Pathways to Independence (Housing) UK Ltd

Health and Safety Policy Manual

**Contents**

|  |  |
| --- | --- |
| 1. | Purpose and Scope |
| 2. | Health and Safety Policy Statement |
| 3. | Structure and Responsibilities3.1 Roles and Responsibilities  |
| 4. | Legal and Regulatory Requirements |
| 5. | Risk Assessment and Risk Control |
| 6. | Training, Awareness and Competence |
| 7. | Consultation and Communication |
| 8. | Documentation, Records and Data Control |
| 9. | Local Health and Safety Management  |
| 10. | Emergency Preparedness and Response |
| 11. | Performance Measurement and Monitoring |
| 12. | Accidents, Incidents and Non-Conformance Management |
| 13. | Audit |
| 14. | Management Review |
| 15 | Procedures Manual (p. 17 onwards) |

 **1. Purpose and Scope**

Pathways to Independence (Housing) UK Ltd [PTIUK] is a care innovator specialising in delivering a range of carefully tailored and personalised placement solutions for UASC [Unaccompanied Asylum Seekers] and OLAC [Other {older} Looked after children] / young people, care leavers and parent and baby.

This document defines how PTIUK ensures the health, safety and welfare of its employees, children in care and others.

The Senior Management Team at PTIUK is aware of the need to meet their legal and regulatory requirements; the policies and procedures contained within this manual provide the framework for how this is achieved.

The contents of this policy document and any associated elements, which make up the PTIUK strategic health and safety management system, are authorised for issue to, and use by, all PTIUK services.

This health and safety management system is documented into three parts:

1. This Policy Manual, which forms Part 1 (and 2) of three key areas that define PTIUK policies and arrangements for health and safety management.
2. Part 2: Procedures Manual (section 15), which defines the actual management procedures that ensure that the general policy statements contained in Part 1 are achieved.
3. Part 3: Key Arrangements and Guidance for PTIUK housing with support services, which include additional unpinning policies such as the Property Policy in addition to the Proformas and working documents which procedurally explain and cover all aspects of work.

 **2. Health and safety policy statement**

Pathways to Independence is committed to the highest standards of care for their employees, children, visitors, and others who work on our behalf. Health and safety is an integral part of every aspect of our delivery of services to children in our care.

We are committed to:

* Complying with our legal and regulatory responsibilities;
* The continual improvement of our health and safety performance;
* Providing a safe and healthy environment for our employees, the children, and young people that we support and others by;
	+ Identifying, assessing, and controlling risks to which they are likely to be exposed;
	+ Developing and maintaining a positive health and safety culture;
	+ Developing safe working practices;
	+ Providing effective information, instruction, and training;
	+ Monitoring and reviewing systems and preventative measures to make sure they are effective;
	+ Ensuring that each employee and child in our care is aware of their responsibility for themselves and others health and safety.

We recognise that for these commitments to be effective senior managers, employees and young people throughout our organisation must play their part in the creation of a safe and healthy environment for all

 **Date 20/07/22**

**Alice Conroy**

**Founder and Chief Executive Officer**

 **Date 20/07/22**

**Jay Horsman**

**Business Manager**

# 3. Structure and responsibilities

The responsibilities of personnel who develop policy, plan, implement or provide assistance for health and safety for PTIUK are defined within a combination of documents including:

1. Summary of key responsibilities (see below)
2. Organisational chart (see below)
3. Support documents that form part of this policy

|  |  |  |
| --- | --- | --- |
| **Who:** | **Including:** | **Responsibility:** |
| Health and Safety **Policy Makers** | Chief Executive Officer, Business Managerand members of the PTIUK Management Team. | Overall responsibility for producing policy on health and safety at a strategic level, and to promote and maintain the health and safety management systems. Making sure that this policy is taken into account, as appropriate, when organisational decisions are made. |
| Health and Safety **Planners** | Chief Executive Officer, Business ManagerRegional Service Managers and members of the PTIUK Management Team. | Responsible for implementing and maintaining local policies and procedures. Putting in place management arrangements for the identification, elimination and control of hazards. |
| Health and Safety **Implementers** | Leadership Team Employees | Responsible for implementing local policies and procedures. Making sure that risk assessments are carried out and that workplace precautions developed in order to control risks are implemented. |
| Health and Safety **Assistance and Audit** | Health and Safety Advisor | Assistance comes from those who are competent and trained to provide advice, information, auditing, and support with regards to the management of health and safety and the requirements of associated legislation. |

**Organisation Organigram**



**3.1 Roles and Responsibilities**

3.1.1 Founder / Chief Executive Officer (CEO)

* + 1. To take overall responsibility for the implementation of the PTIUK health and safety policies.
		2. To support at all times the objectives of the health and safety policies.

3.1.2 Business Manager

1. To demonstrate commitment by taking a proactive approach in health and safety matters.
2. To allocate resources to enable the requirements of this policy to be fulfilled.
3. To ensure that procedures are in place for all employees to receive necessary health and safety training and, in particular, to ensure that detailed health and safety information, instruction and training is given to all new employees.
4. To monitor and review the effectiveness of this policy.
5. To be aware of statutory health and safety requirements sufficient to discharge these duties.
6. Ensure the strategic health and safety management system is subject to periodic internal audit and corrective actions are identified and remedied.
7. To bring to the attention of the Founder / CEO the findings of any health and safety audit where matters of concern are raised.
8. Report to the PTIUK executive board with key performance indicators on the performance of the strategic health and safety management system, with recommendations for new health and safety objectives and corrective actions.

3.1.3 PTIUK Operational leads and teams

1. To ensure the implementation of PTIUK policies in PTIUK Remote Service delivery settings.
2. To take a proactive approach in health and safety matters, ensuring that health and safety performance is accurately tracked and reported within the governance process in their service setting
3. To ensure that Operational leads and PTIUK delivery teams are aware of and undertake their duties and responsibilities with regard to health and safety.
4. To ensure that procedures are in place for all employees to receive necessary health and safety training and, in particular, to ensure that detailed health and safety information, instruction and training is given to all new employees.
5. To bring to the attention of the Business Manager any matters of concern which may have implications for the organisation.
6. To develop an effective monitoring regime of routine site inspections.

3.1.4 Business Manager

1. To ensure accurate and timely reporting of health and safety performance within the PTIUK governance process.
2. To develop and maintain a plan for all necessary health and safety training.

3.1.5 All Employees

1. To be familiar with the contents of the PTIUK health and safety policy and their home’s health and safety policy plus any other policies affecting their area of work.
2. To cooperate on all health and safety issues including all relevant policies, procedures, and safe systems of work.
3. To assist as required with the completion of risk assessments.
4. To report to their line manager any defect or issue that they consider presents a risk to the health and safety of anyone who may be affected by the activities being undertaken.
5. To attend training as directed and all briefings in respect of matters of health and safety and act upon the information, instruction and training given.
6. To report to their Line Manager for any reason instructions on health and safety if for any reason they cannot be implemented.
7. To cease work where there is imminent danger of harm and to report immediately to the PTIUK Management Team.
8. To use all equipment, personal protective equipment, and clothing in a safe manner and in accordance with instructions provided.
9. To report all hazards, accidents, near misses and incidents of violence and aggression, whether or not, they result in injury or property damage, in accordance with homes procedures.
10. Not to interfere with, or misuse anything, provided for health, safety, or welfare.
11. To behave, at all times, in a manner so as not to put themselves or others at risk.

 **4. Legal and Regulatory Requirements**

A procedure has been developed that identifies all legal and health and safety related regulatory requirements that apply to the scope of PTIUK and its activities.

PTIUK is fully committed to compliance too all its legal and regulatory requirements. A register of our legal and regulatory requirements is maintained and updated where necessary. This is subject to regular update and is used as part of our auditing process.

**Current Statutory and Regulatory Frameworks Register**

* Employers’ Liability (Compulsory Insurance) Act, 1969
* The Health and Safety at Work Act, 1974
* Health and Safety (First Aid) Regulations, 1981
* The Health and Safety Information for Employees Regulations, 1989
* Noise at Work Regulations, 1989
* Electricity at Work Regulations, 1989
* The Personal Protective Equipment at Work Regulations, 1992
* The Manual Handling Operations Regulations, 1992 / 2002
* Workplace (Health, Safety and Welfare) Regulations, 1992
* The Health and Safety (Display Screen Equipment) Regulations, 1992
* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), 1995
* Health and Safety (Consultation with Employees) Regulations, 1996
* The Working Time Regulations, 1998
* The Provision and Use of Work Equipment Regulations, 1998
* Management of Health and Safety at Work Regulations, 1999
* COSHH (Control of Substances Hazardous to Health), 2002
* The Housing Act, 2004 / 2018. In particular, the Housing Health and Safety Rating System (HHSRS) standards
* The Regulatory Reform (Fire Safety) Order, 2005
* Local Authorities Coordinators of Regulatory Services (LACORS), 2006 / 2016

Statutory and Regulative requirements may be standalone or have overlapping responsibility in the generation of a partial or whole organisational Health and Safety Requirement. For example, PTIUK’s response to **Portable Appliance Testing** is covered by HSWA (1974), EWR (1989), PUWER (1998) and TMHSWR (1999). PTIUK maintains a responsibility to ensuring all requirements are met and any discrepancies are suitably managed. In addition, in execution of these requirements PTIUK should ensure it meets all relevant related requirements such as General Data Protection Regulation, 2018.

PTIUK should make every effort to ensure that the organisation is up to date on all relevant statutory and regulative requirements. This includes any sudden emerging national situations such as that witnessed in 2020 with the Coronavirus and the subsequent legislation (Coronavirus Act, 2020) and legislative repurposing (Public Health [Control of Disease] Act, 1984) that arose.

