



HEALTH AND SAFETY POLICY

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1. Health & Safety Policy Statement (Statement of Intent)

Our policy is to provide and maintain safe and healthy conditions, equipment, and systems at work for all our employees and volunteers and to provide such information, training and supervision, as required for this purpose.

We also accept our responsibility for the health and safety of other people, such as clients and members of the public, who may be affected by our activities.

Our intention to comply with the requirements of the Health and Safety at Work Act 1974 to achieve a safe and healthy working environment for all our employees and those others affected by our business activities will be achieved by:

- The identification of all hazards and effective assessment and actions to reduce or eliminate such risks so far as is reasonably practicable.
- The provision of safe and well-maintained plant and equipment.
- Providing information and training to all employees in general health and safety matters, both at their induction and throughout their employment.
- Providing information and training to all appropriate persons on the safe use of plant and equipment.
- Ensuring that sufficient funds are made available to fulfil all health, safety, and welfare requirements.
- Valuing and empowering all of our employees and volunteers to achieve a positive and practical health and safety culture.
- Fully investigating any accidents, incidents and near misses and taking remedial actions to reduce the likelihood of re-occurrence.
- Providing a workplace that is safe and does not present risks to health, nor compromise the safety and welfare of those affected by the activities of Mind in Croydon and ensuring safe and clear entry and egress from all premises. All statutory regulations and requirements will be complied with.
- Ensuring the safe use, storage and transportation of all substances that could constitute a hazard to health.
- Consulting with staff and volunteers on all matters regarding health and safety.
- The provision of suitable and sufficient first aid facilities.
- The provision of suitable and sufficient welfare facilities.
- Investigating all breaches of health and safety policy and where appropriate invoking our disciplinary procedures.
- The provision of effective and appropriate Personal Protective Equipment where appropriate.
- The establishment of a health and safety management system to monitor, review and improve on health and safety performance and effectiveness.

- The setting and monitoring of annual health and safety objectives.

The responsibilities for safety matters and arrangements, which we have made to implement this policy are set out in Section 3 - Organisation for Health and Safety.

The systems and procedures which we have put in place to enable this policy are set out in Section 4 - Arrangements for Health and Safety.

The policy will be kept up to date, particularly as the business changes size. To ensure this, the policy, and the way in which it is operated, will be reviewed annually.

It is the duty of all employees whilst at work to take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

Overall and final responsibility for Health and Safety within the organization lies with the Board of Trustees.

The Board fully acknowledge their management responsibilities with regard to health and safety, fully endorse this policy and regard the compliance with current legislation to be the minimum acceptable standard.

Signed:

Title:

Date:

2. Environmental Policy Statement

Mind in Croydon is committed to complying with its responsibilities under the Environmental Protection Act 1990 and will regularly review the impact of Mind in Croydon 's activities on the local environment.

In the undertaking of their daily duties, we accept that all staff and volunteers associated with Mind in Croydon will have an influence on the environment. We will commit to adopting working practices that will help to have a positive effect, assist towards continued environmental improvement, prevent pollution, and reduce unavoidable negative influences caused by our working practices.

Mind in Croydon therefore maintains a policy of 'minimum waste' which is essential to the cost effective and efficient running of all our operations. Every employee and volunteer has a responsibility to promote this policy by taking extra care when carrying out normal duties to avoid unnecessary or extravagant use of services, materials, lights, heating, water etc.

Wherever possible Mind in Croydon will select and purchase from environmentally responsible suppliers.

Mind in Croydon will take all practical steps to ensure that risks to the environment are identified and that appropriate control measures are taken to reduce that risk as far as is reasonably practicable and ensure that any incident impacting on the environment is investigated and action taken to prevent any reoccurrence.

The Board of Trustees fully endorse this environmental policy and will take all steps to ensure that the activities of Mind in Croydon have a minimal impact on the environment.

Signed:

Title:

Date:

3. Organisation for Health and Safety

3.1 The Board of Trustees

Will ensure that an effective Health and Safety Policy is produced for Mind in Croydon as required by the Health and Safety at Work Act 1974 Section 2(3).

Will ensure that sufficient funds are made available to fulfil all health, safety and welfare requirements.

Will engage a competent person to advise, help implement and audit health and safety systems and to inform Mind in Croydon of any changes to health and safety law and best practices.

Will arrange for an annual fire risk assessment to be undertaken at Mind in Croydon's properties and to prioritise and act on any recommendations made, including the appropriate training of staff.

Will make arrangements to monitor and integrate into Mind in Croydon's management systems a health and safety management process to overview the planning, organisation, implementation, control and review of the health and safety functions of Mind in Croydon and the effectiveness of the Health and Safety Policy implementing further control measures where appropriate.

Act on the findings and recommendations of the Property Working Group/Finance & Risk Committee meetings.

Will promote and engender a positive health and safety culture throughout Mind in Croydon.

3.2 Head of Finance and Resources

Will ensure that the Health and Safety Policy is shared during induction, is available and understood by all employees and volunteers. The training needs of each employee or volunteer are to be identified and provided. All such training will be provided at no cost to the employee and a record of such training maintained.

Will arrange for suitable and sufficient risk assessments to be conducted by appropriately trained/competent staff; that all required control measures are implemented and that any activities which are assessed as presenting an unacceptable risk cease until such time that additional control measures are arranged which reduce this risk to an acceptable level.

Will arrange for regular workplace inspections to be carried out and act promptly on any concerns identified.

Will liaise with Facilities Managers to identify and prioritise health and safety expenditure including training funding and, with consultation with the Board of Trustees, approve and authorise such expenditure.

Will promptly report any accidents or incidents involving injury or damage to property to the Board of Trustees.

Will attend periodic Property Working Group/Finance & Risk Committee meetings.

Will, with consultation with the relevant Facilities Manager, investigate the circumstances of all accidents/incidents/near misses involving injury or damage to property (or the potential to cause) and undertake remedial measures as appropriate to avoid reoccurrences.

Will ensure that all recommendations of the fire risk assessment have been prioritised and are complied with at all premises.

Will develop a working knowledge of the main requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999 to facilitate informed decision making on health and safety matters.

Will maintain accurate records of staff and volunteer training alongside HR.

Will ensure that all statutory or advised testing and maintenance of plant, machinery and equipment etc. is undertaken and appropriately recorded.

Will arrange for all policies and risk assessments to be reviewed on an annual basis or earlier should working practices change or a significant incident occur.

Will promote and engender a positive health and safety culture throughout the workplace by personal example.

3.3 Facilities Manager

Will ensure that this Health and Safety Policy is brought to the attention of all employees and volunteers.

Will ensure that the policies, procedures and safe working practices contained within this Health and Safety Policy are complied with by all employees and volunteers and that any non-compliant actions are investigated, and measures taken to prevent reoccurrences.

Will ensure that the health and safety training needs (including at induction) of all employees and volunteers are assessed and that effective training is provided to all employees and volunteers to ensure that they fully understand the hazards and risks associated with their work activities and the safe procedures which must be followed.

Will ensure that all health and safety concerns raised by employees are investigated, assessed and acted upon, where appropriate.

Will ensure that suitable and appropriate personal protective equipment is provided at no cost to employees.

Will contribute to the risk assessment process and ensure that all risk assessments are reviewed annually.

Will attend periodic Health & Safety Committee meetings.

Will ensure that display equipment assessments for all appropriate staff and volunteers as required by the Health and Safety (Display Screen Equipment) Regulations 1992 (as amended) are provided.

Will ensure that Safe Systems of Work documentation is brought to the attention of all relevant employees and volunteers, and that they are signed to confirm that they have been read and understood and agree to comply with the safe practices and advice contained within the document(s).

Will ensure that COSHH risk assessments are undertaken and appropriate manufacturers' safety data sheets are available for employee and volunteer guidance.

