



PKAVS

*Improving Wellbeing,
Empowering Communities*

Health, Safety and Welfare Policy

Version history		
Version	Date of issue	Author
1	4 th August 2023	Julia Brown – Activate-HR
Next planned review:	3 rd August 2026	
Lead Officer:	Chief Executive Officer - PKAVS	

POLICY STATEMENT

This Health, Safety and Welfare Policy is our commitment to promoting and maintaining safe and healthy working conditions, equipment, and systems of work for all employees, contractors, volunteers, and placement students, as well as any member of the public visiting any of our locations.

PKAVS is committed to ensuring that health, safety, and welfare feature prominently at all levels within the organisation, as is the requirement to drive this through our leadership team. As such, PKAVS's Board of Trustees oversees the reporting and implementation of this policy.

The Health and Safety at Work Act 1974 places almost all accountability and responsibility for health, safety, and welfare on the employer at the highest leadership and management level of the organisation. While we do everything within our power to meet our accountabilities, it is also recognised that health, safety, and welfare at work are the responsibilities of everyone associated with the organisation. This policy will, therefore, only be successful if hazards and incidents are reported promptly and employees feel confident that all possible remedial measures will be taken to prevent health, safety, or welfare issues.

Employees and volunteers must take reasonable care of themselves and others and cooperate with management to promote the health, safety, and welfare of all our stakeholders.

Success in fulfilling these responsibilities in accordance with our health, safety and welfare policy will be measured through regular auditing, reporting to the Board, regular management meetings and providing the necessary training and performance development support.

RESPONSIBILITIES

The Board of Trustees are responsible for:

- Overseeing PKAVS overarching approach to health, safety and welfare and ensuring that this policy is fit for purpose.
- Reviewing the annual health, safety and welfare action plan and monitoring its implementation.
- Ensuring health and safety risks are discussed at regular Board meetings and other sub-group meetings where relevant.

The Chief Executive Officer (CEO) has overall responsibility to the Board in ensuring that health, safety and welfare standards, policies and procedures laid down are clear, maintained and implemented in accordance with statutory requirements.

The Senior Management Team (SMT) are responsible to the Chief Executive Officer and the Board of Trustees for the detailed implementation of the Health, Safety and Welfare Policy and health and safety arrangements within their areas of responsibility. In addition, they have specific responsibilities to ensure that all equipment is safe to operate and suitable for its purpose.

Services Coordinators are responsible for all matters relating to the health, safety, and welfare of employees and volunteers for whom they have immediate responsibility.

Managers are also responsible for:

- Reporting accidents and incidents.
- Health, safety, and welfare training during the induction of new employees, contractors, and volunteers.
- Regular health, safety, and welfare training.

Health & Safety Officer is responsible for ensuring that risk assessments are in place for all activities undertaken in all service locations and that professional knowledge and input are provided as required.

They will:

- Spot hazards and put the appropriate solutions in place to avoid accidents as far as is reasonably practicable.
- Regularly review and update risk assessments as appropriate, including post-accidents, assaults, or near-miss incidents.
- Comply with all statutory regulations, codes of practice and guidance.
- Take account of personal requirements such as disabled people, individuals with limited literacy and those whose first language is not English.
- Remain alert to people who use our services, visitors, young people, and contractors who may be unaware of danger and risks.
- Discuss and agree on health, safety, and welfare actions during routine team meetings.
- Take immediate and appropriate action in respect of any work situation within their control that they consider poses a serious and immediate risk to the health, safety or welfare of themselves or others.
- Investigate and report on all accidents, assaults, near-miss incidents, and ill health conditions and identify any measures necessary to avoid or minimise the risk of a repeat.
- Ensure that enough people are trained in first aid and that first aid kits are stocked, inspected, maintained and always accessible.
- Ensure that office locations and premises are maintained in line with health and safety requirements, that statutory inspections and repair or replacement of equipment and facilities are undertaken, and that inspections of premises take place at suitable regular intervals.
- Ensure that areas of work are maintained to a high standard of housekeeping and that all necessary welfare facilities are in place, e.g., toilets, washing facilities and rest areas.
- Ensure a fire risk assessment and emergency evacuation plan are in place for all premises, all employees are aware of emergency procedures and testing and maintenance of all firefighting, fire protection, fire detection or suppression equipment is carried out in line with statutory standards.
- Undertake the appropriate health and safety training qualifications – e.g., IOSH Managing Safely.

HR Advisor is responsible for ensuring that the necessary processes are in place to arrange and record Health & Safety training and to anticipate and mitigate welfare issues and indicators of stress at work.

- Identify health, safety and welfare training needs and deliver the necessary instruction to ensure everyone is capable and competent in securing the health and safety of everyone within their area of control.
- Retain accurate records of all health and safety training completed.
- Ensure that attention is paid to the likelihood of stress at work and put measures in place to enhance emotional well-being and support is available when the volume of work increases.