**5. Risk Assessment and Risk Control**

The identification and management of our significant risks is an essential part of the PTIUK health and safety management system. To demonstrate this PTIUK has developed a strategic risk register that describes the risks we will manage. This register is subject to periodic review and update so that any emerging issue or potential risk may be actively managed. Our current register of significant risks is available to all interested parties. A sample of the risk register can be found below.

|  |  |  |  |
| --- | --- | --- | --- |
| *Slips and trips* | *Asbestos* | *Hygiene* | *Sharps*  |
| *Accessibility* | *Fire* | *Anti-social hours* | *Contamination* |
| *Manual handling* | *Weather* | *Substances* | *Training* |
| *Display screen equip* | *Temperature* | *Vibration* | *PPE* |
| *Working at height* | *Light* | *Anti-social behaviour* | *Noise* |
| *Stress* | *Ventilation* | *Disease and infect.* | *Lone Working* |
| *Electrical* | *Space* | *Driving* | *Data Exposure* |
| *Contact heat / chill* | *Gas* | *Community* | *Obstructions* |
| *Disrepair* | *Furniture* | *Portable Appliance* | *Security* |

PTIUK Operations leads are required to develop, document, maintain and review a range of risk assessments based upon the findings of their own register of significant risks. The range of local risk assessment topics will typically include:

* Children and Young People;
* Employee tasks;
* Local environments;
* Property;
* Medical needs.

**Risk Assessment Processes**

* All risk assessments are subject to periodic update, audit, and review.
* All risk assessments should be completed by someone with the required skills, knowledge, and operational understanding to conduct them.
* All risk assessments should be reviewed periodically by the Management Team.
* All risk assessments should be bespoke to the area being addressed with the proper tools being utilised to complete and be suitable score via generic risk matrixes.
* All risk assessments must be informed by earnest exploration of the area including investigation, testing, consultation, review and be subject to an Equality Impact Assessment.
* All risk assessments should follow the Risk Matrix (below) to uniformly score and assess risk
* All risk assessments should protective mitigation works and where risk cannot be sufficiently mitigated a Risk Management Plan should be produced.
* All risk assessments should be accessible to all staff, contractors, and volunteers.
* Please see section 15.2 for a working list of used Risk Assessments.

**Standard Risk Matrix Framing Used by most PTIUK Risk Assessments**

|  |  |
| --- | --- |
| **Risk Matrix** | **Risk Matrix Score and Guidance** |
| ***Likelihood*** | ***Description*** | ***Definition*** |  |
| **1** | **Rare** | May occur only in exceptional circumstances |
| **2** | **Unlikely** | Could occur at some time |
| **3** | **Possible** | Might occur at some time if other factors precipitate |
| **4** | **Likely** | May occur in most circumstances |
| **5** | **Certain** | If the activity continues it is almost certain to occur |
| ***Severity*** | ***Description*** | ***Definition*** | **Score****Low risk (Green)** – Score between 1 and 4 the activity should be monitored with any quick and simple measures implemented immediately.**Moderate risk (Yellow)** – Score of between 5 and 15 review safety measures. Inform, instruct, and train staff. Introduce and implement new or a higher level of control measures as soon as possible to reduce the level of risk.**High risk (Red)** – Scores 15 – 25 (High/Red) the risk assessment MUST be re-evaluated; further controls must be implemented as soon as possible to reduce the level of risk and if it is considered necessary stop the activity. |
| **1** | **Minimal** | None to low risk of harm/injury |
| **2** | **Minor** | Could require first aid or additional treatment |
| **3** | **Moderate** | Could result in lost time at work or lasting issues |
| **4** | **Major** | Could result in reportable RIDDOR event |
| **5** | **Catastrophic** | Could result in significant injury or death |

*This page is blank*

 **6. Training, awareness, and competence**

PTIUK will ensure that all employees are competent to perform the tasks that may impact on health and safety in the workplace. As part of this duty health and safety competencies have been identified for all employees.

Procedures have been established to ensure that all employees at each level are aware of:

1. The importance of conforming to PTIUK policies;
2. The consequences of their work activities and the benefits of improved performance;
3. Their roles and responsibilities in achieving conformance to this policy;
4. Procedures for any appropriate emergency response;
5. The potential consequences for departure from specific operating standards and procedures.

Training procedures take into account differing levels of responsibility, ability, and levels of risk. PTIUK Managers will ensure that adequate resources are allocated for health and safety training.

A matrix of Health and Safety training requirements for frontline staff may be seen in Part 3 – Key Arrangements and Guidance – Staff Training Policy.

 **7. Consultation and Communication**

Procedures have been established for ensuring that health and safety information is communicated to and from employees and other interested parties. The primary ways in which the PTIUK management team consults employees is via;

1. Operational lead site visits
2. Health and safety bulletins
3. Regional operations meetings
4. Training

Employee involvement and consultation arrangements are fully documented in the PTIUK Procedures Manual (section 15).

**8. Documents, Records and Data Control**

Procedures have been established to control all documentation and data within the PTIUK health and safety management system including this manual, operating procedures, supporting guidance, forms, and safety instructions (see Data Protection Policy / Access Policy).

 This ensures that:

* + 1. Documents and data can be located;
		2. It is periodically reviewed, revised, and approved for adequacy by authorised employees;
		3. Current versions of documents and data are available at all required locations;
		4. Obsolete documents and data are promptly removed from service;
		5. Archival documents and data retained for legal, or knowledge preservation purposes are clearly identified.

**9. Local health and safety management**

PTIUK has defined the standards required for the local health and safety management within each of their remote delivery settings. PTIUK Managers are provided with a management system template which is developed into a local system. Local systems are subject to a biannual health and safety audit.

**10. Emergency Preparedness and Response**

PTIUK has established and maintained procedures to identify the potential for, and responses to, reasonably foreseeable incidents and emergency situations and for preventing and mitigating the likely illness and injury that may be associated with them.

Emergency plans and procedures are subject to periodic review especially after the occurrence of incidents or emergency situations.

Arrangements are also in place to periodically test these procedures against pre-determined schedules.

Managers are required to develop local responses to reasonably foreseeable emergency situations as part of their local safety management systems.

Accidents and critical incidents are logged for investigation and RIDDOR reporting requirements (see section 12 and 15)

**11. Performance measurement and monitoring**

PTIUK has established procedures to monitor and measure strategic health and safety performance on a regular basis.

PTIUK Operational leads measure their own performance using annual internal audits of their local management systems.

Key performance parameters have been identified that determine whether:

1. Health and safety policy and objectives are being achieved;
2. Risk controls have been implemented and are effective;
3. Lessons are learnt from management system failures, including accidents and near misses;
4. Training and awareness programmes are effective;
5. Information that could help to review or improve health and safety performance is produced.

**12. Accidents, Incidents and Non-Conformance Management**

PTIUK has developed effective procedures for reporting and investigating accidents, incidents, and non-conformances. The prime purpose of this procedure is to prevent further occurrence by identifying and dealing with the root causes.

This procedure defines the responsibilities and authorities for:

1. Reporting to our regulatory bodies;
2. Reporting accidents, incidents, near misses and non-conformances;
3. Recording and record keeping;
4. Investigation and analysis of both accidents and near misses;
5. Corrective and preventive actions;
6. Monitoring and communicating results
7. Follow-up

**13. Audit**

PTIUK is fully committed to the concept of health and safety management system auditing. Audits provide a comprehensive and formal assessment of conformity to policies and procedures.

Audits are subject to formal scheduling and are carried out by competent personnel.

The results of audits are communicated to relevant parties so that corrective actions can be considered. Action plans of agreed remedial measures are developed and implemented together with follow-up monitoring arrangements.

**14. Management review**

PTIUK has developed a procedure to ensure that the strategic health and safety management system is subject to periodic management review.

The purpose of the management review is to assess whether the health and safety management system is being fully implemented and remains suitable for achieving the stated health and safety policy and objectives.

The management review process will also establish new or updated objectives for continual improvement and consider whether changes are needed to any elements of the PTIUK Health and Safety Management System.

**15. Procedures**

|  |  |  |
| --- | --- | --- |
|  | **Area** | **Page** |
| **15.1** | **General Principles** | **19** |
| **15.2** | **Risk Assessments** | **22** |
| **15.3** | **Property Management** | **24** |
| **15.4** | **First Aid and Injury** | **35** |
| **15.5** | **Training** | **40** |
| **15.6** | **Fire Management** | **41** |
| **15.7** | **Substances (COSHH)** | **46** |
| **15.8** | **Staff Well Being** | **49** |
| **15.9** | **Staff Standards** | **50** |
| **15.10** | **Consultation and Review** | **57** |

**15.1 General Principles**

**To support our Health & Safety policy statement we are committed to the following duties:**

1. Undertake regular, recorded risk assessment of the premises and all activities undertaken within by staff, young people, contractors and third parties.
2. Create a safe environment by putting health & safety measures in place as identified by clear and considered risk assessment
3. Ensure that all staff are given the appropriate level of training and competition by regularly assessing individual ability, interest, and role responsibility
4. Ensure that all staff are aware of, understand and follow the organisation’s health & safety policy
5. Appoint a named senior manager to lead on health and safety responsibilities within the organisation.
6. Provide access to adequate first aid facilities, telephone and qualified first aider at all times
7. Report any injuries or accidents sustained during any activity as a function of PTIUK work, whilst on PTIUK premises or if an injured party should happen upon our project area.
8. Ensure that the implementation of the policy is reviewed regularly and monitored for effectiveness.

**We expect all young people to abide by the following standards whilst in placement with us with consideration for limitations around language, skillset, age, cultural practices or understanding:**

1. Take reasonable care for your own health & safety and that of others who may be affected by what you do or not do, including your housemates, PTIUK staff or your friends.
2. Take part in Independent Living Skills Workshops and follow guidance from your Project Worker around health and safety.
3. Co-operate with PTIUK on health & safety issues, both routine activities, such as house checks or during emergency situations such as an accident.
4. Correctly use all equipment provided and be open to training as to how to use all items correctly.
5. Not interfere with or misuse anything provided for your health, safety, or welfare.
6. Take responsible steps to tell your project worker when you have a health and safety concern.

**PTIUK will endeavour to ensure all requirements asked of young people in placement are:**

1. Understandable and accessible with consideration for language and independent living skills
2. Responsible, appropriate, and clearly explained
3. Accessible in the form of house rules, the welcome brochure, signed within the placement house and reviewed with their project worker regularly.
4. Properly risk assessed and compliant with all regulations.
5. Do not bear any cost, be it financial or practical, to the young person and all required equipment is provided.
6. Reviewed regularly in consultation with young people.

 **The Directors and the Senior Management Team will implement the Health and Safety Policy by effectively:**

1. Ensuring managers and staff are competent and suitably trained in matters of health, safety, and welfare.
2. Setting health and safety performance indicators and standards, to ensure effective management.
3. Ensuring that so far is reasonably practicable, all hazards are identified, assessments are carried out, appropriate actions taken and recorded.
4. Ensuring that all new and existing employees are familiar with and comply with the requirements of this policy and other departmental safe systems of work.