Will undertake regular workplace inspections and supervision of employees and volunteers to ensure that all health and safety policies and procedures are complied with and to take appropriate corrective action when appropriate.

Will ensure that the general fabric of the buildings and their contents remain in good order and promptly raise any concerns to the Head of Finance and Resource.

Will develop a working knowledge of the main requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999 to facilitate informed decision making on health and safety matters.

Will inform the Head of Finance and Resource of all accidents, incidents or near misses involving injury and/or property damage (or the potential to cause) and assist in any subsequent investigation.

Will ensure that all accidents or incidents involving injury or damage to property are correctly entered in Mind in Croydon's accident book and where appropriate are reported to the appropriate enforcing authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) within the required timescale.

Will regularly consult with employees, volunteers or their representatives on any issue which may affect the health, safety or welfare of the workforce, act promptly on any concern or suggestion as appropriate and raise such issues at the Health & Safety Committee meetings.

Will promote and engender a positive health and safety culture throughout the workplace by personal example.

3.4 Contractors

Contractors will only be appointed upon their satisfactory completion of Mind in Croydon's Contractors' Pre-Qualification Assessment.

Contractors will be required to familiarise themselves with those parts of Mind in Croydon's health and safety policy as affects them and that appropriate parts of the policy are communicated to their own employees.

Will produce suitable and appropriate risk assessments/method statements for all of their activities and act within the recommendations of such risk assessments at all times

Will not alter or tamper with any of Mind in Croydon's property, machinery, services or systems without the prior permission of an appropriate Organisation representative.

Will promptly report any accidents or incidents involving injury or damage to property to an appropriate Organisation representative.

A record of all contractors' staff on site will be deposited with an appropriate Organisation representative.

3.5 Health and Safety Consultants

Will provide an external Competent Person Service and assist in the preparation and production of all statutory health and safety documentation, including Health and Safety Policy and general risk assessment/Safe Systems of Work.

Will provide external audits of Mind in Croydon's health and safety management systems and offer recommendations for any required corrective actions.

Will provide annual reviews of risk assessments and Health and Safety Policy.

Will be available continuously to provide advice on health and safety matters and update Mind in Croydon on changes to legislation and updates on best practice with the continual aim of improving health and safety standards and compliance.

3.6 All employees and volunteers

Will read this Health and Safety Policy and sign to confirm that they have understood and agree to comply with the policies, procedures, safe practices and other advice and instructions contained within it.

Will familiarise themselves and comply with all health and safety policies, procedures and safe systems of work.

Will inform their supervisor of any training needs they consider are required.

Will not alter or tamper with any of Mind in Croydon's property, machinery, services or systems without the prior permission of an appropriate Organisation representative.

Will immediately inform their supervisor of any accident, incident or near miss that occurs.

Will ensure they are totally familiar with all safety and emergency contingencies relevant to their place of work.

Will promptly report any health and safety concerns to their supervisor.

Employees and volunteers are required to comply with all instructions, rules and procedures concerning matters of health and safety.

Sections 7 & 8 of the Health and Safety at Work Act 1974 require:

That employees and volunteers take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work.

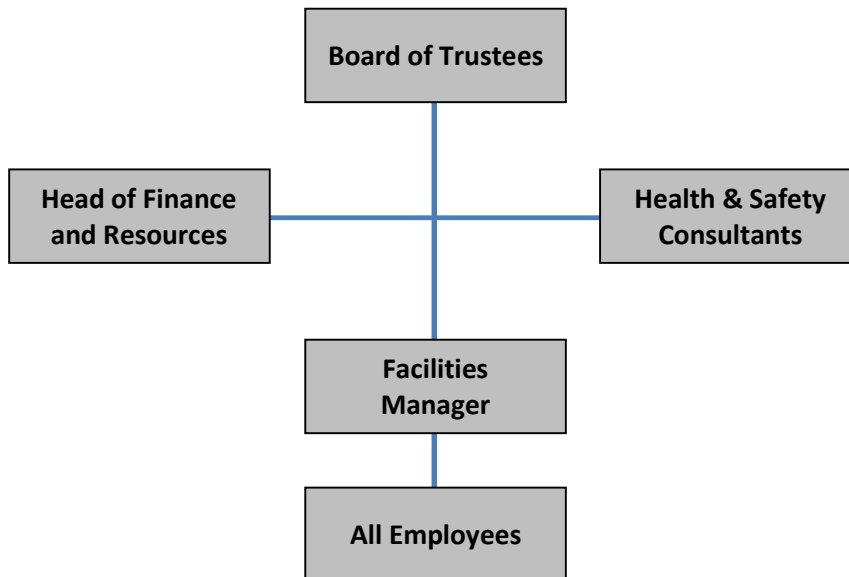
That you co-operate with your employer and others to enable them to fulfil their legal obligations.

That no person may misuse or interfere with anything provided in the interests of health, safety or welfare. Regulation 14 of the Management of Health and Safety at Work Regulations 1999 requires:

That equipment and materials must be used properly in accordance with instructions and training.

3.7 Organisation Chart

Health & Safety Organisation Chart



4. Arrangements for Health and Safety

4.1 Access and Egress

Employer's Responsibilities

Safe access and egress in, around and from Mind in Croydon's premises will be maintained by ensuring that:

- All established routes are kept clear of obstructions and other obstacles which may impede the safe movement of persons in and about the workplace.
- Floor coverings and step treads are maintained in good condition and free from damage such as tears, insecure fixing and other such trip hazards.
- Routes are kept clear of general debris and that when left in a wet or damp condition following cleaning, that appropriate warning notices are displayed until the area is thoroughly dry and that all accidental spillages are promptly cleared.
- Routes are kept clear of trailing cables or that purpose designed cable covers are provided.
- All routes are adequately illuminated including the provision of emergency lighting on all established escape routes.
- Secure handrails are provided on all stairways and at all significant changes in floor level.
- The edges of steps and stairs are clearly marked and stairways, passageways and working areas are well lit.
- All exits on established escape routes are kept internally unlocked whenever the premises are occupied.

- All external walkways will be suitably maintained to avoid trip or fall hazards such as broken or damaged surfaces.
- Reasonable steps are taken to prevent slips, e.g., not over-buffing floors, removal of algae, applying de-icers/grit in winter, supplying and installing slip resistant surfaces, etc.
- Employees and volunteers are instructed to report any situation to the supervisor on duty where safe access and egress is restricted or obstructed so that appropriate remedial action can be taken.
- All external walkways will be kept clear of seasonal hazards such as ice build-up and leaf fall.
- Any discharges from damaged pipe work or blocked drains will be promptly cleared and remedial action taken to prevent reoccurrence.
- Suitable precautions are taken to segregate pedestrian and vehicular movements in car parking areas including, where appropriate, the use of barriers and/or marked walkways.

4.2 Accidents, Incidents and Near Misses

Accident – an incident which results in injury to someone or damage to property.

Incident – an undesired event that has caused or could have caused damage, death, injury or ill health.

Near Miss – an incident that results in no injury or damage, but which has the potential to do so.

4.3 Accidents, Incidents and Near Misses - Reporting

IMPORTANT

In the event of a fatality, accident resulting in serious injury or an occurrence with potentially serious consequences (i.e., that might affect the ability of Mind in Croydon to go about its normal operation, be politically sensitive, result in formal enforcement, or negatively impact upon Mind in Croydon’s reputation) then the following must be contacted as soon as possible:

- **A member of the Board of Trustees;**
- **The Head of Finance and Resources/Facilities Manager.**

- If the accident occurs out of normal working hours, the on-duty manager must be informed.
- Under UK law, Mind in Croydon must keep a record of accidents and to monitor and review the effectiveness of its health and safety arrangements. Furthermore, The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) places a legal duty on Mind in Croydon to report certain work-related accidents, diseases and dangerous occurrences.
- One of the ways in which Mind in Croydon achieves this is by keeping records of accidents and incidents, analysing these records to identify patterns, and implementing strategies to drive improvement.

