause danger or injury.
- All persons who use electrical equipment should be reminded of the need to carry out visual inspections.
- All employees using equipment outside the office will carry out a visual check before they use it.
- In addition to the above all equipment and persons must comply with the *Provision and Use of Work Equipment Regulations 1998*.

APPENDIX I

Stress

Stress is defined as the adverse reaction people have to excessive pressure. It isn't a disease. But if stress is intense and goes on for some time, it can lead to mental and physical ill health (e.g. depression, nervous breakdown, heart disease)

PSOW recognises that excessive stress is a major cause of occupational ill health.

- An office wide risk assessment shall be carried out to ascertain whether anyone may be at risk through the PSOW's processes;
- PSOW will design jobs to be within the capabilities that employees can reasonably be expected to have;
- Line managers will take into account the need to minimise stress when allocating work
- Employees may raise concerns about any uncertainties or conflicts they may have in their role and responsibilities with their line manager or with the Safety Director;
- Policies and procedures shall be in place to adequately support employees;
- PSOW management will promote positive behaviour at work to avoid conflict and ensure fairness. Policies are in place to enable and encourage managers to deal with unacceptable behaviour.
- Employees will be consulted, as appropriate, about any significant changes to their duties;

If any employee feels they are suffering from stress, they should report the matter to their line manager who will:

Listen to them to see if the stress is work related and if it is

1. Try to address the source(s)
2. Involve the employee in decisions
3. If necessary, encourage them to seek further help through their doctor
4. Treat the employee with understanding and maintain confidentiality
5. Consult the Safety Director who will if necessary seek professional advice about how best to respond to the employee's needs and where appropriate making a referral to an appropriate specialist
6. Take steps to control any work related sources of stress
7. Consider if other employees are also experiencing stress but haven't reported it yet.

APPENDIX J

Aggression and Violence

Managing violence to staff is covered by the general duties of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Any incident in which an employee is verbally abused, threatened or assaulted by a service user or a member of the public in circumstances relating to their employment is construed as violence or aggression.

PSOW has a policy on Unacceptable actions by Complainants and all staff must familiarise themselves with that policy.

ALSO READ APPENDIX K. ON LONE WORKING

APPENDIX K

Lone Workers

Working alone can create extra health and safety risks.

A risk assessment shall be carried out where lone working is proposed.. This will identify potential hazards, assess the risks involved and put measures in place to avoid or control the risks.

- When the risk assessment shows that it is not possible for the work to be done safely by a lone worker, arrangements for providing back-up shall be in place
- If there is any doubt about a staff members potential safety when carrying out a visit, the interviews should be arranged at the office or, if possible, at another convenient location (e.g. Community Health Council/Local Authority offices)
- In particular, before any visits to a new service user's premises, the member of staff shall endeavour to find out as much information as possible about the service users in order to ensure they are not going into a high risk situation.
- Emergency procedures shall be in place and communicated to all staff at risk.
- A log shall be kept of each employee's daily visits, including the telephone number address and a map if appropriate and details of the vehicle used by the investigator to include make colour and registration number. The log will be left with the employee's manager before departure

SEE MEASURES DESCRIBED IN APPENDIX J- AGGRESSION AND VIOLENCE

APPENDIX L

First Aid and Medication

First Aid

First Aid arrangements shall be in compliance with *First Aid Regulations 1981* and the Approved Code of Practice. Sufficient First Aid arrangements shall be assessed as part of the welfare requirements.

First Aid Kit

Employees working away from the main site shall be provided with a First Aid Kit. The kit will contain (at least) the scale of equipment in accordance with the Regulations.

Body Fluids

It should be noted that there are diseases, which may be transmitted through body fluids, including HIV virus (Aids) and Hepatitis B. During any first aid treatment, care should be taken to avoid the injured person's blood entering into a cut or abrasion and first aiders should wash their hands after providing any treatment.

Medication

No medication of any description shall be offered or administered by any staff to anyone else

Training

The PSOW will provide at least 2 members of staff who are fully trained in First Aid to the requirements of the HSE. These First Aiders are fully insured by the PSOW and authorised to act on PSOW's behalf.

Should anyone wish to be considered for first aid training, either the full 4-day long course or the 1-day Appointed Persons course, they should inform management.

A list of all trained First Aiders is displayed in the kitchen.

APPENDIX M

Driving on PSOW Business

Statistically employees who drive as part of their employment are between 6 and 8 times more likely to have an accident when driving than when they are in an office environment. Consequently the PSOW has issued these controls to reduce the risk of such accidents:

1. Photocopies of drivers' driving licences will be kept on file as evidence of their ability to drive legally. The PSOW must also be advised of any subsequent penalty points or endorsements added.
2. Mobile Phones must not be used whilst driving. If you wish to use a mobile phone when driving a car you must pull over to a safe area off the road, such as a lay by, prior to answering or making a call.
3. Employees driving on PSOW business must assess potentially dangerous situations such as, confrontation with other road users, poor road conditions and inclement weather. Employees have the right to refuse to undertake any journey if they consider the conditions dangerous.
4. Maximum length of time driving in any day will be 8 hours. Driving for such time will be counted as a working day and staff who do so will require an overnight stop before commencing normal duties. The maximum time before having a break from driving will be 3 hours. When assessing whether an overnight stop is necessary staff should consider the likely total length of their working day (including driving interviewing etc) which should not exceed 10 hours.
5. No employee is to drive any vehicle if they have taken an alcoholic drink or any drug, prescribed or not, that may have a detrimental effect on their ability to drive safely.

APPENDIX N

Control of Substances Hazardous to Health (COSHH) 2002

Any material used, and /or material, which may be encountered during work, which has the potential for harming health, shall be subject to the arrangements detailed below.