 **Managers will ensure that:**

1. Any health and safety matter they cannot deal with directly are brought to the attention of a member of the Senior Management Team.
2. Significant hazards within their area are identified and that suitable and sufficient risk assessments are undertaken pertaining to general workplace risks, substance and chemical risk, work equipment risks, manual handling risks, and fire risks.
3. Any safety measures, actions and controls identified by any risk assessments are implemented or advice sought from the Competent Person(s) as noted.
4. Employees and others are provided with suitable and sufficient information, instruction, and training to enable compliance with this policy as applicable.
5. There is a system in place to manage health and safety within their area which will include accident investigations and review of risk assessments
6. All work equipment, materials and substances are suitable and fit for the purpose intended and do not endanger the health safety and welfare of staff, volunteers, or other people.
7. All purchases of equipment, materials and substances conform to BS EN and other approval standards as applicable.

**All employees are responsible for:**

1. Complying with the Health and Safety Policy
2. Taking reasonable care of their own health and safety and that of others that may be affected by their acts or omissions.
3. Carrying out instructions as directed by their line managers.
4. Using all work equipment, materials, and substances in accordance with the information, instruction and training given.
5. Not deliberately misusing equipment or fixed systems that are provided for the purposes of health, safety, and welfare.
6. Reporting to their line manager any health and safety problem they cannot deal with themselves, and reporting all accidents, injuries, risks, hazards, and faults relating to health, safety, and welfare.
7. Completing all health and safety checks and documentation as requested.
8. Engage with any, and all training provided
9. Feedback on health and safety improvements and when asked to engage with consultancy spaces to improve services.

All health and safety incidents will be impartially investigated by the named health and safety officer, Jay Horsman.

Any action by an employee at any level, which endangers the health or safety of another person whilst at work, may lead to disciplinary action being taken which could result in dismissal.

Any action by a young person in placement which endangers the health or safety of another person may lead to a behaviour contract, placement meeting or, in serious incidents, possible eviction.

**15.2 Risk Assessments**

* As stated in Section 4 and outlined in Section 5; PTIUK have an obligation to mitigate workplace risk via Risk Assessments and Risk Management Plans.
* Below is a list of the currently active Risk Assessments used in service. Each can be found on our shared database for review. These are our routine Risk Assessments, but rarer stand-alone Risk Assessments may be used for unexpected or bespoke works such as when there is:
	+ Significant deviation from standard operating processes (Football Project / young person trip away).
	+ Safeguarding requirements (honour-based violence, PREVENT, Lone Working situations, MISPERs).
	+ Rare service altering occurrences (such as the COVID-19 Pandemic).
* A full breakdown of rarer risk assessments can be found in the Proformas folder, via the relevant policy appendix or consultation with your line manager.
* Before commencing any work at PTIUK all staff should be aware of the relevant risk assessment, the risks highlighted, the mitigation factors applied and the expectations of staff.
* Each Risk Assessment is updated either on a routine cycle, when regulatory change occurs, when policy / process changes, at the behest of relevant parties or if a significant incident should occur to warrant expedited review.
* Whilst not all Risk Assessments will require a Risk Management Plan all Risk Assessments should document risk mitigation strategies and outcomes to suitably manage risk.

**Active Risk Assessments at PTIUK**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk Assessment** | **Area** | **Subject** | **Held by** | **Update Cycle** |
| **Data Impact Assessment** | *An Assessment of data usage, storage, retention, and risks posed. Listed here as can influence H&S areas and ways of working significantly* | Project-wide | Jay Horsman | Annual |
| **First Aid / Accident Risk Assessment** | *A Risk Assessment that explores the first aid needs of the service including training of staff, provision of first aid equipment, reporting measures and other processes*  | Project-wide | Jay Horsman | Annual |
| **Local Area Risk Assessment (LARA)** | *A Risk Assessment that explores the area of placement houses and office spaces and provide an assessment of their feasibility and risks of operational delivery*  | Local area | Jay Horsman | Annual |
| **General Risk Assessment (GRA)** | *A Risk Assessment that explores the general delivery of works complete by staff, volunteers and contractors within the offices, community, and placement houses.*  | WorkersOfficesHousesExternal | Jay Horsman | Annual |
| **Equipment Risk Assessment****(PUWER)** | *A Risk Assessment that explores the equipment used by staff, volunteers and young people within the offices, community, and placement houses.* | WorkersYPsHousesOffices | Jay Horsman | Annual |
| **Desk Assessment / Display Screen Equipment Assessment (DSE)** | *A Risk Assessment that explores the usage of display equipment within the office and placement houses for use by staff and young people. One per worker / YP (where required)* | WorkersOfficesHouses | Jay Horsman | Annual |
| **Workplace Assessment** | *A Risk Assessment that staff complete on their own to judge how their working space functions for them and highlight personal improvements (in conjunction with other RAs)* | WorkersOfficesHouses | All Workers | Annual |
| **Fire Risk Assessment (FRA)** | *A Risk Assessment focused on exploring the risk of fire within our offices and placement houses which also includes fire protection systems and evacuation protocols. One per area (property or office)* | OfficesHouses | Jay Horsman | Annual |
| **Property Risk Assessment****(PRA)** | *A Risk Assessment that explores our placement houses from top-to-bottom in terms of any risks or concerns. Informs on set up works prior to service set up. One per area (property or office)* | HousesWorkersYPs | Jay Horsman | Annual |
| **Legionella Risk Assessment** | *A Risk Assessment that explores the risk of legionella within our placement houses. One per area (property or office)* | YPsWorkersHouses | Jay Horsman | Annual |
| **House Risk Assessment****(HRA)** | *A Risk Assessment that explores the placement house dynamics and issues from the young person’s perspective. One per residential property* | YPsHouses | Team Leaders  | Monthly |
| **Young Person Risk Assessment** | *A Risk Assessment that explores the risks around a young person from a needs, as well as a strengths-based asset approach. Minimum one active per young person* | YPs | Project Worker | Three to Six Monthly |
| **Control of Substances Hazardous to****Health Assessment (COSHH)** | *An individual Risk Assessment of substances present within the office and house spaces* | WorkersYPsHouses | Jay Horsman | Annually and upon need |
| **Lone Working Risk Assessment** | *Risk Assessment for Lone working practices at PTIUK. Individualised documents for staff with particular needs.* | Workers  | Jay Horsman | Annually and upon need |

* Risk Assessments should be co-signed where possible by relevant and involved staff.
* All staff should receive training on Risk Assessments and Risk Management Plans to ensure they are comfortable working with and understanding risk assessments.
* Young people should be active participants within the Risk Assessments as they relate to their property, the service, and their placement with us.
* All Risk Assessment should be audited for compliance and improvements.
* Resources and HSE / LSGB guidance should be available to all staff and young people to ensure they are aware of the Risk Assessment processes and systems present.
* PTIUK should maintain a robust complaints and appeals process for young people and staff to utilise if they feel a Risk Assessment or Risk Assessment Outcome is not fit for purpose.

**Local Area Risk Assessment (LARA)**

* LARAs should be completed on the following occasions:
	1. When PTIUK is looking to expand into a new area
	2. When an already established area of operation experiences a significant change as determined by the Business Manager such as natural disaster, terrorist attack, notifiable event and other occurrence seen as a significant change
	3. Annually
* LARAs can cover a small geographical area such as a street or collection of streets, to districts, wards and even whole cities / regions as required reflective of the nature of the LARA being completed and the operational need of the assessment.
* LARAs should explore at minimum the following areas in relation to our service: Demographics, Accommodation (PTI), Accommodation (Private), Accommodation (Council), Natural Geography, Weather / Climate, Health (General), Health (Additional), Health (Wellbeing), Transport, Education, Financial Services, Employment, Accessibility, Community (Religion), Community (Culture), Community (Youth), Leisure and Entertainment, Crime and Offending, other notifiable hazards or issues. This is not an exhaustive list and consideration should be made to the unique aspects of an area.
* LARAs templates can be found within our Proformas Folder and are held by the Business Manager. Many compliance requirements for contracts require active sharing with Local Authority Partners.
* Outcomes of LARAs should be explored when establishing and maintaining services.

**15.3 Property Management**

PTIUK has an obligation to ensure our “properties” be they dedicated office spaces for staff or residential accommodation units for young people or a hybrid space are fully managed in accordance with all health and safety, safeguarding and housing regulations and requirements.

PTIUK responds to this via an interconnect mesh of Risk Assessments (as listed in 15.2), property checks (as listed below) and management oversight systems.