Accident and Incident Reporting

- All accidents, incidents and near misses on organisation premises or arising out of organisation business must be notified to the local Site Safety Manager or other local manager.
- Accident and Incident Investigation. In most circumstances, responsibility for ensuring accidents and incidents are appropriately investigated lies with the Facilities Manager with oversight of the member of staff involved and the relevant Site Safety Manager. They are responsible for ensuring an appropriate level of investigation takes place using Mind in Croydon's Accident Investigation form and that any recommendations are fully implemented.

Record Keeping

- The Facilities Manager and People Manager will maintain a searchable record of all reported events and the outcomes of investigations. Any documents, photographs, investigation reports will be retained in accordance with General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and Mind in Croydon's records retention schedule.
- Mind in Croydon will use this information for monitoring purposes, enabling identification of trends, inform policy review and develop strategies to improve safety management and practice at Mind in Croydon. Mind in Croydon's insurers will also review certain records, especially if there is a work-related claim.
- The Facilities Manager will use the information to prepare reports for the Board of Trustees.

4.4 Alcohol and Substance Abuse

- Whilst there is no specific regulation relating to alcohol or substance use or misuse at the workplace, alcohol and substance use or misuse would come within the scope of the duties placed on employers, employees and volunteers by the Health and Safety at Work Act and the Management of Health and Safety Regulation.
- Alcohol and drug misuse can affect personal health, social functioning and can impair work capability. The latter can compromise health and safety to the employee and colleagues, contribute to absenteeism, work related accidents and poor judgement which can affect decision making.
- Mind in Croydon therefore has developed a robust policy to deal with such misuse and this is detailed below:
- It is not permitted for employees or volunteers to drink, smell of alcohol, or be under the influence of alcohol in the workplace. This applies to persons who report to work having previously consumed alcohol.
- It is not permitted for employees or volunteers to be in possession, under the influence, deal in or take drugs within classes A, B or C in the workplace. This applies to persons who report to work having previously taken drugs.
- Employees and volunteers should inform their line manager if they suspect another employee or volunteer is under the influence of alcohol or drugs whilst at work.
- Employees and volunteers are responsible for notifying their supervisor/manager in relation to the taking of prescribed or non-prescribed drugs which may adversely affect their work performance.
- Mind in Croydon's proactive approach to drug and alcohol abuse in the workplace is a caring and sympathetic one where employees and volunteers are encouraged to speak to their line manager confidentially if they believe they have an alcohol or drug

related problem. Professional counselling and support will be advised to those employees or volunteers who come forward recognising this and for employees, any absence from the workplace will be regarded as a period of sick leave.

- However, while these rules are aimed at assisting employees or volunteers with alcohol or drug problems, action will nevertheless be taken under Mind in Croydon's disciplinary procedure if misconduct takes place at work as a result of taking alcohol or drugs, or if an employee or volunteer is found to be under the influence of alcohol or drugs whilst at work.

4.5 Asbestos

The duty to manage asbestos is contained in Regulation 4 of the Control of Asbestos Regulations 2012.

Organisation Premises

- All Organisation premises built prior to 2000 will be subjected to an Asbestos Management Survey and any actions identified will be prioritized and remedial works carried out by specialist contractors.
- The recommendations of such surveys will be fully implemented.

4.6 Audits and Monitoring

Periodic workplace inspections of Mind in Croydon's premises will be carried out by nominated employees and any issues or concerns reported to the relevant head of department.

Mind in Croydon will undertake periodic Health and Safety meetings to review health and safety performance.

Mind in Croydon will monitor compliance and implementation of health and safety policies and action plans and recommend to the Board of Trustees any action necessary to improve performance.

All accidents, incidents and near misses will be fully investigated and all findings and recommendations presented for review at the Health & Safety meetings.

Mind in Croydon's Health and Safety Consultants will perform annual H&S audits at all of Mind in Croydon's premises and facilities. The audits will focus on the following components:

- Appropriate management arrangements.
- Adequate Risk Control Systems (RCS).
- Appropriate workplace precautions.
- The practical measures taken to assess Mind in Croydon's arrangements to achieve success in each of these core components will be by interviewing, review and assessment of documentation and observation of physical conditions and working practices. The purpose of the audit will be to provide information on the efficiency, effectiveness and reliability of Mind in Croydon's health and safety management systems and to offer recommendations for any required corrective actions.

4.7 Consultation

Mind in Croydon will comply with its requirements under the Health and Safety (Consultation with Employees) Regulations 1996 by:

- Regularly consulting with employees, volunteers or their representatives on any issue which may affect the health, safety or welfare of the workforce.

- Acting promptly on any concern or suggestion as appropriate.
- Presenting employee or volunteer raised issues at the Health & Safety Committee meetings.
- Giving positive feedback to employees and volunteers.

4.8 Contractors

Mind in Croydon will in the first instance require any prospective contractor to complete Mind in Croydon's Contractors Pre-Qualification Assessment and will only engage the contractor upon receipt of the questionnaire being approved. The questionnaire includes subjects such as:

- Is the contractor competent and qualified to undertake the work?
- Does the contractor have a written health and safety policy?
- Can the contractor produce relevant and recent risk assessments for the work to be undertaken?
- Has the contractor any history of accidents or enforcement actions against it?
- Will the contractor produce a written safety method statement for the work to be undertaken?
- Contractors and visitors will be required to comply with the Health and Safety at Work Act and such Organisation Rules as are appropriate.

All visitors and contractors must report to reception and sign in and also notify reception when leaving.

4.9 Control of Substances Hazardous to Health (COSHH)

It is the policy of Mind in Croydon to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002

Mind in Croydon will ensure that exposure of staff and volunteers to hazardous substances is minimised and adequately controlled in all cases.

Mind in Croydon will implement the following:

- An inventory, risk assessments and Safety Data Sheets of all substances hazardous to health kept or present on sites will be maintained and copies of relevant safety data sheets retained.
- A risk assessment will be conducted of all work involving exposure to hazardous substances. The assessment will be based on the manufacturer or supplier's health and safety guidance and our own knowledge of the work process.
- All operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken if elimination or substitution of the substance is not possible.

4.10 Disciplinary Procedures

This section should be read in conjunction with Mind in Croydon's Disciplinary Policy.

- It is the requirement of the Health and Safety at Work Act 1974 as amended in 2015, Section 7, that all employees take reasonable care of themselves and others who may be affected by their acts or omissions at work and that they must cooperate with their employer and others to enable them to fulfil their legal obligations
- This Health and Safety Policy is provided to offer guidance on the expectations of employees' actions and where the working practises and safe systems of work are

not complied with may render an employee to face action under Mind in Croydon's disciplinary procedures.

4.11 Display Screen Equipment (DSE)

Mind in Croydon will comply with its requirements under the Health and Safety (Display Screen Equipment) Regulations 1992 by implementing the following procedures:

The Health and Safety (Display Screen Equipment) Regulations 1992 place a duty on Mind in Croydon to analyse workstations, and to assess the health and safety risks to those users. The regulations date from before the use of mobile devices and relate mainly to a 'traditional' workstation at a desk, with screen, keyboard and desktop computer. However, the basic principles and practices laid out in the Regulations are applicable to the use of mobile technology and a wide range of working environments and work patterns. Use of more modern devices and work practices should be included in our risk assessments.

A Display Screen Equipment (DSE) user is defined as an employee who "habitually uses display screen equipment as a significant part of their normal work". DSE use has become so commonplace that the presumption should be that an employee is a DSE User unless their work involves very little (less than 1 hour per day) or no use of DSE.

The Regulations cover workstation analysis, requirements for workstations, daily work routine, eyesight, training and provision of information.

Mind in Croydon operates a system of self-assessment to ensure compliance with the requirement to assess individual workstations, administered by Site Safety Managers.