Substances

Any material purchased or otherwise encountered, which has the potential for harming health is included. Dusts fumes, vapours, gases, and micro-organisms. Whatever the route of entry to the body – eyes, skin, cuts and abrasions breathed in or swallowed.

Suppliers

The employee(s) or contractors ordering the material shall ensure that the suppliers of materials to the Ombudsman provide full information on the hazards of use and the appropriate precautions to be taken.

Assessments

If the material can harm health, it is classified as hazardous. The elimination of the use of the material or its substitution by a safer product shall be investigated. If use is confirmed, a COSHH assessment shall be used.

Staff and Employees

Employees shall be provided with information as to the hazards of materials to be used or encountered, instructed in safe working methods and be trained to be able to follow the instructions. Employees shall comply with the instructions issued and co-operate with any monitoring exercises.

Pre-Contract

PSOW shall ensure that the chemicals available for use on his premises have been assessed. Contractors will provide data sheets listing the products that they may use, how they should be used and provide suitable personal protective equipment as appropriate.

Office

Relevant assessments for purchased materials shall be provided to employees. Management shall ensure that precautions outlined in the relevant assessments are implemented.

Sub-Contractors such as cleaners

All sub-contractors provide valid assessments for substances hazardous to health, which are to be used. The implications shall be discussed, as necessary, at a pre-contract meeting.

Health Surveillance

Health surveillance will be undertaken for specified employees when required by the COSHH regulations.

Record Keeping

Records shall be kept of:

- Assessments issued for specific contracts
- Information, instructions and training provided
- Employees training

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- Equipment maintenance and testing (minimum 5 years)
- Monitoring data (minimum 40 years)
- Health surveillance (minimum 40 years)

APPENDIX O

Personal Protective Equipment at Work Regulations 2002

These regulations will not often be relevant in practice for PSOW staff. Nonetheless routine tasks will be reviewed to identify where PPP may be required.

The Personal Protective Equipment at Work Regulations 2002 impose health and safety requirements with respect to protective clothing and in particular:-

General

Employees working at service user's premises shall ensure that they have adequate, suitable and sufficient protective clothing and equipment with them, and that they wear it wherever appropriate. Employees are responsible for maintaining such items, reporting defects and using the equipment as required. A system for inspection and replacement shall be established.

Eye Protection

Eye protection shall be worn wherever there is a foreseeable risk of eye injury. Sufficient goggles and/or visors to the relevant standard shall be provided; as appropriate

Gloves

Gloves shall be provided and worn to protect hands during the handling of abrasive, corrosive or other harmful skin agents.

Protective Clothing

Suitable items of protective clothing shall be provided to employees as necessary. If such items are not disposable, arrangements shall be made for such items to be regularly laundered.

Footwear

All employees shall wear suitable footwear whilst at work.

APPENDIX P

Reporting of Injuries, Diseases and Dangerous Occurrences

General

Details of all injuries, however, minor, incurred at work either on or off the premises shall be entered in the Accident Book, which is held on the site with Corporate Services. As necessary, all accidents shall be reported to the Directors, and Wilkins Health & Safety Services

The Person in charge shall advise the Director immediately in the event of a serious accident or incident, including near misses, and also when an employee or self-employed person working under the PSOW's control is absent from work for more than 3 days following an accident or have been detained in hospital or where a member of the public has been injured.

The investigating Director shall ensure the following reporting action is taken in accordance with the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995*.

Note:

A National Incident contact centre has been set up at Caerphilly to receive reports required under the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995*.

Telephone: 0845 3009923 or Fax: 0845 3009924 or email: riddor@natbrit.com

Death, Major Injury, Dangerous Occurrence

For accidents on site the area office of the Local Authority shall be informed immediately by telephone, and a written report on form F2508 submitted within 10 days in accordance with Guidance. Accidents to sub-contractors employees will be notified by telephone by either the sub-contractors employer or us.

Three Day Accidents

Accidents, which incapacitate for work an employee or self-employed person working under the control of the Ombudsman for more than 3 days (excluding the day of the accident) a written report to the Local Authority shall be submitted on form F2508.

Member of Public

An injury to a member of public, which required hospital treatment - F2508 as above.

Acts of Violence

Any person employed by the ombudsman or visiting the office or site under the control of the ombudsman who following an act of violence requires

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Hospital Treatment or if an employee refrains from work for three days then an F2508 is required to be forwarded to either the HSE or EHO within 10 days.

Reportable Diseases

A written notification that an employee, or self-employed person working under the control of the ombudsman, is suffering from a reportable disease and where that person is currently employed on work associated with a risk of that disease then a formal report on form F2508a shall be submitted to the HSE or Local Authority.

Record Keeping

Written records and copies of F2508 forms submitted should be carefully maintained by the ombudsman.

Investigation

Where appropriate, the accident or incident will be investigated by Wilkins Health & Safety Services. They will report to the Safety Director who will respond in a positive manner to try and ensure, where possible, that the occurrence is not repeated.

APPENDIX R

USE OF INTERVIEW ROOM

When interviewing members of the public at our premises only the Interview Room will be used. This will ensure that the integrity of our office space is not compromised.

The below procedure is to be followed:

- The member of staff will assess whether s/he can conduct the interview alone, or whether s/he should be accompanied by a colleague.
- The window blinds are to be open for the duration of the interview.
- The key to the interview room is to be in the reception area side of the door.
- Visitor(s) will be seated on the side of the table furthest away from the door.
- In the event of an incident where the member of staff feels threatened with violence s/he will:-
 - press the panic alarm fitted to the wall of the interview room.
 - leave the interview room if possible (and appropriate) locking the door behind them until assistance arrives when the event will be brought to a conclusion. If necessary this may be by calling the police.