**Current PTIUK Checks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Check** | **Area** | **Subject** | **Completed by** | **Update Cycle** |
| **General Property Check** | *A check on the state of the office or residential property being sought. Detailed physical exploration and record examination (such as GSC, HMO License, EICR, Environmental Health). Accompanied with the LARA, FRA and PRA Risk Assessments*  | All Property types | Jay Horsman | On set up |
| **Landlord’s Check** | *A check on Landlords to ensure there are no concerns or issues relating to themselves or the property. This is often completed in conjunction with the relevant Local Authority* | Landlords and related persons | Jay Horsman | On set up |
| **Weekly Property Check** | *A weekly check completed by Project Workers on the state of the property / office exploring multiple areas. Examples include –* ***fire systems,*** *thoroughfares, fire exits, trip hazards, fire plan, smoke, heat detectors, fire doors and CO detectors, property hygiene, ventilation, appliances, heating, hot water, lighting, furnishment* | Offices Houses - communal spaces | Project Workers | Weekly |
| **Maintenance Worker Check** | *A weekly check completed by our Maintenance Workers on the state of the property. Areas include – Damage, pests, mail, access, heating, lighting, ventilation, cleanliness, appliances,* ***fire systems****, damp, access, and security* | Houses – communal spaces | Maintenance Workers | Weekly |
| **Monthly Property Check** | *A detailed full health and safety check completed monthly to all areas of the property. This is completed by two staff and requires bedroom access notification. Some of the areas covered by this check include:**Gas / Electric Readings, First Aid Box, Accident Book,* ***Fire Safety Checklist and Systems****, C0 Check, Temperature Check, Fire Systems and Safety, Windows / Window Covers / Locks, House Inventory Items, Walls and Damp, Doors and Locks, Floors and Coverings, Furniture, Fittings, Wiring, Sockets, Taps, Plumbing, Lighting, Hygiene, Access, Key Boxes, Security / Barriers, and Garden Status**This check will also inform on the House Risk Assessment* | Houses – all spaces | Admin and S./Project Worker | Monthly |
| **Legionella Check** | *A check on the Legionella potential in additional to resolution works required* | Houses – all spacesOffices | Maintenance Worker | Quarterly |
| **PAT Check** | *A check on all Portable Appliances as tested by a qualified person to all spaces and all appliances within PTIUK properties including young person items. Bedroom notification and information letter required for young people* | Houses – all spacesOffices | External Professional | Annually |
| **Heating Audit** | *A check on the property heating systems to ensure there are no concerns ahead of winter / colder periods. More in depth than monthly check and is accompanied by suitable works such as Boiler Servicing, radiator bleeds, valve replacements and emergency portable heater testing as completed by Maintenance Workers* | Houses – all spacesOffices | Maintenance Worker | Annually |
| **Utility and License Checks** | *Various checks in line with property obligations. Supported by staff but carried out by external professionals. PTIUK will often have to evidence these checks to Local Authorities. These include:**Gas Safety Checks for Gas Safety Certificates**Electrical Installation Condition Reports for EICR Certificates**HMO Inspections / Checks for compliance with HMO standards around fire doors, fire alarms, fire management methods* | Houses – all spaces | Various but coordinated by a manager | Check type dependent. GCS is annually. EICR is every 5 years etc. |
| **Ad hoc checks** | *Additional checks completed by staff as part of bespoke works, raised concerns or as addition to the service. This would include:* * *Young person welfare checks*
* *House set up checks*
* *Damage report checks*
* *House inventory checks*
* *Room checkout check*
* *Guest/overstayer checks*
* *Maintenance concern checks*
* *House close down checks*
 | Houses – all spaces and offices | Various but coordinated by a manager | Check type dependent. |

All checks are logged, checked, and reviewed using the Property Management System. From the checks additional subsidiary logs are also kept such as the Damage Log and Fire Systems Log for efficient monitoring.

In addition to compliance with checks staff are expected to meet the health and safety obligations around office, placement properties and self. Staff should take a pro-active, professional curiosity approach to health and safety issues and concerns to ensure all possible risks are captured. Staff should be empowering young people to understand and observe their environments as well as bring any concerns or issues they may have to staff during Key Working Sessions, as and when needed and especially to overnight duty services.

Outside of routine checks staff should also be aware of the following concerns issues as they present and suitably report:

* Keep corridors, exits and entrances clear of obstruction and litter
* Never obstruct fire exits, alarms, and appliances
* Report defects in stairs, walkways, flooring, handrails etc
* Clean up spilt liquids
* Report Faulty Lighting

*This page is blank*

When encountering obstructions objects or objects unavoidably left in corridors or halls, they should be:

* Stacked carefully and securely
* Not left with dangerous projections
* Not stacked on both sides of the corridor.
* Explored for movement elsewhere

The following points should be kept in mind, and remedial action taken when necessary:

* Tripping hazards: Open filing cabinets; trailing leads and defective floor covering may cause accidents. Do not have cables from computer equipment trailing across walkways. There should be sufficient power points within the premises to make this unnecessary
* As far as possible, load cupboards and filing cabinets from the bottom up, keeping any heavier items low down. Do not stow heavy objects on top of cupboards.
* Do not stand on chairs.
* Do not sit too close to visual display units and, if necessary, turn brightness down. Ensure that you are sitting in the correct ergonomic position with adequate wrist support.

**Electrical Standards**

* Electrical repairs are to be undertaken only by qualified electrical or electronic tradesman using the proper tools and test equipment.
* Electrical faults are to be reported as soon as they are discovered.
* Particular attention must be paid to cables, connections, correct fuse rating and earthing of portable appliances.
* PTIUK Maintenance Workers can diagnosis and explore electrical issues only to the extent of their training and role.
* PAT and EICRs are completed regularly to ensure electrical systems and services are appropriate
* PTIUK will maintain a list of approved vendors for electrical works including emergencies.
* PTIUK will make safe any significant electrical fault as soon as possible following detection. This could involve partial or full shut off to the electrical system as well as locking and blocking to concern areas.
* PTIUK will keep a log of all appliances within properties in addition to any electrical relevant provisions such as fuse boards, isolation switches and plugs.
* PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

**Gas Standards**

* Gas repairs are only to be undertaken by qualified/certified gas tradesman using the proper tools and test equipment.
* Gas faults are to be reported as soon as they are discovered, and quick evacuation may be required.
* Particular attention must be paid to disturbances around gas pipelines, external and internal to the house. In addition to disturbances around boilers or gas cookers.
* PTIUK Maintenance Workers can diagnosis and explore gas related issues only to the extent of their training and role.
* Gas Safety Checks are completed regularly to ensure gas systems and services are appropriate
* PTIUK will maintain a list of approved vendors for gas works including emergencies such as the National Grid
* PTIUK will make safe any significant gas fault as soon as possible following detection. This could involve partial or full shut off to the gas system as well as locking and blocking to concern areas.
* PTIUK will keep a log of all gas applications and appliances within properties in addition to any gas relevant provisions such as gas metres, shut off valves and isolation valves.
* PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

**Water Standards**

* Plumbing repairs are to be undertaken only by qualified plumber using the proper tools and test equipment.
* Water faults and water ingress issues are to be reported as soon as they are discovered.
* Particular attention must be paid to disturbances around waterpipes, and drainage external and internal to the house. In addition to disturbances around water sources (sinks, showers, washing machines, boilers) and any areas below these spaces.
* Any puddling or pooling of water in any location of the property needs to be:
	+ Investigated for source via Project Worker and Maintenance Workers
	+ Remedied at source to prevent reoccurrence. If found to be behaviour related (i.e., drink spillage) the appropriate safeguards need to be applied around house inventory, signage, and Independent Living Skills
	+ The puddle or pool needs to be immediately documented (photos) and suitably cleaned up by trained staff. If a corrosive or unknown liquid, then COSHH approaches need to be applied with the appropriate Personal Protective Equipment.
	+ If in any doubt as to liquid type, or are unable to clean, then staff should deploy the Slips Warning signage, present in each property, over the area and safely monitor until resolved by a deployed worker.
* PTIUK Maintenance Workers can diagnosis and explore plumbing related issues only to the extent of their training and role.
* Regular Monthly Property Checks are completed to ensure the property plumbing and services are appropriate.
* PTIUK will maintain a list of approved vendors for plumbing works including emergencies
* PTIUK will make safe any significant plumbing fault as soon as possible following detection. This could involve partial or full shut off to the water system as well as locking and blocking to concern areas.
* PTIUK will keep a log of all water applications and appliances within properties in addition to any water relevant provisions such as stop-clocks (street, garden and internal) and any isolation valves linked to specific fixtures or appliances such as washing machines.
* PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

**Handling**

Appropriate training is to be given to stores and other personnel whose jobs require the handling of goods and heavy equipment. Such works are usually limited to the Business Support Manager and the Maintenance Workers for each Project Team. General guidance around this includes:

* Remove ragged edges or wear gloves
* Use correct method of lifting
* Store heavy objects low down in racks, put only light objects up high.
* If two or more people are lifting one object, be clear who is in charge of the operation.
* When carrying long objects, take great care approaching corners, keep the front end above head height if light enough and able to do so.
* Always ensure that you can see where you are going.

**Reporting**

All incidents and accidents or near accidents must be reported to the manager. The manager will follow the necessary procedures and implement control measures to minimise the risk in the future.

**Maintenance Management**

PTIUK centrally records all maintenance issues / problems with the following framing (below table). This approach outlines the issue at hand, responsibility, resolution and learning steps to address any developing issues. The log of all maintenance issues and works is maintained so as to detect patterns, repeated issues. Additional subsidiary logs are also kept for critical areas such as Fire Safety.

|  |
| --- |
| **Maintenance Management Recording** |
| DateHouseLocationBrief description / ActionTriage DelegationActions RequiredOutcomeDate CompletedActions/Outcomes/Completed ByAny further action needed? |

Maintenance issues are raised via checks and information sharing (see below Maintenance Diagnostic and Response Flow Chart – next page).

Each maintenance issue is triaged based on severity and likelihood of harm to staff and young people. Additional diagnostic information will be sought from impacted and knowledgeable parties. Once all detail is quickly established a repair pathway is determined with appropriate short-term safeguards being set-up, the appropriate fixes being planned, and long-term safeguards / learning outcomes being applied.

In addition to the in-house maintenance team PTIUK will maintain a list of suitable vendors to deliver on planned or emergency works as required for example gas engineers, glazers, locksmiths, and cleaners. Such vendors should be vetted, competent, referenced, accredited, and embody additional qualifications skill sets and standards to support the service.

**Maintenance Diagnostic and Response Flow Chart**



**Overall Principals**

The organisation Health and Safety Lead has an obligation to ensure:

* All health and safety regulation and standards are applied to PTIUK services, especially property
* All staff are suitably trained to support and detect health and safety concerns with the property and office spaces as well as the community settings.
* All training provided to young people as part of placement offering is compatible with health and safety regulations.
* All maintenance processes comply and advance health and safety standards within the property and office spaces.
* That all relevant checks are completed pursuant to detecting and managing property concerns.
* That each maintenance issue is suitably managed in relation to health and safety regulations and contractual obligations with Local Authority and property owners.
* That the Housing Health and Safety Rating System (HHSRS) is suitably applied via monitoring, checks, repairs, and improvements to ensure the properties used are free of issue.
* To quality assure the repairs and maintenance completed and establish a performance management system to monitor and improve.
* To be accountable for any system breakdown and work to resolve in support of health and safety standards and staff / young person wellbeing.