DSE Responsibilities

Members of staff should:

- Complete their DSE assessment when requested; -
- Follow appropriate guidance in setting up their workstation; -
- Take regular short breaks from working with their display screen equipment; -
- Where a problem arises in the use of DSE, inform Site Safety Manager and in the case of an adverse health condition arising from the use of DSE, advise the People Manager and their own GP.

Monitoring and review

- DSE assessments will be reviewed by Mind in Croydon's Health and Safety consultants if significant changes occur, if the DSE user reports any adverse symptoms or if the original assessment is no longer valid. Significant changes could include:
 - A new piece of furniture (desk, table); -
 - An office rearrangement or relocation; -
 - Provision of a new or replacement computer or new software; -
 - A change in lighting; -
 - An injury or health condition experienced by the DSE user; and/or
 - A change in work pattern leading to more intense and prolonged DSE use.

4.12 Driving at work

The following sets out Mind in Croydon arrangements for the management of work-related driving, considering the requirements of health and safety legislation and road traffic law.

These arrangements apply to staff driving on organisation business. This includes all journeys from the normal designated place of work to other places of work e.g., to meetings, events etc.

These arrangements do not apply to travelling between a person's normal (designated) place of work and home.

These arrangements apply to staff who drive their own vehicle, a hired vehicle, or one that Mind in Croydon has provided, where driving is part of a work activity.

Roles and responsibilities for all driving at work activities – Managers should:

- Ensure staff and volunteers are informed about these arrangements; and support the People Manager in investigating any accidents, incidents or reports of poor or dangerous driving relating to driving at work and take appropriate actions as required.

Staff or volunteers driving a vehicle for organisation business are responsible for:

- Complying with all aspects of road traffic Law;
- Any penalties or convictions incurred as a result of failing to abide by the Law; demonstrating safe driving behaviours; holding a valid full UK drivers' licence to demonstrate they are competent to drive the class of vehicle being used for organisation business;
- When driving their own vehicle for Organisation use all such drivers must obtain business insurance for such tasks otherwise on these occasions, they are driving without insurance in contravention of the Road Traffic Act and are likely to have their vehicle seized under Section 136 of such act and be liable to costs, fines and or prosecution; reporting any vehicle accidents or incidents that occur whilst driving at work or on behalf of work to their Site Safety Manager.

Occupational Health

- Assess all drivers who are referred or self-refer in accordance with the DVLA medical rules for driving.

Staff or volunteers who drive organisation owned or leased vehicles should (in addition to the requirements above):

- Make available their full driving licence information to Mind in Croydon using the DVLA's [on-line checking site](#); along with details of any additional license's they hold for specialist vehicles.
- Notify their Manager of any changes to their driving licence e.g., disqualification, penalties, convictions or other restrictions. Failure of staff to notify their manager of changes to a driving licence can result in disciplinary action; and
- Carry out a daily user check on all vehicles used for organisation business prior to use.

Staff or volunteers who drive their own vehicles on Organisational business should (in addition to the requirements above):

- Ensure that they hold insurance for business use.

Mobile Telephones

- The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.
- If required, hands-free kits will be provided to members of staff or volunteers who are required to use mobile telephones whilst working away from the premises.
- Under no circumstances are employees or volunteers permitted to use hand-held telephones including via hands free kits, or similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

4.13 Electrical Safety

Mind in Croydon recognises and accepts its responsibility to provide a safe and healthy working environment for their employees, volunteers, clients and visitors to their premises.

Mind in Croydon acknowledges that this includes ensuring the provision, use and maintenance of safe electrical installations and equipment.

Mind in Croydon recognise the main hazards associated with electricity are.

- Electric shock
- Burns
- Arcing
- Electrical Fires
- Explosions
- Secondary injuries (e.g., falls from height following electrical shock)

Mind in Croydon is aware of the legal requirements as contained within the Electricity at Work Regulations 1989 and with the specific guidance (HSG 85/107/236 and HSR 25) issued by the Health and Safety (HSE). We will endeavour to control all of the associated risks to ensure legal compliance and provide a safe working environment.

Objective

The objective of this policy is to enhance the safety of all employees, volunteers, clients and visitors with respect to electrical systems and equipment by making all employees aware of their responsibilities and duties under the Electricity at Work Regulations 1989. Contrary to popular misconception it is not solely the responsibility of senior members of business, we all have a duty of care.

Employer's Responsibilities

- Ensure that electrical installations and equipment are installed and maintained in accordance with the IEE (Institute of Electrical Engineers) Wiring Regulations.
- Ensure that all main circuit breakers/isolators are clearly identified and marked.
- Ensure that no staff carry out electrical work unless trained and competent to do so.
- Ensure that regular inspection and testing is carried out by competent contractor at intervals recommended by such a competent contractor (usually every 5 years).
- Ensure that only authorised and trained people isolate electrical equipment or electrical system before maintenance or in the event of an emergency.

- Exchange safety information with contractors, ensuring that they are fully aware of and are complying with the Practice health and safety arrangements.
- Ensure that there are procedures in place to detect hidden electrical cables prior to drilling through floors, ceilings and walls.

Employee and Volunteer Responsibilities

- Do not allow electrical cables to become twisted or knotted.
- Protect light bulbs and other equipment which could easily be damaged in use. There is a risk of electric shock if they are broken.
- Test the residual current device, if fitted, before use by pushing the test button.
- Do carry out your own visual inspection of all electrical equipment including plugs and leads and report any damage to your Site Safety Manager.
- Faults to look out for include physical damage to the cable, failure of the cord grip at the plug and signs of overheating e.g., charring or discoloration of the plug.
- If faults are found the repair should be carried out by someone who has the necessary skill and knowledge to complete the task safely.
- Switch off equipment before unplugging and cleaning.
- You should report any electrical equipment that is not working correctly to the Site Safety Manager. More complicated tasks, such as equipment repairs or alterations to any electrical installation, should only be tackled by competent people with knowledge of the risks and the precautions needed.

Mind in Croydon will ensure that:

- All employees and volunteers will receive adequate training and be provided with information regarding the safe use of electrical equipment.
- All employees and volunteers will be provided with copies of risk assessments and safe working policies that are relevant to electrical installations, systems and equipment in their area or work activities.
- Mind in Croydon will only permit suitably competent persons to carry out any work on electrical installations, systems and equipment.
- All contractors will be informed of, and comply with, Mind in Croydon Health and Safety policy and any relevant risk assessments or safe working policies.

Maintenance

Mind in Croydon will ensure they are fully committed to ensuring a safe working environment will carry out a periodic inspection of all electrical installations, systems and equipment by carrying out the following work activities.

Fixed Electrical Installations

- All fixed installations and systems will meet the required standard (**e.g., BS 7671**).
- All fixed installations will be maintained in a safe condition.
- All fixed installations will be routinely inspected.
- Adequate socket-outlets will be provided to avoid overloading, or the excessive use of extension leads.
- Employees are required to report any defective electrical installations or systems.

Portable Electrical Equipment

- All portable electrical equipment will be safe and suitable for the work in which it is used.
- All portable electrical equipment will be maintained in a safe condition.
- All portable electrical equipment will be subject to a system of visual inspection and testing.
- All portable electrical equipment brought on to Organisation premises or sites by employees (e.g., heaters, fans etc.) and contractors must be tested before use.
- Employees and volunteers are required to report any defective equipment and to remove from service if considered to be detrimental to safe usage.

Record Keeping

- A register of all portable electrical equipment on Mind in Croydon premises or site.
- Details of instruments and testing equipment used for electrical work.
- Copies of any permits authorising work on electrical equipment.
- Safety information provided to and by contractors.
- All information relating to individual competence and training of persons, who are authorised to inspect electrical installations or equipment or conduct, manage, supervise or assess electrical work.
- Details of inspections and tests conducted on fixed installations, portable electrical equipment and personal protective equipment. These records must show the date of the test, the name of the tester, the scheduled date of the next test and details of any repairs or modifications carried out.

