

Health and Safety Policy

1. Introduction

- 1.1 Burton & District Mind aims to ensure that employees, service users and volunteers work or use Burton & District Mind services at all times in a safe and healthy environment.
- 1.2 Many aspects of health and safety at work and in the provision of services to members of the public are covered by Acts of Parliament, European Community legislation and Local Authority regulations Burton & District Mind is required to comply with these and will ensure that information on them is available to employees, volunteers, and service users on request.
- 1.3 Employees, users of Burton & District Mind's services and volunteers in our projects are all required to comply with the provision of this policy. The policy applies also to members of the public, contractors working on our premises and members, clients, staff, and volunteers of other organisations while on our any Burton and District Mind premises.

2. Implementing the Policy

- 2.1 Legal responsibility for health and safety within Burton & District Mind lies with the Board of Directors and the Chief Officer. Overall responsibility for ensuring the Health and Safety Policy is implemented is delegated to Burton and District Mind's Health and Safety Co-ordinator. This currently is: Chief Officer (CO) or in the absence of the Chief Officer a member of the Senior management team (SMT).
- 2.2 The team will be assisted by an appointed safety representative for each service conducted by Burton & District Mind that takes place outside of the main office. They will be responsible for conducting risk assessments at each regular location of work and reporting any concerns to the Health and Safety Co-ordinator (CO). See Risk assessments for more information.
- 2.3 Health and Safety requirements will be considered in any action undertaken by Burton & District Mind including the planning and development of new or existing services, building work, the introduction of new activities and the reorganisation or relocation of any aspect of Burton & District Mind's work. Those requirements and any risks involved will be communicated to all those taking responsibility in a particular situation (including outside contractors) and plans for dealing with the risk will be jointly made and monitored.

- 2.4 Any problems in implementing the policy, action needing substantial expenditure or major health and safety hazards not covered by this policy should be reported either to the Health and Safety Co-ordinator (CO) or the Senior Management team (SMT), for consideration by the Board of Trustee Directors.
- 2.5 All employees and volunteers will have access to this policy to ensure their understanding and commitment to their responsibilities to maintain Health and Safety standards.

3. Monitoring the Policy

- 3.1 The policy will be monitored through monthly health and safety inspections implementing the Monthly Health and Safety Inspection Checklist and subsequently reported to the Board of Directors.
- 3.2 Monitoring and inspection will also be carried out by external agencies, for example Environmental Health, contractors, fire security, electrical firms and H&S assessors.
- 3.3 Individual employees, volunteers and service users can assist by immediately reporting health and safety issues and potential risks to health to the CO or SMT.

4. Communications

The CO, on behalf of Burton & District Mind, will consult staff in good time on:

- Identified risks to health and safety, and any control measures that are put in place.
- Any other workplace matters which may substantially affect their health and safety.
- Any new or upcoming matters which may affect their health and safety, e.g. new technology or working methods.
- Plans for appointing a competent person or persons to help comply with health and safety requirements.
- The planning and organisation of any health and safety training

5. Risk Assessments

- 5.1 Burton & District Mind is required by law to protect employees and others from harm. Under the Management of Health and Safety at Work Regulations 1999, the minimum measures to be taken are:

- Identification of possible causes of injury or illness related to the organisation's work (the hazard).
- Determining the likelihood and seriousness of any harm (the risk).
- Taking action to eliminate the hazard or control the risk.

5.2 Risk assessments should take place at least every six months, and whenever a change in the organisation or its working practices may introduce new risks. Regular risk assessments will incorporate the considerations necessary for a fire risk assessment. (See 'Fire Safety' for more information.)

5.3 It is important that all staff cooperate wherever they can in the risk assessment process.

5.4 The procedure for undertaking risk assessments can be found on www.hse.gov.uk

6. Health and Safety of Employees, Volunteers and Service Users

6.1 Personal safety: Burton & District Mind recognises the safety of people using and working in its buildings and services is a priority. It will do everything in its power to protect people from assault and to prevent unauthorised entry into our premises, or premises being used by Burton & District Mind to conduct its services. It must also be recognised that individuals both using and working in Burton & District Mind premises and services must be mindful of their own practices in maintaining the safety of themselves and others. For that reason, all stakeholders are asked to respect and maintain personal boundaries and in the case of staff, professional boundaries concerning relationships with service users, volunteers, and other staff. Also, to act in a professional and responsible manner that does not have a negative impact on the service, the organisation as a whole or damage our reputation. It is the responsibility of everyone to inform a member of the senior management team immediately if service users, volunteers or staff do not comply with the above.