**Additional Guidance**

The areas covered in 15.3 are to guide our Health and Safety response around properties. For a full breakdown of Property Processes including general guidance around property management, security, procedures, and practical guidance the following policies should be used in consultation with this one:

* Access Policy
* Property Management and Maintenance Policy
* Safeguarding Policy
* General Policy Document
* Key Worker Handbook
* Environmental Policy
* Bedroom Check Policy

And the following working documents:

* General Property Check
* Weekly Property Check
* Maintenance Worker Check
* Monthly Property Check
* Legionella Check
* PAT Check
* Heating Audit
* Joining Service Flowchart
* Maintenance Diagnostic and Response Flow Chart
* Moving Out Flowchart

**15.4 First Aid and Injury**

PTIUK operates Project Teams of 4-5 Project Workers plus auxiliary staff (volunteers) that are led by a Team Leader. All Project Teams are overseen by a Management Team.

To ensure broad coverage of First Aid Trained workers we ensure that, at minimum, one member of each team is trained in First Aid in addition to a significant population of the management team thus ensuring good coverage of First Aiders both on site and contactable as needed. The same system is applied to our Duty System whereby, at minimum, one worker is suitably trained. First Aid Training schedule is determined via the Staff Training Matrix. First Aiders are qualified full-time staff who have received training and passed an examination in accordance with Health and Safety Executive requirements Incorporated into this will be refresher training at regular intervals and an examination to ensure that their skills are maintained.



All office and placement properties have a maximum of seven people present at any one time (mixture of staff and young people) with typical occupancy being 3 – 4. As such the General Risk Assessment and Property Risk Assessment have indicated a low risk across all sites. HSE compliant (below) First Aid Kits (FAKs) are held at all offices and placement properties. The FAKs contained within the Project Team office spaces have additional items (British Standard 8599) as well as replenishment kits and spare kits. FAKs are checked every week by staff during the Weekly Health and Safety Check and are managed by the Property oversight systems for spoilage, replenishment, use and misuse.

|  |
| --- |
| **First Aid Kit Contents (minimum)** |
| 20 x Assorted Wash-proof Plasters2 x Sterile Eye pads with bandages4 x Non-woven triangular bandages 6 x Safety pins6 x Medium 12cm x 12cm sterile dressings2 x Large 18cm x 18cm sterile dressings10 x Alcohol-free hygienic cleansing wipes1 x Pair of Powder-free Vinyl gloves1 x First Aid administration guidance leaflet2 x sterile saline solutions 500ml |

Only specified first aid supplies will be kept; no creams, lotions, medications, or drugs, however seemingly mild, will be kept in these boxes.

First Aid Boxes are routinely rechecked and restocked as needed. Any use of First Aid Boxes without a recorded event is to be investigated by the House Lead or Team Leader. First Aid Boxes are stored in a safe, secure, and accessible space with signage denoting its location. Any missing First Aid Boxes are to be replaced immediately upon discovery. Both spare First Aid Boxes and restock kits are available from the Project Office.

**Responding**

Procedures exist for First Aid and emergency transport. To summon aid in an emergency, contact your assigned Project First Aider direct or Jay Horsman if they are unavailable on discovery of a First Aid Required Event, suspected First Aid Required Event or Emergency.

Actions in the event of an accident where a person has been injured:

* A person who has sustained a minor injury must report to a first Aider.
	+ The first aider will provide (or advise) on the correct First Aid to be rendered as determined by training which could include FAK usage, monitoring, NHS Direct support, or Emergency Services (999). **Staff should not await instruction from PTIUK if they have significant concerns about the immediate wellbeing of someone and should contact the Emergency Services where appropriate.**
	+ First aiders are authorised, via demonstration of training, to support injured parties in the workspace. This could include direct intervention if they are on site or advice, information, guidance, and support if they are away from site. As our properties are not staffed 24 hours, then we cannot always ensure a trained staff member to be present at all operational sites.
	+ However, as a service we ensure that a minimum of 4 First Aiders are contactable in office hours and 1 First Aider outside of office hours via the duty system.
	+ If the individual is a staff member their line manager should be contacted to ensure they are aware and can make arrangements for the Project
	+ If the individual is a young person in placement, then you may need to contact their professional person depending upon the severity of the injury and the risk / vulnerabilities of the young person.
	+ If the individual is a third-party person (contractor, external professional, friend of a young people) you should seek guidance from your Line Manager as to how to best support this individual.
* The injured person, or their representative / supporter, must fill in the accident book held on site.
	+ The accident book must be filled in with as much detail as possible.
	+ This then needs to be securely transmitted to Jay Horsman for inclusion on the main database for RIDDOR assessment, near miss exploration and investigation.
	+ The original entry must be removed from the on-site accident book and brought to the central office with all suitable safeguard around data protection being applied.
* A person who discovers an accident victim, who has sustained injury, is to summon immediate help of a First Aider and alert the emergency services by dialling 999 if required as well as follow the steps outlined above.
* A worker should follow the instructions as set out by any First Aider to the best of their ability. However, they are not medical professions and workers both as bystanders and/or as injured parties have the option to not complete such instructions. However, instructions that are health and safety aligned and under policy should be adhered to where possible and as long as is safe and practical to do so.
* Following the accident additional support from project staff should be provided as required and commensurate to the injury received. For example, Welfare Duty Calls, consciousness monitoring, physical support around moment and First Aid Kit usage. Although project staff **DO NOT** administer medication, they can provide support and guidance around it. All medical advice must come from a competent medical professional.

It may be necessary for the person finding an accident victim to remove the cause of the accident, i.e., switching off an electrical current or moving a fallen object etc. The finder, if knowledgeable, may have to render First Aid or artificial respiration. The principal criteria must always be the welfare of the victim. Do not move the victim, unless essential to prevent further injury. Staff should also not place themselves in unreasonable danger in supporting accident victims. If in doubt consult with your line manager as to steps to take to support effectively and safely.

**Recording of Accidents**

* All site locations have Accident Recording Books.
* If out in the community, then the Accident Book in the Project Office serves as the appropriate book. Any person who suffers an injury as a result of an accident that occurred off PTIUKs site whilst undertaking their role for PTIUKs should also report in this book.
* Young people severing an injury off site but disclosing it to Project Staff should be supported to log the injury in the closest Accident Book as a matter of record keeping and monitoring. A First Aider should also be consulted as required.
* If an injury occurs in a space with an existing health and safety system such as a college or Doctor’s office then staff should, as best as possible, abide by their procedures and policy around Emergency First Aid and attempt to source a copy of their accident records. Such incident should be reported to your Line Manager.
* All accidents must be recorded, however minor and if they are historical.
* Accidents should ideally be recorded at the site at which they occur.
* It is the responsibility of employees and volunteers to complete an Accident Book entry form as soon as possible after the incident has occurred. Employees and volunteers unable to do so should report this to their Line Manager who will complete the entry.
* Where the injured person is unable to complete their own details of the accident, then the First Aider in attendance and/or witness (where relevant) should enter details on the injured persons behalf.
* Any accident should be reported to staff Line Managers and the Business Manager as soon as is suitable.
* It is the responsibility of the Director to ensure that all employees, volunteers and/or visitors to PTIUKs are aware of the procedure for reporting accidents.
* For the purpose of maintaining first aid supplies, Staff should keep a record of supplies that are used for treatment purposes.
* Any accident entry needs to be securely transmitted to the Business Manager for inclusion on the main database for RIDDOR assessment, near miss exploration and investigation.
	+ The original entry must be removed from the on-site accident book and brought to the central office with all suitable safeguards around data protection being applied.

All accidents occurrences are kept in a central database which records the following information (below). All accidents are investigated in accordance with the relevant risk assessment to explore how they happened, include learning opportunities, and mitigate, where possible, reoccurrence.

|  |
| --- |
| **Accident Log** |
| DateIndividual(s) LocationBrief nature of Incident / Injury Incident detail Treatment required Recorded in locational accident book? Incident Report?RIDDOR Reported?InvestigationOutcome |

RIDDOR reporting in addition to Local Authority Contract monitoring reporting should be completed for all relevant accidents in a timely manner by the organisations nominated individual; Jay Horsman.

It is the managers legal obligation to report accidents, diseases, and dangerous occurrences if it results in; death, major injury, if a work-related injury results in an employee/ volunteer being unable to work for a period of 3 days or more, if members of the public are injured and needed hospital treatment, work related diseases and occurrences that potentially could have been a reportable incident. Unusual Health and Safety incidents necessitating reporting to the emergency services or RIDDOR etc and will be dealt with directly by a senior manager.

The manager will internally monitor minor injuries, intermediate injuries, property-damage incidents, acts of violence, threats of violence and verbal aggression incidents in addition to general accidents. On a quarterly basis the manager will review all records to check for reoccurrences, patterns, similarities, or any other situation whereby the health and safety response can be improved to protect and support staff and young people.

All information about any incidents or accidents will be permanently recorded and available to all interested parties, including enforcement agencies, internal/ external agencies, and other stakeholders. However, anonymisation of historic recordings may be required in line with GDPR.

This policy will be reviewed by the Director of PTIUK on an annual basis or in the event of a serious incident or accident. Any changes to the policy upon review will be discussed and explained to all employees and volunteers.

**Near Misses**

Near misses by their very nature are at risk of being neglected as they do not result in a significant event. However, every step should be taken to identify near misses, so as to put in place safeguards and awareness to reduce their likelihood or occurring as well as blossoming into full accidents. Any near misses should be shared with Line Managers for escalation to the Business Support Manager. The discovery of near misses can be supported by:

* Regular reviews of existing risk assessments based upon their frequency cycle
* Check-ins with staff via Team Meetings, Supervision and 1:1s to tease out events and occurrence of relevance
* Regular and robust training to ensure staff are aware of what near misses are and the processes to follow to have them addressed.
* Change up in staff and house deployment to encourage “fresh eyes” on situation
* A robust response to developing situations, such as frayed carpets, to address them before they become an issue to staff or young people wellbeing.
* Regular Key Working Sessions and Formal Feedback Sessions with young people and Team Sessions with staff to tease out possible risks and near misses.

An active log of near misses should be recorded and contribute to the accident log and other risk assessments.

**15.5 Training**

PTIUK is dedicated to the training and continued professional development of all its staff. This is for the following reasons:

* To ensure staff are suitably trained to undertake the tasks asked of them
* To provide a knowledge feedback mechanism to enhance and improve services
* To role model for young people in placement that education is a life-long pursuit
* To upskill our staff for empowerment, wellbeing and future aspiration career or interest needs.

To this end staff receive extensive internal and external training to ensure they are fully equipped in their role in addition to several weeks of shadowing and focused supervision. Refresher training and bespoke 1:1 training can be offered as and when a need is identified, or a certain period of time has elapsed.