Employees, volunteers, and students must perform their work in such a way that they protect the health, safety and welfare of themselves, their colleagues, and the beneficiaries of our services.

They will:

- Cooperate with their manager and follow all instructions in relation to safeguarding everyone's health, safety, and welfare.
- Use equipment correctly and only for the purpose for which it is intended.
- Not misuse or interfere with anything provided for their health, safety, or welfare.
- Provide specialist or professional knowledge as required to complete risk assessments in their area of work and to undertake dynamic risk assessments in difficult or emergency situations.
- Report any hazard or malfunction to their manager, student mentor or member of the senior management team.
- Follow all written and verbal instructions they are given to ensure personal safety and the safety of others, particularly those who may not have sufficient understanding to have due regard for their own health, safety, and welfare.
- Dress sensibly and safely for their particular working conditions.
- Avoid any improvisations or shortcuts that could create unnecessary risks to health and safety.
- Maintain resources and equipment in good condition, reporting all defects to the appropriate manager.
- Consider the impact of the environment on health, safety and welfare and report issues or concerns with lighting, temperature and work-related stressors that may negatively impact the working environment.
- Report all accidents, assaults, near-miss incidents and suspected or confirmed work-related health issues to their manager.
- Participate in relevant health, safety, and welfare training qualifications.
- Maintain a thorough understanding of the fire evacuation procedures, the fire assembly position, and the position of fire alarms and firefighting equipment.
- Understand the risk assessments in their areas and comply with the control measures arising from them.

POLICY REVIEW

This policy has been drafted for approval by Caroline McKenna, Interim Chief Executive Officer and has been approved by the Board of Trustees. All related procedures have been implemented to match the controls of this policy.

The policy has been communicated successfully to all employees, contractors, and volunteers, and it has been made available on PKAVS SharePoint and People HR.

REVIEW ACTIVITIES:	DATE:
Reviewed by the Board of Trustees:	
This policy will be reviewed on an annual basis by the Chief Executive Officer and signed off by the Board of Trustees if any changes are made.	Next review date:
Confirmation of policy approval:	
Caroline McKenna, Interim Chief Executive Officer	

1. PRINCIPLES

The health, safety and welfare of our employees, contractors, volunteers, and placement students, as well as any member of the public visiting any of our locations, is of primary importance. We recognise this by providing safe working conditions, supervision, training, guidelines, and information.

This policy sets out our commitments to providing a working environment, equipment and systems of work that are free from hazards and without risk to health on our service locations.

This includes:

- Assessing health and safety risks in all locations used by the organisation, communicating the outcomes, and implementing actions required to team members as appropriate.
- Training, informing and supervising people through our recruitment, induction and annual refresher training and development activities to ensure the health, safety and welfare of all team members and others.
- Implementing, monitoring, and reviewing this policy and associated procedures, guidance, and documentation as necessary to ensure their accuracy, relevance and to support continuous improvement.
- Investigating accidents, near-miss incidents, and assaults to establish causes and implement corrective actions that eliminate risk and repetition.
- Providing clear arrangements and instructions for the emergency evacuation of premises in the case of fire or other emergency situations.
- Monitoring activities of contractors and ensuring that they adhere to our commitment to the health, safety, and welfare of everyone associated with PKAVS.
- Meeting with employees and volunteers on at minimum, an annual basis and when needs arise to discuss PKAVS health and safety practices formally. Resolving all concerns raised and reporting outcomes to the Board of Trustees.
- Implementing new safety procedures and risk management tools in partnership with employees.
- Referring health and safety practice that is out with the expertise of the leadership or employee team to specialist services and consultants.

- Observing the Health and Safety Executive's Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) in the events of fatal accidents, specified injuries, accidents resulting in a period of absence of more than seven days, injuries to the public where they must be taken to hospital, work-related diseases, and dangerous occurrences.
- Reviewing our risk register annually through the Board of Trustees and quarterly by the Operations, Governance and Impact Manager and the finance subcommittee.
- Storing and using all chemicals and substances that are hazardous to health in accordance with the manufacturer's instructions. Complying with Control of Substances Hazardous to Health (COSHH) rules and regulations. Where possible, PKAVS will use products that are not harmful to the environment and pose minimal risks in their use with the people we work with.

2. PROCESS

It is the duty of our employees, volunteers, students, and external stakeholders to take reasonable care of their own and other people's safety and welfare and to report any hazards or situations that may pose a threat to the well-being of themselves or any other person.

If you find yourself exposed to imminent and unavoidable danger, please stop what you are doing immediately and proceed to a place of safety. During such a situation, please advise your manager or a senior manager of the situation as soon as it is safe to do so.