4.14 Expectant, New & Nursing Mothers

Mind in Croydon will comply with its requirements under the Management of Health and Safety at Work Regulations 1999 as amended in 2003 and 2006 Regulations 16-18 by:

- Ensuring that where work could present a particular risk to this group of employees or volunteers that specific risk assessments will be undertaken.
- Allowing additional, regular break periods to be taken by the new or expectant mother.
- Providing suitable rest facilities for expectant and breastfeeding mothers.
- Allowing a change, where appropriate, of working practices and hours of attendance to minimise risks to the expectant or new mother.
- Advising employees and volunteers of their requirement to inform Mind in Croydon in writing of pregnancy, that they have given birth in the past six months or that they are breast feeding.

4.15 Fire Safety and Emergencies

Mind in Croydon will comply with its requirements under the Regulatory Reform (Fire Safety) Order 2005 by:

- Arranging for an Organisation Fire Strategy to be prepared and implemented across all Organisation operations.
- Arranging for an annual fire risk assessment to be undertaken for each of Mind in Croydon's premises.
- Nominating a responsible person for each of Mind in Croydon premises.

- Ensuring that all significant recommendations made in such fire risk assessments are acted upon ensuring that sufficient and appropriate firefighting equipment is provided throughout each of Mind in Croydon's premises.
- Ensuring that any fire detection, warning, emergency lighting and firefighting equipment is appropriately maintained and serviced by competent persons and that all such testing and inspection is recorded.
- Establishing an emergency plan for Mind in Croydon's premises.
- Providing suitable training to employees and volunteers on general fire awareness and evacuation procedures, the allocation of daily Fire Marshals.
- Enforcing Mind in Croydon's, No Smoking Policy.
- Ensuring that periodic fire drills are undertaken, and evacuation procedures reviewed as required.
- Fire Action Plans will be displayed throughout the premises.
- Ensuring daily checks are undertaken to confirm that all escape routes and exits are free from obstruction and that exit doors are unlocked.
- Ensuring that all internal fire doors remain closed and are never propped open.
- Ensuring that all staff, volunteers and visitors to the premises take reasonable steps to maintain their own and others safety whilst on the premises.
- Ensuring that all staff and volunteer are fully aware of their specific roles in terms of fire safety and emergency situations.

4.16 First Aid

People at work can suffer injuries or fall ill at any time, regardless of whether it is caused by the work they do or not. What is important is that they receive immediate attention and that an ambulance is called if required, so that lives can be saved, and minor injuries prevented from becoming major ones.

The Health and Safety (First Aid) Regulations 1981 require that employers provide adequate and appropriate equipment, facilities and personnel to enable first aid to be given to employees or volunteers if they are injured or become ill at work.

Mind in Croydon will comply with its requirements under the Health and Safety (First Aid) Regulations 1981 as amended by implementing the following procedures:

Each Site Safety Manager will undertake a First Aid Needs Assessment to assess

- The number of first aiders or Appointed First Aid Persons required for each site.
- Training needs of those first aiders appropriate to hazards present.
- Implement and monitor the assessment findings.
- Regularly review the assessment to ensure it is fit-for-purpose with regard to on-going activities and legal requirements.
- Maintain a current list of all first aiders, their competence, qualification expiry date, contact details and location ensuring that all nominated first aiders undergo all appropriate training, refresher training and requalification in a timely manner.
- Ensure first aid kits are provided, maintained and stocked.
- Communicate updates to first aiders as appropriate.
- Liaise with local emergency services as appropriate.

- Keep up to date with first aid legislative requirements and guidance; and affix first aid notices next to all first aid kits
- Regularly check the contents of all first aid kits.

All staff:

- In an emergency, all staff and volunteers should be aware of the procedure for summoning assistance. To call for an ambulance, dial 999, on an internal phone or on a mobile.

4.17 Home Workers

Mind in Croydon has a duty to protect the health, safety and welfare of their volunteers and employees and this includes home workers. Home workers are defined as those people who regularly work at home because of formally agreed arrangements with their line manager/People Manager or are contracted to work at home.

Responsibilities

It is the responsibility of the Site Safety Managers to ensure that appropriate risk assessments are carried out for home workers. Any equipment provided to an employee to use at home remains the responsibility of Mind in Croydon. This might include computers, power packs/re-chargers, etc. The domestic electrical supply is the responsibility of the employee as is any equipment owned by them. Approval to work at home, even occasionally, must be given by the employee's line manager for them to be covered by Mind in Croydon's insurance.

Guidance

- **Management control** - as direct supervision of home workers is not possible, the arrangements for home working must be agreed between the home worker and their supervisor or line manager and incorporated into the local safety management system. Home working may result in feelings of social isolation, so it is particularly important for the mode and frequency of communication to be agreed.
- **Persons at Risk** - the principal person at risk is the home worker. However, any activity carried out at home may put the home worker's family or visitors at risk. It is anticipated that most of the work carried out at home will be related to the use of information technology, personal computers and associated peripherals (IT equipment).
- **Hazards** – in some cases, according to the activity, it may be necessary for an overall risk assessment to be carried out in the home. For low-risk activities such as the use of IT equipment at home the hazards will be the same as in the normal workplace and they may be assessed and reviewed by the home worker. A simple checklist covering such items as the work environment, maintenance etc. must be completed prior to the work commencing and reviewed annually. The line manager should keep copies, and act upon any matters of concern.

Typical hazards associated with home working will include:

- Manual handling such as loading and unloading goods from vehicles and moving in relatively confined spaces.
- Electrical hazards. It is the responsibility of the home worker to carry out visual checks of any equipment and check the capacity of domestic power supply to ensure it is adequate for the electrical equipment required. Before equipment is issued from Mind in Croydon, portable appliance checks should be made.
- Regular or prolonged use of IT equipment and office furniture. A Display Screen Assessment (DSE) should be carried out.

- Fire and security.
- Lone workers/social isolation.
- First Aid - the home worker must ensure that there are adequate first aid supplies available.
- Accident and incident reporting - home workers should be advised to use Mind in Croydon reporting forms and systems for any work-related accident or injury and to send completed forms to their manager.
- Record Keeping - Records should be kept of:
 - All risk assessments.
 - Work equipment supplied to the homeworker.
 - Maintenance and testing of the equipment.
- Monitoring arrangements such as completed checklists; and accident and incident reports.

Training Requirements

- In many situations it is appropriate for the home worker to conduct their own risk assessments, particularly for their own workstations and to keep these up-to date. They may also need some information about the visual inspection of electrical equipment and the use of DSE.

4.18 Housekeeping

All working areas throughout Mind in Croydon's premises including escape routes will be kept clean and tidy and free of obstructions at all times to eliminate slip and trip hazards. Mind in Croydon and its employees and volunteers will ensure that:

- All walkways are kept clear of general debris and when left in a wet or damp condition following cleaning appropriate warning notices are displayed until the area is thoroughly dry.
- All accidental spillages are promptly mopped and cleared.
- Any build-up of combustible materials is cleared on a daily basis to reduce fire risk.
- Materials are stored in an orderly manner and shelving and racking is not overloaded to avoid the risk of injury caused by falling or protruding items.
- All tools, materials, equipment, and other objects are kept clear of walkways to allow for adequate passage.
- All hoses and electrical leads are kept clear of designated walkways
- All waste is regularly sorted and cleared into external waste and recycling bins.
- Regular workplace inspections will be undertaken and documented. Any areas of concern will be reported to the relevant line manager for evaluation and where appropriate, rectification.

4.19 Ladders and Step Ladders

Only employees and volunteers who are authorised and trained in the safe use of ladders or step ladders may use them. Other employees and volunteers required to use ladders and/or carry out work at heights must apply to their line manager so that a training and assessment can be carried out prior to any such works commencing. Contractor works will be separately risk assessed.