Performance Monitoring Systems are used to monitor training success and areas in need of improvement.

PTIUK maintains a Staff Training Matrix to both monitor staff training levels, manage the training needs of the service and to report to the relevant agencies. The matrix is informed by the following areas:

* Statutory and regulatory expectations of training. For example, First Aider Qualified Workers present at all Project sites.
* Business interest and prioritisation such as our focus on the refugee community and a need to be skilled up and trained to deliver works in this area effectively.
* Identified interest by staffing team members to enhance their continued professional development and our organisational services.
* Contractual obligations as set by our Local Authority Partners as it relates to tenders, contracts, and placement provision.
* Bespoke training to explore and understand areas of business development or emerging business need.

Oversight of the Matrix falls to the Service Manager with various organisational leads heading up their sectors. For Health and Safety, a robust list of training requirements are maintained to ensure PTIUK is compliant with the regulations. Training is broken down into mandatory or optional training with all staff completing the mandatory training for their role. Optional training is provided to all staff as needed. Each staff members training profile fills the health and safety obligations within their role.

Long-term training such as Apprenticeships, NVQs and Foundation Degrees are also offered to staff as part of their continued professional development.

**15.6 Fire Management (Prevention & Evacuation)**

All staff have an obligation to manage and prevent fire occurrences big and small in the residential properties and offices.

|  |  |
| --- | --- |
| **Fire Wardens** |  |
| **Name** | **Role** | **Area** |
| Jay Horsman | Business Manager | Overall Responsibility |
| - | - | - |
| **Nominated Fire Officers** |
| Tazeem Fletcher | Team Leader | Brighton Office |
| Amber Daly | Team Leader | Croydon Office |

Various systems exist to prevent and manage the occurrences of fire. These include:

* Fire Risk Assessments for each property and office
* Fire Safety Training including Warden Training to staff
* Fire evacuation plan as outlined by the Fire Risk Assessment
* Fire evacuation drills completed by staff and young people
* Fire evacuation signage and guides to all areas of the properties
* Meet fire systems standards around detectors, fire doors, escape routes and lock types (HMOs / LACORS)
* Fire system checks – weekly, monthly as per the property checks
* Property appliance and systems checks to reduce the risk of residential fires (GSC, EICR, PAT)
* Fire prevention tools such as Fire Blankets in properties
* Independent Living Skills Workshops with young people around fire and fire safety
* Clear and considered house rules around what fire risk activities are and are not allowed in properties.
* Deployment systems to safely meet emergency need in a suitable way. For example, portable safety heaters to be used instead of portable “blow radiators.” With accompanying system to manage their bespoke usage.
* Reporting and login systems to detect and address fire safety concerns and breaches.
* Robust Support and Safeguarding Policy approaches to reduce the risk of fire caused via young person behaviour (such as smoking in room or covering fire alarms).
* Employment standards to ensure staff are compliant with fire safety behaviours (such as not smoking in the office).

 Staff should be aware of the common causes of fire in residential and offices spaces which include:

1. Careless disposal of lighted cigarettes or matches;
2. Accumulation of rubbish, paper or other materials that can easily catch fire;
3. Electrical wiring, plugs and sockets in poor condition or overloaded;
4. Electrical equipment left switched on when it is not in use;
5. Flammable material left close to sources of heat;
6. Obstructing the ventilation of heaters, machinery, or office equipment;
7. Inadequate clearing of work areas.
8. The most effective means of reducing the risk of fire is by adopting safe systems of work and good housekeeping standards, e.g.

Staff should take all reasonable steps to detect and with support address the above to ensure a fire safe working space. This includes:

1. Making sure there is no accumulation of rubbish, wastepaper or other materials which could catch fire in or adjacent to any building;
2. Make sure that where it is necessary to store flammable materials, they are kept in an appropriate place and in appropriate quantities;
3. make sure that electrical wiring, plugs, and sockets are sound, correctly fused and there is no overloading;
4. Turn off electrical equipment when not in use;
5. Ensure that no material which could readily catch fire is left near to a source of heat;
6. Make sure that all machinery and equipment is well ventilated and regularly cleaned and maintained;
7. Ensure all work areas are cleaned on a regular basis;
8. Ensure the means of escape are kept clear at all times.
9. No smoking outside of designated areas.
10. Comply with all required checks and risk assessments in a dynamic and considered fashion to ensure fire risk is kept to an absolute minimum.

**Evacuation Procedure**

The Fire Risk Assessment, Fire Procedures and Fire Precaution Scheme involves a pre-arranged plan for the evacuation of all buildings, the main components of which are:

 1 Speedy evacuation of premises - target time 3 minutes\*.

 2. Familiarity with normal and alternative escape routes.

 3. Arrangements to summon the emergency services.

 4. Assemble in a designated area.

 5. Arrangements to account for all evacuated personnel.

 \* *In certain situations, hunkering down behind fire doors is the advised course of action (always check Fire Evacuation Plan)*

Each property (placement house and office) will have a clear evacuation plan. This will be held centrally for training as well as be placed on notice boards within properties. The evacuation plan will also include fire signage and step by step instructions unique to each property but generally comparable across all properties.

Familiarity with the Fire Evacuation Instructions, Assembly Point, Alternative Escape Routes, and Summoning help is achieved through fire drills with young people and bespoke training to staff. There is a need for some individuals to be designated with certain responsibilities in emergency situations which is why there is a designated Fire Officer and deputies.

The Fire Officer and Deputies are appointed to provide a chain of control and information for the guidance and safety of staff and the security of the building. The Fire Office role is generally filled by a nominated member of the Project Team. However, as our houses are mostly unstaffed with sporadic staff attendance and member of the PTIUK staffing team will have to take on deputised responsibility in case a fire breaks out in a property being attended.

**Fire Management**

Any fire event will require the presence of a senior manager to coordinate and support the situation. No staff or young person is to return to the property until it has been fully checked by the Fire Service and deemed safe to return. Staff should be dynamically risk assessing and meeting the minute-to-minute needs of the young people that are impacted by the fire event. This could include:

* Emotional support as it relates to the trauma following a fire event with particular awareness around loss, past experience and instability.
* Physical needs such as warmth, food, clothing, injury and shelter and personal effects.
* Calls to young people not currently at home but impacted by the fire event. Call should advise on situation and safest place for them as assessed.
* Consideration should be paid to time of day, the weather, the temperature, seating, and general safety of the area. Relocation of the young people to a safer space such as the office or a local café for refreshments and emotional support should be actioned as needed. If supporting young people away from the site then enough staff should be deployed to both meet this need and remain present outside of the fire site to render assistance, monitor the situation and intercept returning young people.
* Clothing to meet immediate need should be provided such as foot ware or a jacket.

Young people and staff should be medically assessed if they have come into contact with fire or smoke or if they were in the house. This can be from a first aider, ambulance services, 111 services or Accident and Emergency Services based on the presenting health needs. If in doubt call 999 as injury from fire in addition to the trauma of the situation could result in missed health needs – especially shock.

On the property being deemed safe to return two members of staff will enter the property to ensure there are no residual hazards. This could include:

* Biologicals such as blood on the walls or floor from abrasions or smoke inhalation.
* Damaged furniture
* Water or other damage from fire suppression systems / activities
* Young person or staff personal items left unsecured
* Electrical risks such as from water ingress
* Damage to security features such as main doors, bedroom doors or windows.
* Slip and trip hazards.
* Non-operational fire systems including waterlogged sensors, smashing break glasses, used fire blankets etc.
* Damage from fire or smoke presenting a risk of splinters, falling, clothing and skin damage or otherwise injury, ruin or hurt young people and their personal items

All parts of the property should be assessed for suitability before young people and all staff return. Once the house has been assessed young people and staff can start to return with managers being vigilant for reporting issues.

It is highly likely that following a fire incident return for the young people will not be possible. In this instance PTIUK is to ensure that a young person has a safe-harbour for the day / night. This could be in the form of an existing vacancy in our properties or one of our dedicated emergency beds. If unable to render within service, then a hotel room can be considered. All relocation works need to be agreed with a) the young person, b) their Social Services Professional Person (or equivalent) and c) PTIUK Directors. All relevant safeguarding steps such as Matching Assessments will still need to take place.

A timetable will be provided as soon as possible to young people and Social Services around return including staggered returns and access limitations.

Any fire incident is a notifiable incident to:

* Placing Local Authorities of the young people
* The Local Authority in which the property resides

An incident report should be created which identify events, learning opportunities and failures in the system.

 **Fire Warden / Officer Role**

 Duties and Responsibilities

In the event of the fire alarm being sounded whether for a drill or emergency, the duties and responsibilities of appointed Fire Officer and Deputies are to physically check the PTIUK office or accommodation to:

 (a) ensure that everyone has heard the alarm;

 (b) warn those that have not heard the alarm.

The Fire Officer and Deputies are responsible for:

 (a) Directing the evacuation of the PTIUK office or accommodation.

 (b) Assisting with the evacuation of disabled persons where necessary.

(c) Checking that all persons have left the designated area, by means of a physical search of all rooms, toilets, etc. and, where possible, closing doors and windows.

(d) Reporting to the Fire Brigade officer upon arrival at the scene with a list of any issues.

(e) Ensuring no-one re-enters a building until the all clear is given by the Fire Brigade or Drill organisers.

(f) Submitting an Observers Report / Incident to the CEO following an evacuation.

(g) Work with designated staff to contribute to the fire incident log.

In addition to the above duties and responsibilities Fire Officers and Deputies are expected to watch out for obstructions to fire exits etc, on a daily basis and either remove any such obstructions or report the matter to their line manager in line with the property check standards.

A log of the below will be kept ensuring fire safety is taken seriously and managed appropriately.

* Fire system checks
* Fire system disruption be they faults, negligence or deliberate damage. Any disruption will result in an immediate written warning to the young person or staff member
* Behavioural concerns posing a fire risk such as smoking in house, shisha pipes or fire door disabling.
* Drills and outcomes
* Fire incidents including near misses

**15.7 Substances (COSHH)**

PTIUK is a small accommodation provider to young people. This involves our young people and staff occasionally coming into contact with low-risk substance such as cleaning products. However, there is a possibility of staff coming into contact with new, novel, or high-risk substances such as biological fluids, narcotics, bacterium (such as legionella) and industrial substances that pose an elevated concern. PTIUK seek to conform to all standards as required under The Control of Substances Hazardous to Health Regulations 2002.