We recognise that from time to time, you may face personal, health or social problems. It is our policy to:

- Communicate positively with you and promote a culture of regular dialogue between you and your manager.
- Encourage you to seek help where issues arise that are causing you undue stress (personal or work-related).
- Encourage you and your manager to understand and agree on the role they can play in supporting you.
- Monitor trends of absenteeism and sickness data.
- Seek your feedback through informal discussions and the annual progress review process.

Communication between employees, volunteers and students at all levels is an essential part of effective health and safety management. Our regular team meetings will provide a forum in which information may be shared, and employee questions on health, safety and welfare issues can be asked and answered. In addition, we will hold regular Health and Safety Committee meetings via the Great Place to Work Committee to assess the continuing effectiveness of this Health, Safety and Welfare Policy, share issues, agree on actions, and identify best practices and trends.

3. EMERGENCY PROCEDURES

Procedures in the event of a fire or other emergency are available in each of our locations. We will:

- Identify a 'responsible person' to take charge of fire arrangements.
- Make appropriate arrangements based on our fire risk assessment for the planning, organisation, control, monitoring and review of preventative and protective measures necessary for the safety of employees in the event of a fire.

- Provide general fire precautions, including fire alarms, smoke alarms, and sprinkler systems to deal with any possible risk.
- In collaboration with employees, develop a fire evacuation plan and ensure that staff are fully informed and trained on the arrangements.
- Ensure that our plan takes into consideration the evacuation of disabled people, those with mobility difficulties and others identified in our risk assessment as requiring assistance to evacuate the premises.
- Ensure that employees, volunteers, and students are provided with adequate safety training.

Employees, volunteers, and students will:

- Inform their manager of any new or unidentified hazards.
- Attend updates on fire safety training and fire drills.
- Be aware of the organisation's fire evacuation plan and of their specific role within the plan.

Emergency evacuation procedures

In the event of discovering a fire or hearing the fire alarm, employees, volunteers, and students should:

- Remain as calm as possible.
- Raise the alarm immediately by operating the nearest fire alarm point and by shouting 'fire' loud enough for people to hear.
- On no account attempt to open a door if smoke is seen coming from underneath.
- Play their role in the pre-arranged fire evacuation plan, helping any visitors, vulnerable people, or contractors to evacuate to the nearest assembly area closing all doors and fire doors as they go.
- Comply with all instructions given by the designated fire warden or a fire brigade officer.
- Not return to the building until authorised to by the senior fire brigade officer in charge.

During the evacuation, one member of the team will be designated as the fire warden, and others will be fire marshalls if the building has more than one exit.

The fire warden will be responsible for checking the signing-in sheets and ensuring that everyone is accounted for in the assembly area. The names of any missing persons must be reported immediately to the officer in charge of the first fire appliance to arrive.

Employees should only attempt to fight a minor fire with suitable firefighting equipment if they have been suitably trained, only once the alarm has been sounded and provided, they can do so without personal risk. Firefighting equipment is designed only for use against small or minor fires, and major firefighting should be left to the professionals.

4. INCIDENT REPORTING AND INVESTIGATION

We all have a responsibility to report all accidents, injuries, and incidents, however minor they are and whether they happen on our premises or during events at another location. Accident records are crucial to the effective monitoring and revision of this policy and must therefore be accurate and comprehensive.

All accidents, near-miss incidents and work-related ill health are reviewed and investigated as required to identify root causes and prevent a recurrence.

Senior Managers are responsible for reporting incidents that fall within the reporting requirements of RIDDOR, as noted earlier in this policy.

We have a detailed procedure for reporting accidents and near-miss incidents, which outlines our reporting and investigation arrangements.

5. MONITORING

Health, safety, and welfare standards are monitored by the Senior Managers through regular audits, inspections, and compliance checks.

Regular reports on the outcome of monitoring activities are provided to the Board of Trustees and the Great Place to Work Committee. The Committee will meet quarterly to share key updates, learning and best practice.

6. TRAINING

PKAVS will ensure that every employee, volunteer, and student receive the training necessary to carry out their duties safely.

All employees are trained in safe working practices and procedures and informed of their responsibilities under this policy.

Employees are given appropriate health and safety induction training when they start to work with PKAVS and provided with other job-specific health and safety training as identified for their role. Mandatory health and safety training is completed by each team member on an annual basis.

If you are unsure about how to perform a task or feel that it would be dangerous to carry out a specific activity, please inform your manager.

7. SIGNS AND NOTICES

Statutory health and safety notices are displayed in all our locations, including the Health and Safety Law poster, Health and Safety Policy Statement and the current Employer's and Public Liability Insurance certificate.

Signage is also displayed in all premises to indicate emergency procedures, including fire escape routes and fire extinguisher locations, call alarms systems where installed and to highlight particular hazards or precautions required.