6.2 Stress: The nature of Burton & District Mind's work can be stressful. Burton and District Mind will do all it can to reduce work-related stress and to offer support to employees who are affected by stress. For further information, please refer to our Wellbeing at work policy.

6.3 Physical working environment: The work environment can also cause risk to the physical health of employees. Burton & District Mind will do all it can to keep the workplace in a safe and clean condition by cleaning maintenance and repair and regulations on heating, lighting, ventilation cleanliness etc. will be observed.

- 6.4 Risk to physical health may be posed by the use of computers or the lifting of heavy or awkward loads. Burton & District Mind will do all it can to ensure that employees are training in the correct use of equipment and that necessary adjustments are made to the work environment.
- 6.5 Smoking/vaping: All Burton & District Mind premises and grounds are non-smoking/vaping.
- 6.6 First Aid: Employees are strongly encouraged to undertake first aid training. See First aid on page 5.
- 6.7 Vaccination: Employees are encouraged to consider receiving necessary vaccinations, particularly hepatitis B, annual flu jabs and Covid-19 vaccinations. Burton & District Mind will allow time off work and fund the cost of vaccinations if necessary.
- 6.8 Noise: Burton & District Mind will do its best to ensure that no aspect of its work causes noise nuisance or damage to other people.
- 6.9 Lone working: Staff and volunteers are required never to leave themselves in a vulnerable position, e.g., by seeing a client alone, when meeting clients for the first time. This is the case whether the meeting is on Burton & District Mind premises or not. Staff can be with a client alone once a risk assessment (oral or in writing) has been made and, as far as possible, a client has been identified as likely to be reasonably low/nil risk. *Please refer to the Lone working policy.
No member of staff or volunteer should need to enter the home premises of a client without that client being present. If this is deemed necessary, e.g. due to the participant being in hospital, permission must be given by the participant and agreed with the Recovery workers line manager. Only with this agreement should the Recovery worker enter a participant's property in their absence and then only if accompanied by another worker.
Times of home visits, including the address and the time the visit is expected to end should be recorded with the line manager and logged at the main office when possible. Staff should communicate with their line manager or office after the visit ends or at the end of the day if using NHS RiO. If staff do not make contact within the expected time, a member of staff should contact the staff member and take steps to ensure that all is well.
We recommend that any staff that lone work downloads the 'Hollieguard' app to their mobile phone for additional security.

7. Display Screen Equipment

- 7.1 It is expected that all employees will use display screen equipment, such as laptop or desktop computers, usually for over an hour each day. Burton & District Mind must therefore protect employees from the associated health risks.
- 7.2 A DSE workstation assessment will be completed for every employee when they commence work with the organisation, and whenever their working arrangements change significantly, e.g. a change in regular working location. Burton & District Mind will use the assessment to identify any additional measures needed to protect each employee.
- 7.3 Risk assessments and staff training will consider the use of DSE.
- 7.4 All employees should ensure that regular breaks are taken away from DSE, and managers should permit these and/or arrange for alternative work away from screens where possible.
- 7.5 **Burton & District Mind will pay or contribute towards an employee's eye test if DSE use is required based on screen time working hours.** See Expenses policy for guidance.

8. First Aid

- 8.1 Burton & District Mind will ensure enough employees are trained in first aid (including mental health first aid). This will be achieved by conducting a First Aid needs assessment following [HSE guidance](#). The organisation encourages all employees to undertake first aid training and will arrange and pay for this.
- 8.2 First Aid training is certified for three years and HSE recommends refresher training is taken annually during this period.
- 8.3 Burton & District Mind employees trained in first aid can be identified via the notice board or staff directory.
- 8.4 The location of the first aid box in each office can be found in the Onboarding Handbook and advised during Inductions. Community Recovery workers will be provided with first aid kits.
- 8.5 Employees are advised to seek treatment for every injury, no matter how small.