No employee or volunteer is permitted to use other access equipment e.g., access tower, unless fully trained and assessed as competent.

Inspection of Ladders Procedure

- The Engineering Manager will be responsible for carrying out three monthly inspections and recording details within the Ladder Register.
- Aluminium or steel ladders will be inspected for rough burrs, sharp edges, loose joints and bolts, insecure welds and cracks.
- Wooden ladders must not be painted as the paint could hide possible defects. Check carefully for cracks, rot, splinters, broken rails or rungs.
- When the visual inspection has been made, an entry must be entered onto the monthly inspection sheets to confirm.
- Any defects must be reported to the Engineering Manager and the ladder must be taken out of circulation and clearly labelled "do not use". If the ladder cannot be repaired, it must be rendered useless and dismantled by a competent person prior to disposal.
- All ladders need to be given a unique reference/identification number, which must be affixed to the ladder. The number must also be recorded onto the inspection sheets.

4.20 Legionella

Legionella can form in any place where water is stored i.e., central heating tanks, water tanks, and shower heads etc. Legionella is a bacteria/virus that causes life threatening illness affecting the lungs (pneumonia effect) and it can also have a serious effect on other organs.

Under the Health and Safety at Work Act 1974 **and in compliance with the** Approved Code of Practice (ACoP L8, HSG 274), employers and those in control of premises, must ensure the health and safety of their employees, volunteers or others who may be affected by their undertaking, this includes the risk of legionella.

Mind in Croydon will take suitable precautions to prevent, manage and control the risk of exposure to legionella by arranging for:

- Periodic legionella risk assessments to be undertaken.
- All identified risks within the risk assessment to be actioned with legionella remedial works.
- Water temperature monitoring
- Operation of rarely used water outlets
- Ongoing record keeping (legionella monitoring).

4.21 Lone Working

Lone working is defined as a person working without close or direct supervision and without contact from others. It can take place both out of hours and during the normal working day

There is no legal prohibition on lone working, but the process of competent risk assessment will identify certain circumstances where the risks involved are not capable of being adequately controlled and where lone working is not acceptable. Where lone working does take place on organisation premises, the arrangements which must be made, are described below.

Arrangements

Mind in Croydon has produced a separate Lone Working Policy which is communicated to all appropriate employees and volunteers.

4.22 Maintenance Provision and Use of Work Equipment

Mind in Croydon will endeavour to control the associated risks and to comply with the relevant legal requirements, as contained within the Provision and Use of Work Equipment Regulations 1998 (PUWER 98) and the Supply of Machinery (Safety) Regulations 1992, and with the specific guidance (L22) issued by the Health and Safety Executive.

Responsibilities

Mind in Croydon recognises and accepts its responsibility to provide a safe and healthy working environment and acknowledges that this includes ensuring that all machinery, plant and equipment is maintained in a safe condition and used in a safe manner.

Implementation

Mind in Croydon will, as far as is reasonably practicable, ensure that all equipment is suitable for the intended use or tasks.

- All equipment will comply with the relevant British Standard and is CE marked, where appropriate.
- All dangerous parts of machinery will be suitably and adequately guarded.
- All equipment will be maintained in efficient order and in good repair.
- Regular inspections of all equipment will be carried out by competent persons and suitable records kept, including prior to it being put into service. The frequency of inspections will be determined by the risk assessment or in line with legal requirements, manufacturers' instructions or other recommended guidance.
- Any defective equipment where there is an increased risk of injury will be taken out of operation and not used until the necessary repairs have been completed to render it safe to use.
- Employees are required to report any defective equipment immediately to the appropriate manager / supervisor.
- Employees are required to only use equipment for the purpose or operations for which it is suitable or intended.
- Every employee who uses equipment will receive suitable and adequate information, instruction, training and supervision.

Maintenance

Mind in Croydon's work equipment shall be maintained in an efficient state, in efficient working order, in good repair, and where a maintenance log is required, such logs will be kept up to date. A **competent person** only, shall carry out maintenance work. Under no circumstances shall staff without this criteria attempt to repair or maintain equipment. Day to day maintenance, such as emptying waste disposal areas, cleaning, lubrication etc. can be undertaken as required, however, this detail should be included into the risk assessment.

Mind in Croydon will ensure that checks are undertaken to confirm that work equipment belonging to Contractors working within Mind in Croydon will be in good working condition and maintained. Contractors are not permitted use of the companies' equipment.

4.23 Manual Handling

Mind in Croydon will comply with its requirements under the Manual Handling Operations Regulations (MHO) 1992 as amended in 2002 by ensuring that:

- Manual handling operations will be avoided so far as is reasonably practicable where there is a risk of injury.
- Appropriate information, training and supervision are provided for all Organisation employees or volunteers engaging in manual handling tasks. All such training is recorded and reviewed.
- Suitable risk assessments are conducted to ascertain whether the handling process can be avoided, automated or mechanised - if this cannot be achieved a further risk assessment for the task will be undertaken including assessing the task, load, working environment and individual capability.
- Appropriate Personal Protective Equipment is provided to reduce the risk of injury to those engaging in manual handling tasks.
- Appropriate mechanical aids and equipment are provided to assist in handling tasks and to reduce the risk of injury due to manual handling. Training is provided in the use of such equipment and all such training is documented and reviewed. All such equipment is regularly inspected and tested as described in the previous section 'Maintenance Provision and Use of Work Equipment'.

The following are well established guidelines for consideration before considering or carrying out manual handling activities as recommended by HSE:

- Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.
- Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.
- Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.
- Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.
- Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

- Put down, and then adjust. If precise positioning of the load is necessary, put it down first, and then slide it into the desired position. Adopt a stable position with feet apart and one leg slightly forward to maintain balance.

4.24 Personal Protective Equipment (PPE)

Mind in Croydon will comply with its requirements under the Personal Protective Equipment at Work Regulations 1992 (as amended in 2002 and 2013) and will ensure that suitable personal protective equipment will be provided for all employees and volunteers who may be exposed to a risk to their health or safety while at work except where that risk has been controlled by other means which are equally or of greater effect.

Personal protective equipment (PPE) is equipment that will protect the user against work-related hazards. PPE includes items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment.

4.25 Risk Management and Risk Assessments

Mind in Croydon promotes the use of sensible health & safety risk management for all its activities, through informed identification of hazards (anything that may cause harm), assessment of the risk of that harm occurring, and the use of proportionate mitigation and control methods to prevent or manage the residual risk of harm.

In order to achieve the above, every team is expected to reduce the risks present in their work area by identifying what might cause harm to people and taking all reasonable steps to prevent that harm occurring.

Risk management is not about creating a totally risk-free environment or generating paperwork for the sake of it. It should not be used to exaggerate trivial risks or stop engineering activities where the risks are managed.

‘Risk assessment’ or, ‘the assessment of risk’ is a thinking process which considers every step of the work, from design through execution to completion, i.e., the entire work ‘lifecycle’, so that sensible decisions can be made about whether there a risk of harm at any stage and what should be done to prevent or control it.

A conclusion must be reached about the balance between weighing the risk of injury against the cost or sacrifice needed to control or reduce that risk. The assessment of risk must show that to do more to control a risk would be “grossly disproportionate” to the benefits. That judgement does not take into account whether a control measure is affordable – otherwise, poorer employers would be able to avoid the duty to protect their staff altogether.

The judgement about what controls is used should not be based on cost alone, there may need to be a consideration of what it is possible to achieve.

Usually, a manager has flexibility to select and use control measures that are most suited to the circumstances – providing the controls give the same degree of protection from risk. There are very few instances where mandatory controls are specified in legislation, e.g., guarding of machinery.