8. PEOPLE AT INCREASED RISK

From time to time, some employees, volunteers, or students may be at increased risk of injury or ill health resulting from work activities.

This includes:

- Those with medical conditions or permanent or temporary disability.
- Those taking medication.
- Young people.
- New and expectant mothers.

PKAVS therefore requires that all employees, volunteers, and students advise their manager if they become aware of any change in their personal circumstances which could result in their being an increased risk. A risk assessment will then be reviewed, and action taken as necessary to control the risks.

We have separate detailed procedures for new and expectant mothers.

We also recognise that due to the nature of some of our work, certain employees will be potentially at increased risk because of their roles or their locations, we have therefore developed a specific policy to cover remote and lone working, home working and mobile working.

9. CONTRACTORS

Where contractors are engaged to undertake work on our premises, we will ensure that we establish their competence to undertake their work safely. Essential health and safety information will be exchanged prior to them starting work, and the safety of their working methods will be monitored. Contractors are required to comply with our 'Health and Safety Rules for Contractors'.

10. OCCUPATIONAL HEALTH

All employees are encouraged to report any health concerns that they feel are associated with or made worse by work. Such reports will be treated confidentially, and occupational health support will be sought as required.

11. COUNSELLING AND THERAPEUTIC SUPPORT SERVICES

To further support employees, we provide access to a 24/7 Employee Assistance Programme – Pam Assist. Further details will be provided as part of the induction process.

This service is offered to PKAVS employees only and cannot be transferred to family members or anyone not employed by the organisation.

12. FIRST AID

PKAVS provides appropriate first aid equipment and ensures there are appropriately trained first aiders in each of our premises. First Aiders are responsible for ensuring that first aid supplies are regularly inspected and maintained.

Information has been provided to all employees to ensure awareness of our first-aid arrangements and the availability of first aid trained people.

13. ARRANGEMENTS FOR DEALING WITH SPECIFIC HAZARDS

Housekeeping - We will maintain high standards of housekeeping at each of our service locations for the health, safety and welfare of our employees, volunteers, and students and also for our visitors. Cleaning responsibilities are allocated, and appropriate tasks are assigned.

Flooring – We will maintain the flooring in good condition and keep it under repair. We also ensure that any spillages are cleaned up promptly and that trip hazards are dealt with.

Equipment and building repairs - Repairs to equipment and building fabric are completed as soon as reasonably practical where the issues raised may pose a health and safety risk to users.

Lighting, heating, and ventilation - Our premises are provided with suitable lighting, heating, and ventilation to ensure the comfort of users as well as appropriate kitchen, toilet, washing and welfare facilities.

PAT testing – Portable electrical equipment, including tools and office equipment, is subject to a programme of portable appliance testing (PAT) as well as pre-use inspections that all employees are required to carry out. PAT testing will be carried out on an annual basis.

PPE – We provide personal protective equipment to our employees, volunteers and students as required. The type of equipment will be selected in relation to the risks of each work activity, the level of protection required and the needs of individual locations. All PPE will be sourced from competent suppliers and, where required for a role, will be issued without charge to individuals.

Display Screen Equipment – The Health and Safety (Display Screen Equipment) Regulations 1992 apply if you continually use display screen equipment (DSE) as a significant part of your usual work.

If your role includes the above, PKAVS will:

- Request a self-assessment of your workstation annually to reduce any risks. This applies whether you work in a location or from home.
- Make sure that your workstation meets the minimum requirements of the Regulations.
- Provide guidance on how you can plan DSE works to that you have regular breaks from your screen, which may include changes in activities.
- Provide you with information and training.
- Provide you with access to eyesight tests, where required.

Fire safety – We undertake fire risk assessments to identify the measures necessary to comply with current fire safety and prevention codes and to ensure that fire hazards are either eliminated or strictly controlled.

We all have a duty to conduct activities in such a way as to minimise the risk of fire. This involves keeping combustible materials separate from sources of ignition and avoiding unnecessary accumulation of combustible materials.

Electricity – Our employees are not permitted to carry out electrical repairs or to work on the electrical installation. All work on electrical installation is carried out by qualified electricians who are required to follow standard working practices as defined by the Electricity at Work Regulations.

Moving and Handling – Certain aspects of our work involves moving and handing activities. Where this work is required, employees will be provided with Moving and Handling training and refreshers.

Working from Home – Employees who work all or partly from home will be provided with suitable lap top equipment by PKAVS. Annual DSE assessments will be carried out by those working from home to re-confirm their environment for suitability for work. Any issues flagged during these assessments will be addressed as soon as is reasonably practicable and relevant DSE-related equipment will be purchased by the organisation to resolve the issue.

It is the responsibility of the employee to inform their manager if any DSE related issues occur during the year outside of the annual review period.