9. Fire Safety

- 9.1 Burton & District Mind will fit its premises with fire alarms, firefighting equipment, emergency lighting, fire awareness signage and fire exits, and ensure that the location of these are clearly identifiable and/or signposted. Where possible and/or necessary, fire doors will be installed. Regular risk assessments will incorporate the considerations necessary for a fire risk assessment.
- 9.2 Burton & District Mind will ensure there is an emergency/fire escape plan in place, and this will be regularly reviewed as part of each risk assessment.
- 9.3 Potential fire hazards will be communicated to employees and clearly signposted.
- 9.4 Mandatory training for all employees will include fire awareness.
- 9.5 The Onboarding process and the induction of new employees will include the arrangements for fire safety.
- 9.6 All employees are required to be familiar with the location of firefighting equipment (to be used if appropriate), escape routes, fire exits and fire assembly points, as well as the use of equipment and the raising of the alarm in the case of fire.
- 9.7 Visitors to Burton & District Mind's premises should also be made aware of fire procedures.
- 9.8 A fire warden will be appointed and be responsible for regular fire safety checks, including fire drills.
- 9.9 A sign in method will be established at Burton & District Mind's premises (e.g. online sign in or visitor's book).
- 9.10 Regular checks will be made to ensure fire safety measures are always in full working order.
- 9.11 Opening and closing procedures for Burton & District Mind's premises will include steps to ensure that fire exits are unlocked, and escape routes are clear each day.

- 9.12 The fire warden will test fire detection and warning systems each week. The fire warden will visually check fire extinguishers, test emergency lighting systems every month and check that fire doors are in good working order.
- 9.13 A contract will be entered into with an external organisation to facilitate the servicing of fire alarms and firefighting equipment every six months. The CO will conduct a comprehensive annual check of all fire safety precautions.
- 9.14 The person responsible for health and safety at each premises is also responsible for fire safety for that building, including organising and recording fire drills.

10. Hazardous Substances

- 10.1 Burton & District Mind will ensure that hazardous cleaning substances kept on its premises will be safely stored and handled in accordance with COSHH regulations.
- 10.2 All cleaning materials should be kept in a safe cupboard in an upright position and used only as directed by the manufacturer's label by someone trained to use them.
- 10.3 Spillage of any solvent-base materials or chemicals should be dealt with immediately avoiding skin contact and as directed by the suppliers.
- 10.4 All flammable and/or hazardous substances must be stored in a clearly marked cupboard and such substances should never be left in any other location. Flammable and hazardous substances may be stored in the same location but should never be mixed and only used for their intended purpose.

11. Portable Appliance Testing (PAT)

- 11.1 The Electricity at Work Regulations 1989 require that any electrical equipment that has the potential to cause injury is maintained in a safe condition.
- 11.2 Burton & District Mind will ensure that a suitable person is procured to test and certify all electrical appliances, but it is also the responsibility of staff and volunteers to visually assess the condition of their equipment.
- 11.3 Appliances should be checked for signs of damage or wear and tear, paying particular attention to power cables/charging cables.

- 11.4 The law does not state how frequently checks should be made, but the more often an appliance is used, the more often it should be checked.
- 11.5 It is also best practice to check an appliance that has not seen any use for extended periods of time.
- 11.6 This guidance applies to all appliances used throughout the working day, whether they are the property of Burton & District Mind or its staff and volunteers, and whether work is taking place in or out of B&D Mind premises.

12. Accident and Infectious Disease

- 12.1 B & D Mind is required by law to report specified incidents in the workplace. This includes incidents that happen when employees are working from home.
- 12.2 All incidents, no matter how big or small, must be reported, including ill health at work.
- 12.3 When an incident has taken place CO or SMT must be informed. CO or SMT will then update the relevant HR system in place.
- 12.4 Accidents will be recorded in an accident book, which is kept with the first aid box. Accident forms once complete should be stored securely in line with our Data Retention Policy and associated schedule.
- 12.5 A dangerous occurrence is a ‘near miss’ situation where a serious accident was luckily avoided. It is as important to report these occurrences as it is to report incidents of actual harm or illness. Considering patterns in injuries, accidents and near misses is an important part of conducting a risk assessment.
- 12.6 The accident book and any related records must be kept organised and up to date. Where a work-related insurance claim is made, missing or incomplete records constitute a legal offence.
- 12.7 Incidents must be reported within 10 days after the occurrence.
- 12.8 The following injuries are reportable under RIDDOR when they result from a work-related accident:
 - **The death of any person** (Regulation 6)
 - **Specified Injuries** to workers (Regulation 4)
 - Injuries to workers which result in their **incapacitation for more than 7 days** (Regulation 4)

- Injuries to non-workers which result in them **being taken directly to hospital for treatment**, or specified injuries to non-workers which occur on hospital premises. (Regulation 5)

When these are serious or may lead to recommendations for action they will be reported to the Board of Trustee Directors.