This includes:

* COSHH Assessment of substance storage and use practices including accidents and emergency situations
* COSHH Risk Assessment of Personal Protection Equipment in relation to substances identified.
* Develop suitable control and procurement processes to address risk, mitigate its impact, inform on risk, and manage the substance in procurement, storage, and usage.
* Provide training and support to staff to stay safe, use existing controls, inform on breach of systems / controls, and handle unexpected incidents / accidents
* Support staff in the monitoring of substances and disposal.

COSHH Assessment – A COSHH Assessment is a five-part process.

1. **Controller** – As we provide an accommodation service to young people pushing towards independence there is a considerably high likelihood that substances will present in the accommodation units which are not under PTI Staff control. As such, systems need to be in place to support safeguarding staff and young people from this (below).
2. **The identification of a substance** - determining its hazards and risks in various states as well as to what precautions / controls will be taken. Identification and knowledge of established risk posed by the substance is critical. The use of CPL pictograms (below) should be actioned.
3. **Storage of a substance** – determining how the substance will be stored when not in use. What other substances will be stored with it and is there potential for an interaction. How will the storage space and substance be labelled. Is there risk of confusion with other substance or food stuffs that heighten risk.
4. **Usage / handling of a substance –** clear usage guidance must be provided to staff to ensure they know how to utilise the substance for its intended purpose. This includes mixing of substances, state change of substance, concerning interactions and personal protective equipment whilst in usage. In addition, steps to take following accidental exposure be it excessive contact, bodily location or following an interaction.
5. **Emergency Protocols** – Because the working and living space at PTIUK is not controlled by staff 24/7 there is a chance that new substances might present. Usually this is by a young person bringing a substance into this space. Whilst our house rules caution against such behaviour there might be a chance this occurs. In addition, young people might have an injury or disease which presents new or enhanced biological hazards to the space. PTIUK should endeavour to ensure any such substance is suitably assessed either by a pre-emptive assessment or assessment on discovery if novel.

**CPL Hazard Pictograms**

****

**COSHH Assessment**

The COSHH Assessment Form must be completed for all substances in use. The COSHH assessment should identify the hazards and risks associated with the use of substances. It will also contain details of precautions to be taken to control the risks associated with their use. Usually, the assessment is sufficient guidance for a substance. However, occasionally a Material Safety Data Sheet might need to be sourced to clearly outline management of the substance. Access to the COSHH Assessment for a particular substance should be kept on One Drive in the folder relating to the area in question. COSHH assessments should be reviewed regularly reflecting change in service expectation or client profile.

The COSHH Assessment must suitably outline

* The substance content
* Storage details
* List of parties who have access to the substance and whether this is supervised or not.
* States occupied by the substance in storage and handling uses
* Hazards and risks posed by the substance in a stored state
* Hazards and risks posed by the substance in a handled / used state
* Directions regarding how the substance should be handled including PPE recommendation and risks
* Controls in place to minimise risk posed
* First aid and medical intervention steps

**Storage**

Storage of substances should not only be assessed in independence but also in line with the fact that a) the items could be stored in low supervision areas (young people houses), b) be prone to being moved by young people to other areas and c) be prone to being used by young people (or their guests). As such, checking of COSHH items should be incorporated into weekly Health and Safety Checks in addition to Key Working Sessions. Storage locations of items should be fully marked and labelled for the young people and staff benefit.

**Unexpected / Emergent Substances**

Sometimes new, novel, or unexpected substances might be discovered at our work sites. This will usually be the resultant of young person activity. Some examples of substances can be found below:

* Biologicals – such as blood, saliva,
* Narcotics – both illegal and legal substances
* Food preparation resultants – such as produced from cooking or food storage
* Accidental production – such as produced ad hoc from a situation. For example, melting plastic from an item left improperly on a radiator.

COSHH assessments should be produced for substances that are anticipated to be found or encountered during the day-to-day operations at PTIUK. However, certain items will be novel, new or a one-time occurrence. When staff encounter such occurrences, they should not engage with the substance and immediately contact their Line Manager for advice, information, and guidance.

**15.8 Staff Well Being**

*Pending inclusion 2023*

**15.9 Staff Standards**

All violence to volunteers and staff is unacceptable and PTIUK accepts responsibility for introducing measures to reduce the risks to volunteers as far as reasonably practicable. The Health and Safety Executive defines work related violence as:

*“Any incident in which an employee is abused threatened or assaulted in circumstances relating to their work".*

Staff are not expected to endure verbal harassment, and this includes talking about inappropriate subjects that make you feel uncomfortable or uneasy. Under no circumstances should staff endure physical harassment of any kind. PTIUK has developed a Policy to support staff wellbeing at work – The Workplace Wellbeing Policy.

If for any reason an employee or volunteer feels that they have experienced any forms of harassment or violence they should report the incident to their manager or one of the personal advisors who have a responsibility to follow the incident up in line with PTIUK grievance policy.

Staff should also take some responsibility for their own security and should never place themselves in a situation where they may be at risk.

Staff should utilise all staff safety systems offered to them which includes:

* Check in / check out systems
* Buddy systems across the team
* Diary and good diary management including dates, times, addresses and meeting rationale on the team calendars
* Holding and being prepared to use the provided panic alarm and ensuring it is always in reach.
* Mobile phone and laptop tracking systems to monitor staff locations
* Dynamically risk assessing all works with their Team Leader
* Being fully aware and informed of changes to young person, house or the general workplace risk assessment that could impact working spaces.
* Management should ensure all systems and processes are up-to-date, appropriate for the works being undertaken and meet the needs of the service, staff, and young people.
* Management to ensure all utility provisions – such as internet in the properties or data allowance on phones is provided to meet the needs of the above systems.

**Personal Safety in the Office**

The manager is required to discuss with employees and volunteers safe working practices in the office and review these regularly. This relates to the use of equipment and working with young people in the office.

**Regarding the use of equipment in the Pathways office**

* Employees and volunteers should not attempt to use equipment requiring technical ability without prior training or guidance.
* Employees and volunteers must be aware of the safety precautions needed when using any chemicals (i.e., cleaning chemicals) and should be provided with the appropriate protective clothing.
* In offices where there are coded security locks on doors to keep the public out of staff areas, make sure the doors are secured behind you.
* All potential hazards should be reported to the manager immediately.
* The manager will ensure that all maintenance is carried out as necessary to ensure safety in the workplace.

**Regarding working** with young people in **the Pathways office**

* There is a system for individuals to summon help from other members of staff. Usually this is in the form of an alert catchphrase that is only used by staff when there is an incident and help is required. If the incident is serious there is a system to summon the police. It is the manager’s responsibility to make sure employees and volunteers are aware of these systems and are informed if any review takes place and the system changes in any way.
* If you feel at all concerned about the behaviour of a young people you are about to meet either leave the door of the interview room open or, before you go into the interview ask a colleague to check at regular intervals by passing the door or by a quick telephone call. All interactions with young people should be dynamically risk assessed before commencing and on an ongoing basis.
* A sensible balance must be struck - creating an atmosphere that suggests you are worried about violence can sometimes increase its likelihood. There are many other practical measures that you can take to diffuse aggression and to stop tension building up. For example, if you must keep a young person waiting for any time unavoidably: try to give them regular information about the delay and how long they will have to wait.
* Where you know that a particular young person has a tendency to be abusive or threatening make sure that other staff know this, including staff of other agencies if they are dealing with the same young person. If you are aware of what triggers this type of behaviour in the young person, inform others. Good management of the young person's risk assessment will inform on these risks.
* Report any incident, however minor, to your manager and ensure that the circumstances and any action taken are recorded on the incident report form. By keeping a detailed record of all incidents, we can help you and others to take steps to prevent a re-occurrence of the circumstances. Remember that failure to report an incident may put your colleagues at risk.
* Following an incident, you may feel distressed, angry, or fearful. As soon as possible after an incident speak to your manager or a colleague: not just to report the incident but for advice and support. PTIUK has a system of supervision where you can seek support.
* It is acknowledged that some interactions with young people can be difficult regardless of the volunteer’s experience or skill. The attitude of "I can handle anything" is not realistic and can, in some circumstances, lead to further and more long-lasting distress. PTIUK is committed to providing training for staff on handling aggressive, abusive, or threatening behaviour. If you have not attended training, please discuss this with your manager.

**Personal Safety when completing accommodation tasks**

Key workers are required to participate in carrying out health and safety checks and fire safety checks at the accommodation. Every situation is different, and each individual has different abilities, if a task arises which is outside your level of competence or you feel in any way uncomfortable with, talk to your line manager or get in a suitably qualified person

**Regarding the use of equipment in Pathways accommodation**

The manager is required to discuss with employees and volunteers safe working practices in the accommodation and review these regularly. This relates to the use of equipment and completing accommodation tasks. The risk assessment governing these will be accessible, and the appropriate training completed before you will be asked to engage in these works.

* Personal protective equipment such as eyewear, gloves, overalls should be worn if there is a risk to any part of your body. Appropriate equipment will be provided.
* If using a ladder, ensure the ladder is in good order, properly footed and tied at the top for the duration of the work. If any one of these conditions do not apply then the work should be carried out in a different way, using suitable access platforms or contractors. Each use of a ladder would be individually risk assessed.
* Please bear in mind common-sense procedures such as make sure damaged flex or plugs on electrical equipment are repaired at once by a qualified person, do not use electrical equipment near water, do not leave objects lying around or flex trailing. Do not attempt to use electrical equipment unless competent, trained to do so and authorised by PTIUK
* Do not attempt to lift heavy items by yourself.

**Safety within PTIUK Accommodation**

PTIUK will consult with all relevant authorities, including local Fire authorities and Council Environmental Health authorities, to provide assessment and guidance regarding the safety policies and practices at all PTIUK accommodation.

Regular house inspections and risk assessments are carried out regularly by PTIUK staff for all accommodation, in consultation with staff and young people.

All maintenance needs brought to the attention of PTIUK by staff or young people will be dealt with as quickly as possible, in conjunction with the landlord where necessary.

All maintenance needs and action taken are recorded in a maintenance record and kept in shared computer files at office.