By following the principles of sensible risk management, Mind in Croydon can:

- ensure that employees, volunteers, visitors and the public are properly protected; -
- enable and support innovation and learning not stifle them; -
- ensure that those who create risks manage them responsibly; -

- ensure compliance with legal requirements; -
- provide overall benefit to society by balancing benefits and risks, with a focus on reducing real risks – both those which give rise to less severe injury but occur more frequently, and those that are less likely to occur but if they do happen, could result in very serious consequences; and
- enable individuals to understand that as well as the right to protection, they also must exercise responsibility.

Responsibility

- The duty for ensuring the assessment of risk is undertaken is delegated through the Line Management structure.
- Senior Managers should satisfy themselves that the arrangements for identifying and assessing risks in their area of responsibility are suitable and effective and are being followed by those they line manage.
- Line Managers/Supervisors must be competent in assessing risks and should ensure that the arrangements they put in place for controlling the risks associated with all aspects of their work are effective, and that those they manage and supervise work in accordance with these arrangements.
- The assessment of risk and identification of control may be delegated to a person with the necessary knowledge, skills and experience and who is familiar with the activity giving rise to the risk. However, the responsibility for ensuring this is done, is suitable for the activity, and people work in accordance with the findings, remains with the line manager/supervisor.

Hazard and Risk profiling

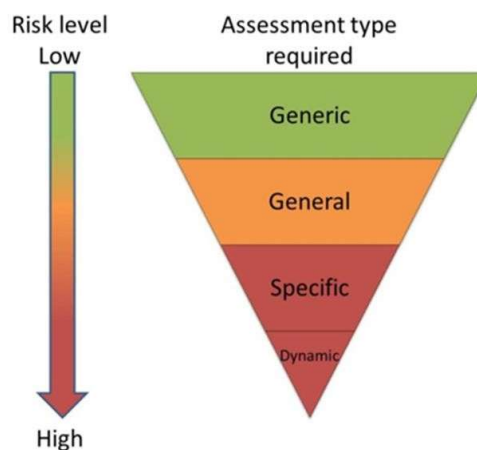
- Senior Managers will need to keep an up-to-date profile of the hazards and risks for their area of responsibility, which is used to inform the content of the local arrangements to manage these risks.
- The risk profile is a product of the findings of all the risk assessments carried out to manage the risks from identified hazards. This relationship is shown in the diagram below as part of the Plan, Do Monitor, Review cycle of safety management.

Diagram 1



An assessment of risk of the appropriate type must be carried out depending upon the nature of the activity and the level of risk, as shown in the diagram below. Only one assessment type is needed for any given activity i.e., specific assessments can be used to satisfy the need for a general one:

Diagram 2



- Generic assessment – an assessment of the risk posed by day-to-day activities often carried out by several people and where the risks are very similar, e.g., where the same task is done regularly, or for a suite of rooms, or use of shared equipment, or attendance at a meeting. The scope and parameters of the activity covered by the assessment must be defined and taken into consideration when deciding the controls required.
- General assessment – an assessment of risk undertaken for any work activity, irrespective of scale or complexity, where there are no legislative requirements to assess specific risks
- Specific assessment – for activities where there are legislative requirements for work with specific hazards e.g., COSHH, DSEAR, GM activity etc., or the activity is outside

the parameters of a generic/general assessment and an aspect of control needs changing, e.g., when scaling up a chemical reaction, attending a conference in a country not covered by the generic assessment.

- Dynamic assessment – when circumstances dictate that the risks in a work activity must be addressed immediately and there is a need to work differently from the way identified in the existing assessment of risk. This is particularly applicable in emergency situations and the assessment should be undertaken from a place of safety. The dynamic assessment findings do not have to be recorded immediately but used to update the:
 - existing assessment or formalized in a new assessment as necessary.
 - Dynamic assessment must not be used ‘on the job’ as a substitute for other assessment types
 - Justification of the Assessment of Risk
 - For the avoidance of doubt the assessment findings should state clearly the scope and range of activities included, and what is excluded.

Protecting Vulnerable People

There are a number of groups of people who require specific protection:

- New and expectant mothers – where the work activity involves a risk to a new or expectant mother or her baby, the assessment of risk for the workplace or activity must consider this. On receipt of a notification that someone is pregnant, has given birth or is breast-feeding the existing risk assessment should be reviewed. If it does not already cover risks to this group of people, it must be amended.
- Protection of young persons – risk assessments for young persons (under the age of 18) must take into account their relative lack of experience, and any lack of awareness of potential risks. If a young person is recruited or is on a work experience placement, existing risk assessments for the work they will undertake should be reviewed and amended as necessary.
- Those with disabilities – once it is known that an employee or volunteer has a disability the risk assessment for their work should be reviewed to make sure it covers the risks that might be present for that employee or volunteer.
- Those with long-term or temporary health issues – some people may be vulnerable due to health issues and risk assessments should be reviewed and amended accordingly to take account of their health status.

Identifying Hazards

- It is a requirement that all hazards are identified, and the associated risk of harm determined and controlled from design and procurement, throughout use and disposal. This concept applies equally to all work activity, whether it is designing a new building or to individual tasks. However, the scale and scope of the assessment should be proportionate to the risks involved.

Controlling the Risk of Harm

- Mind in Croydon must have appropriate and effective arrangements in place for the effective planning, organisation, control, monitoring and review of identified risks and their control.
- These arrangements form the health and safety management system identified in the continuous improvement cycle shown in Diagram 1 above. The four stages of the management cycle are described below.

- Plan – Adequate thought at the planning stage of any work e.g., building proposal, funding application etc. will serve as a preliminary assessment of risk and aid the identification of major requirements: e.g., suitable facilities, equipment needed, training etc.
- Do – as work proceeds the controls and processes identified in the planning stages must be implemented. The assessment of risk for specific activities should be used to devise and define safe ways of working.
- Monitor – once work commences checks are required to ensure people are working in the way specified, that controls are being used properly and are effective and if not, ensure corrective action is identified.
- Review – where the monitoring activity highlights the need for change this should be incorporated by revising the current practice to implement the change.

Hierarchy of Control Measures

It is Mind in Croydon’s policy to use the control hierarchy from the Health and Safety Executive in the order they are shown below when planning to reduce the risks you identify. Elimination is the most effective control measure and PPE is the least effective, therefore do not simply jump to the easiest control measure to implement.

1	Elimination	Redesign the job or substitute a substance so that the hazard is removed or eliminated.
2	Substitution	Replace the material or process with a less hazardous one.
3	Engineering controls	For example use work equipment or other measures to prevent falls where you cannot avoid working at height, install or use local exhaust ventilation to control risks from chemicals or fume or separate the hazard from operators by methods such as enclosing or guarding dangerous items of machinery/equipment. Give priority to measures which protect a number of people over individual measures.
4	Administrative Controls	These are about identifying and implementing the procedures you need to work safely. For example: reducing the time workers are exposed to hazards (eg by job rotation); prohibiting use of mobile phones in hazardous areas; increasing safety signage, and performing risk assessments.
5	Personal protective clothes and equipment (PPE)	Only after all the previous measures have been tried and found ineffective in controlling risks to a reasonably practicable level, must personal protective equipment (PPE) be used. For example, where you cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall (should one occur). If chosen, PPE should be selected and fitted by the person who uses it. Workers must be trained in the function and limitation of each item of PPE.

Recording the Assessment Findings

- Just as there are different types of risk assessment, so there are different ways of recording the findings from an assessment. For the majority of purposes, Mind in Croydon risk assessment template and associated guidance can be used to record the findings.
- This written record of the findings is often referred to as ‘the risk assessment’, however, this refers to the thought process required to reach the conclusion of how to work safely.
- Documenting the findings should be functional and concise, with an emphasis on effectiveness rather than paperwork. The focus should be on controlling risks

rather than implementing the recording system.

- Therefore, alternative templates or recording methods, e.g., incorporation into a Standard Operating Procedure, may be used provided they address the same points.

4.26 Safety Signs

Mind in Croydon will ensure that all relevant safety signs are displayed appropriately throughout all of its premises and that all such signs comply with the Health and Safety (Safety Signs and Signals) Regulations 1996.