12.9 Accidents involving actual or potentially serious risk of harm to individuals and infectious diseases will be reported as required to the relevant statutory authority. The responsibility for reporting lies with the CO as the person responsible for health and safety. Reports should be made using the appropriate online report form which can be accessed [here](#)

12.10 Each washroom is provided with antibacterial gel and each sink has antibacterial soap and paper hand towels provided. Each room has antibacterial gel available.

13. Legionnaires Disease

13.1 Legionnaires' disease is a potentially fatal type of pneumonia, contracted by inhaling airborne water droplets containing viable Legionella bacteria. Such droplets can be created by hot and cold-water outlets.

Burton & District Mind will control any identified risk from exposure to legionella bacteria and consider the following:

- the water temperature in all or some parts of the system is between 20–45 °C.
- water is stored or re-circulated as part of the water system.
- there are sources of nutrients such as rust, sludge, scale, organic matter, and biofilms.
- the conditions are likely to encourage bacteria to multiply.
- it is possible for water droplets to be produced and, if so, whether they can be dispersed over a wide area, e.g. showers and aerosols from cooling towers.
- it is likely that any of your employees, visitors etc are more susceptible to infection due to age, illness, a weakened immune system etc and whether they could be exposed to any contaminated water droplets.

13.2 When offices are not in use for extended periods of time (1 month) the toilets will be flushed, and taps run with additional checks when the office is back in use.

14. Insurance

- 14.1 Third party liability insurance certificates will be displayed prominently at B & D Mind workplace locations.

15. Information, Training and Supervision

- 15.1 Health and safety will be a mandatory part of induction for new employees and annually thereafter. The Health and Safety Co-ordinator will be responsible for arranging this within their induction.
- 15.2 Burton & District Mind will fund external training for the Health and Safety Co-ordinator.
- 15.3 The Health and Safety Co-ordinator is responsible for circulating information on health and safety matters to employees and volunteers. Employees and volunteers are expected to read what is circulated.
- 15.4 Line managers will ensure that employees are supervised in their work to the extent necessary for their safety. Any worker or volunteer carrying out unfamiliar tasks or working in unfamiliar locations requires particularly careful supervision and for those working in community settings health and safety should form part of their one-to-one supervision.

16. Asbestos Management

- 16.1 There is an Asbestos Management Plan attached to our premises at 67 Branston Road. Asbestos can be found within our roof tiles and signage is installed to warn anyone accessing the roof of its existence. Should any work on our roof be necessary then the contractor will be made aware of this potential hazard prior to any roofing work being conducted. Signage is attached to the building in areas that might permit access onto the roof area. The Asbestos plan is attached as Appendix A at the end of this document.
No asbestos has been identified at the Safe Haven site in Market St, Tamworth.

17. Further Information

- 17.1 Further information surrounding this Health and Safety Policy and the Health and Safety at Work Act 1974 can be found on the Health and Safety Executive website: <http://www.hse.gov.uk/legislation/hswa.htm> (11/08/2023)

18. Review period

18.1 This policy will be subject to an annual review or more frequency if updates are needed.

This policy was reviewed by the Chief Officer,
Updates and additions made following Heath and Safe onsite assessment July 2023 and additionally reviewed in March 2024 and April 2025.

Appendix A

Asbestos Management Plan Premises of Burton & District Mind 67 Branston Road Burton on Trent DE14 3BY

- Asbestos in the form of Chrysotile has been identified in roof tiles on the building.

These are inaccessible to occupiers of the building in the ordinary course of the usage of the premises. (See Asbestos Management Survey dated 2 March 2018) Nevertheless, in the event that any work requires to be undertaken to the roof, any responsible contractor will be informed of the presence of asbestos in roof tiles and advised to comply with the relevant regulations governing any disturbance, removal or alteration to the positioning of roof tiles.

The responsible officer for complying with the requirements of this report and the advice of the Management Survey will be the principal administrative officer of Mind who will hold this plan and the Management Survey available for inspection by anyone potentially in contact with any roofing materials during the course of their activities on behalf of the owners of the premises.

Readopted by the Trustee board following H & S training Oct 2018

These guidelines have been reviewed by the Chief Officer as part of our Health and Safety procedures for the annual Data protection and security toolkit