**Lone working**

With Outreach and community work it is recognised that employees and volunteers have to work alone at times. There is no legal prohibition on working alone but PTIUK has a duty to implement safe working arrangements. Lone Working Risk Assessment for bespoke interactions with young people or situations may be created. However, general lone working can be found in the General Workplace Risk Assessment.

If you work in a situation where you can at times be working on your own, ensure that you are familiar with the procedures for summoning help and review these regularly with all concerned. Most of the procedures outlined above for working safely in offices should apply but, in addition, consider the following measures and, most importantly, agree with your manager what the arrangements will be in your individual circumstances: -

* If you are in the office/community/outreach alone, discuss with the manager an appropriate strategy for summoning help. This could be having the mobile phone number of the manager or agreeing with another member of staff that they will call you on a regular basis during periods when you are likely to be working on you own.
* Have a checking procedure where you call in by phone to a colleague at a pre-determined time and at the end of a working day. This is usually completed via shared group communication mediums as part of our duty check out system.
* When you know from previous contact or from a young person's records that a young person could be threatening or abusive only arrange to see them with another member of staff. This should be dynamically risk assessed with your line manager.
* Wherever possible arrange to see a young person you have not met before with another colleague.
* Where you are likely to be in a situation where you could be working on you own at any time in the office and the office is not fitted with an automatic warning device to summon help you should have access to a personal alarm. Although this will only be really effective when help is within hearing distance, sometimes the piercing sound of the alarm can act as a deterrent to an attacker. When you are on your own keep the alarm hidden but near you. Do not have it in a locked drawer or in a place where it would be difficult to reach. Make sure you know how the alarm works and test it regularly. Always have a spare set of batteries for the alarm and make sure you know where they are.
* If you are concerned about working alone, talk about your concerns to your manager.

**Safety whilst visiting young people**

It is often necessary for employees and volunteers to arrange to see young person at premises other than at PTIUK organisation’s offices. Whilst the vast majority of these meetings pass without incident you must always be aware of the potential risks.

You must leave a clear and unambiguous record in the office diary / calendar of the address where you are visiting, a telephone contact number and the time of your visit and the likely time of your return to the office. Where you intend to return home directly after the visit, telephone the office to let them know you have completed the visit and you are on the way home. If you go on somewhere else after your visit or there is any changes of plan, make sure the office is aware of your movements. Ensure you complete the standard check in / check out processes and update on unfamiliar locations. If you are taking an alternative pathway than that already planned ensure your line manager is aware of the alternative.

If you are working on your own in your office and go out on a visit or to meet a young person, it is important that you have an arrangement within your team to notify someone within the team of your whereabouts and contact details.

In particular, be aware of how to make a call to the emergency services from your mobile. Check that the phone is working, and the battery is charged before you leave the office.

If the office has not heard from a member of staff and they have not returned at the time indicated, staff in the office will call you on the mobile or call the contact number you have left. If they cannot contact you, they will alert a manager to take further action, which could include calling the police.

Where you do not know the young person, never arrange a home visit unless accompanied by a colleague. If possible, you should always arrange initial visits in the PTIUK office or in the offices of another agency (e.g., a youth club or training provider's premises). Neutral territory such as cafes, where there are people about, could be another option. Even when you know the young person only visit at home on your own if you feel comfortable doing so.

You should never arrange initial visits out of office hours and, as a rule, all home visits and meetings with young people should be within normal working times when you can contact or be contacted by your office. Any out of hours engagements be they via phone or in person need to be authorised by the Duty Manager and overseen by them until completion.

Out of hours property / young person meets are the responsibility of the Duty Manager to manager and ensure it is safe for all parties involved.

Carry your identity card with you and make sure it is within easy reach. Do not keep it in your purse or wallet.

It is organisation policy that staff must not travel with young people in their own cars, unless they are covered with specific insurance for work use, and it has been formally agreed. If this is not the case, where you feel it is appropriate to transport a young person to an appointment book a taxi or accompany the young person on public transport. Fares will be reimbursed by the organisation but check with your manager before- and if it is going to be a lengthy or expensive journey.

Never give your personal telephone number or address out to young person. Whilst very minor personal information sharing can have a beneficial impact on the therapeutic relationship be very aware of the risk of “stitching” whereby little bits of information can be pulled together to access greater overall information. Keep any information sharing as vague as possible and ensure you are personally happy to share and that it is appropriate for the working relationship.

**Outreach activities**

Again, all the systems outlined above for notifying colleagues and taking care for your personal safety apply when you are engaged in any outreach activity.

Always try to carry a mobile phone and your ID card when you are engaged in any outreach activity.

If the outreach activity in which you are engaged involves working in another agency's premises, familiarise yourself with their safety procedures before you start and be aware of who is working within that agency. Check if there is a written contract for joint working arrangements. Be aware of your immediate surroundings and environment. Never work on your own in the premises of another agency unless expressly authorised by your line manager.

Always stay in sight of your co-worker and be aware of the tone of your co-worker's conversation. They may need your help or want to escape. PTIUK holds a phrase which represents extreme need. This can be shared over the phone or via text. Staff know to escalate this to the Service Manager. Use of this phrase will likely involve immediate responses including Police and Emergency Services.

If workers encounter a violent, or potentially violent, situation they should not get involved. Walk away and do not do anything to aggravate the situation. It may be appropriate to retire to a safe distance and call one or more of the emergency services.

Remember that under no circumstances should staff endure physical harassment of any kind. If this occurs leave immediately. Access the support you need from a colleague, your line manager or senior manager. Where appropriate contact the police. Make sure the incident is recorded.

**Bespoke Works**

All role specific work should be supported by the General Risk Assessment and related risk assessments. There is also an expectation for staff to dynamically risk assess with information available and, with support of their Line Manager, suitably manage the risk. For example, in emergency situations.

Works that fall outside of role specific works. For example, the occasional sports event or day trips with young people will have a stand-alone risk assessment and all precautions necessary (such as additional staff training / logistical planning) for the event to occur safely. One such example is our Football Project.

**Public health issues**

In the event of serious infection, when we are in contact with the young people, either staff or young people should wear a protective mask and gloves, this is a precaution to avoid contracting infectious germs, and afterwards use sanitizer to clean hands, dispensers are available in the office.

Any staff who has underlying health issues should speak to their manager as contact with young people should try and be avoided as they are at higher risk of infection.

Any YP who has an underlying heath issue already should be monitored more closely and of course the doctor should be notified of this when we make the call to them.

Any young person coming into service with a significant transmissible health concern such as non-latent Tuberculosis will be suitably risk assessment with a risk management plan in place to meet the needs of the young person and safety of staff and other young people.

Any general serious pathogen or contagion detected within service or the wider community (such as that seen with COVID19) will be suitably risk assessed and managed on bespoke arrangements in line with Guidance from Public Health England, The National Health Service, Local Authority Partnership Agencies and The Health and Safety Executive.

**15.10 Consultation and Review**

PTIUK deploys an implementation, feedback, and review process to ensure the organisation is meeting its Health and Safety obligations.

**Need Development**

* The requirement to create a new working document such as a policy, risk assessment or practice method can be brought about by a number of occurrences. These include:
	+ Changes in legislation or regulation requiring creation
	+ Contractual obligation from a partner agency
	+ As part of Best Practice from related (or even unrelated) sector partners or organisations
	+ As part of a commissioned research project undertaken by the staffing team.
	+ As part of external consultation with competent sector or industry leads.
	+ As part of a demonstratable service need via incidents, near misses or experiential events.
	+ As part of service development or alteration.
	+ Additional local, national, or global factors impacting how the organisation needs to operate to deliver an effective service
	+ In consultation with staff and young people as to how to improve the service.
* Once a need is evidenced the working document is assigned a manager to oversee. This manager will have oversight of this sector or relevant experience in the area.

**Creation**

* All PTIUK working documents including policy, risk assessments and checks are collaboratively produced by the staffing team with assigned responsibility to a named manager.
* All working documents complete an equality and accessibility impact assessment (EIA) with front-line staff and young people in service as part of its launching process.
* Several rounds of consultation and reviews are completed to ensure the working document meets the needs of the service.
* This ensures that all working documents as they relate to health and safety are collaboratively developed from the whole service and ensure a degree of ownership from the staffing team and young people.

**Application and Usage**

* Once each working document goes live it is then expected to be engaged with by the staffing team with the appropriate feedback mechanisms to monitor understanding being applied via BreathHR systems.
* Staff are encouraged to read the policy on launch as part of training time and any additional learning and application needs assessed and supported by their line manager.
* Training around how to use the working document if practical or the underpinning service theory and application if policy is completed with the staffing team. This is usually completed at Team Meetings, Service Wide Meetings, or bespoke sessions.
* Shadowing is completed where appropriate to ensure good understanding and compliance is achieved.
* Training sessions and shadowing provide vital feedback on the viability of the working document.
* Staff are also welcome to provide feedback via our 360stakeholder processes or anonymously via select channels.
* Staff are encouraged to highlight concerns and if a suitable resolution is not provided and they still have serious concerns they can make use of direct Director access processes as well as whistle blowing process (Whistle-Blowing Policy) if such concerns were to arise. However, ideally any concerns will be suitably addressed upon first approach with their manager.

**Review**

* All policy and working documents are subject to review processes ranging from 1 to 2 years. This process is tracked in the general policy tracker.
* Policy review will embody several approaches:
	+ Review of the relevant literature, legislation, and best practice standards.
	+ Review of the application of the working document with particular focus on where and how the working document excelled and failed in producing needed outcomes.
	+ Review to see if the working document still aligns with the organisation’s ethos, statement of purpose and core values.
	+ Engagement from the staff in the form of monthly “reflections.” This is where small working groups deep dive a working document and assess its positives and negatives.
	+ Feedback sourced from the young people via volunteers.
	+ Open staff consultation and discussion.
* Once the policy has been deemed as being re-launchable then it will again undergo an equality and accessibility impact assessment (EIA) before being reintroduced to the staffing team.
* Any significant departures from Organisation Standard Operating Procedures are flagged to staffing team with an appropriate extinguish window being provided to aid the change in expectations. One caveat being so long as it is safe to do so.
* Change is sufficiently managed by the management team in support of the general staffing team to ensure a smooth transition and buy-in.
* PTIUK deploys change management processes to support staff around change in addition to providing empowerment and buy-in from the ground level to ensure staff are aware, involved and in agreement with any changes as much as possible.