Signs must be clear and legible and will be used to identify actions that are prohibited (e.g., no smoking), warning of a hazard (e.g., rotating machinery), safeguards that must be followed (e.g., safety goggles must be worn), and to direct towards fire exits/equipment or first-aid equipment.

All such signs conform to a standard concept of different colours/shapes to identify various types of instruction/hazard/information and will include where necessary a pictogram to aid identification:

- Red circular signs with diagonal cross bar denote an action which is prohibited. Yellow triangles denote warning of a hazard.
- Blue circles denote an action which must be followed.
- Green rectangles or squares denote information of a safe condition.
- Red rectangles or squares denote location of fire safety equipment.

4.27 Smoking

Mind in Croydon fully complies with its responsibilities under the Smoke-free (Premises and Enforcement) Regulations 2006 and operates a smoke free policy throughout all of its premises which applies equally to employees, volunteers, contractors and visitors. This policy extends to all enclosed places including Organisation vehicles. This policy also extends to all clients' sites and premises:

- 'No Smoking' signage is displayed within Mind in Croydon's premises.
- This policy includes the prohibition of the use of electronic cigarettes and similar devices.
- Provision is provided at Mind in Croydon's premises for external designated smoking areas for the use of employees or volunteers who choose to smoke.
- Current UK smoking legislation allows for employers to take appropriate action against those who do not comply with this policy.
- Any employee or volunteer found to be in contravention of this policy may be referred for disciplinary action.

4.28 Stress

Mind in Croydon is committed to protecting the health, safety and welfare of its employees and volunteers and recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing workplace stressors.

We believe that all employees and volunteers have the right to expect that their working conditions and relationships will be such that they do not result in prolonged stress symptoms.

The prevention and effective management of stress that is work related is central to Mind in Croydon's responsibility to its employees and volunteers.

Mind in Croydon cannot address all potential stressors, especially those emanating from outside the work environment and cannot eradicate all stress from the workplace. It recognises that stress may not be directly work related and can result from a range of causes including domestic circumstances, financial pressures and conflicting demands between workplace and home. However, this policy outlines Mind in Croydon's intent to prevent and address work-related stress where it is able to do so.

Definition of Stress

The Health and Safety Executive define stress as "the adverse reaction people have to excessive pressure or other types of demand placed on them". This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress, which can be detrimental to health.

Objectives

- Whilst it may not be possible to eradicate all work-based stress, Mind in Croydon wishes to create an organisational culture in which issues of employee stress are taken very seriously and the wellbeing of employees and volunteers is given the highest priority.

This policy statement is an indication that Mind in Croydon is committed to:

- Preventing, in so far as is practicable, employee or volunteer stress resulting from work practices, excessive workloads or interpersonal relationships within the workplace.
- Where work-related stress does occur, taking steps to minimise the impact of this stress on individuals.
- Identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed.
- Consult with staff and volunteers on all proposed action relating to the prevention of workplace stress.
- Provide training so that all staff and volunteers understand and recognise the nature, causes and management of work-related stress; and, for line managers in particular, how to prevent or minimise work-related stress.
- Provide confidential counselling for employees and volunteers affected by stress caused by either work or external factors.
- Provide adequate resources to enable line managers to implement Mind in Croydon's agreed stress management strategy.
- Mind in Croydon's retained confidential counselling facility is provided by Wisdom from Health Assured who can be contacted by Freephone – 0800 030 5182 or by visiting <https://wisdom.healthassured.org/>.

4.29 Training

Health and Safety training is regarded as an indispensable ingredient of an effective health and safety program. It is essential that every member of staff and volunteer be trained to perform their job effectively and safely.

- Site Safety Managers must assess the level of competency of the individual in relation to the role that they are being asked to undertake, ideally starting during the recruitment and selection process. All staff and volunteers will be trained in safe working practices and procedures when starting their new role.

- There are health and safety induction requirements at Mind in Croydon for new, transferring or relocating staff, including those on temporary contracts and agency staff, and where staff and volunteers move due to the physical relocation of their workplace. This is because people are more at risk when starting work or facing new situations.
- On taking up their appointment, all employees and volunteers must attend a training session delivered by the Site Safety Manager to alert them of the arrangements that will enable them to work safely, this should include information about health and safety induction, first aid assistance, fire safety and evacuation arrangements.
- Where the member of staff or volunteer indicates they do not understand the information given or the arrangements, the Site Safety Manager is responsible for ensuring that suitable additional assistance is given. The understanding by the individual of the additional assistance and support given should also be checked.

4.30 Universal Access

Mind in Croydon has produced a separate Equality & Diversity Policy which sets out Mind in Croydon intentions, goals, and objectives in relation to Equality, Diversity and Universal Access and defines Mind in Croydon and arrangements that have been put in place to enable Mind in Croydon to achieve those goals and intentions.

The relevant legislation is:

- The Equality Act 2010 (and subsequent amendments)
- The Human Rights Act 1998
- The Race Relations (Amendment) Act 2000
- The Civil Partnership Act 2004 (and subsequent amendments)
- The Sex Discrimination Act 1975 (and subsequent amendments and Regulations)
- The Race Relations Act 1976 (and subsequent amendments and Regulations)
- The Equal Pay Act (EPA) 1970 (and subsequent amendments).

The purpose of the policy is to provide Organisation employees, volunteers and any other interested parties with an explanation of Mind in Croydon's Equality & Diversity policies and procedures and, also, to demonstrate Mind in Croydon's commitment to ensuring that best practice is followed in the workplace to achieve equality for all employees.

The Policy will be reviewed annually and/or following any significant changes in Mind in Croydon or activities of Mind in Croydon or following the introduction of new legislation affecting the operations of Mind in Croydon.

4.31 Welfare/Workplace Environment

- Mind in Croydon will comply with its requirements under the Workplace (Health, Safety and Welfare) Regulations 1992, as amended in 2002 and 2013 by ensuring that:
 - Facilities are provided for changing clothing where necessary.
 - Toilet and washing facilities are provided.
 - Facilities for rest and eating meals are provided.
 - Workstations will be arranged so that tasks may be carried out safely and comfortably.
 - Suitable seating will be provided where a substantial part of the work task can or must be undertaken seated. Such seating will provide adequate support for the lower

back and a footrest provided for any employee whose feet cannot be placed flat on the floor.

Additionally, Mind in Croydon will ensure that all working environments are maintained at a reasonable temperature, are effectively ventilated and are suitably and sufficiently illuminated.

Mind in Croydon and its employees and volunteers will ensure that the workplace environment is safe by ensuring that:

- Work areas will be kept clean and tidy with attention being paid to the safe storage of leads and cables around the work area.
- Any spillages will be cleaned up immediately.
- Waste materials will be disposed of appropriately.
- Walkways will always be kept clear from obstructions.
- If a walkway becomes wet, it should be clearly marked with warning signs.
- Trailing cables will not be left in any walkways.

4.32 Young and Inexperienced Employees

Mind in Croydon will comply with its requirements under the Management of Health and Safety Regulations 1999 as amended in 2003 and 2006 Regulation 19 by ensuring that young workers are not employed in situations which pose a significant risk to their health and safety due to:

- Physical or psychological capacity.
- Pace of work.
- Temperature extremes.
- Radiation.
- Hazardous substances.
- Lack of training and/or experience.

Except where the person is over school-leaving age and:

- The work is necessary for their training.
- They will be supervised by a competent person.
- The risk is reduced to the lowest level that is reasonably practicable.

Young workers in particular may have poor perception of risk and therefore Mind in Croydon will undertake additional risk assessments for such people to include:

- Additional training and supervision requirements.
- Health and safety awareness training
- Highlighting of any tasks or processes that such employees should be prohibited from undertaking.

Reviewed and Updated by the Board of Mind in Croydon – July 2025