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**Registered Charity No 1146311 – Company registered in England & Wales No 7800298**

**Registered address: - Castlepoint Shopmobility, Castle Lane West, Bournemouth BH8 9XA**

**Telephone 01202 534027**

# HEALTH & SAFETY AT WORK

**Health and Safety Policy Statement**

**Our statement of general policy is:**

* To provide adequate control of the health and safety risks arising from our work activities
* To consult with our employees and volunteers on matters affecting their health and safety
* To provide and maintain safe plant and equipment
* To ensure safe handling and use of substances and compliance with COSHH regulations
* To provide information, instruction and supervision for employees and volunteers
* To ensure all employees are competent to do their tasks and to give them adequate training
* To prevent accidents and cases of work-related ill health
* To maintain safe and healthy working conditions
* To review and revise this policy as necessary at regular intervals

**Responsibilities:-**

Overall and final responsibility for Health and Safety is that of the Board of Trustees of **sedcat,** day to dayresponsibility for ensuring that this policy is implemented is delegated to the Chief Officer**.**

To ensure that Health and Safety standards are maintained and improved. The following people have responsibility in the following areas:-

**Chief Officer and other staff with supervisory responsibilities**

* Induction of new staff in respect of fire procedure and security procedures.
* Updating and reviewing of all policies relating to Health & Safety.
* Ensuring that all team members are provided with adequate information, instruction and training in all matters relating to Health & Safety at work and for adequate supervision to ensure they adhere to H&S at work policies and rules.
* Ensuring that their team members are advised of the risks involved in working away from the office and that they are adequately trained to carry out such work.
* Ensuring that all staff and volunteers in their own team are able to carry out risk assessments of their own working environments. Ensuring that team members are provided with all the equipment that they need in order to work safely.
* Ensuring that all accidents in their area of responsibility are reported and investigated as appropriate.

All employees have to co-operate with supervisors and managers on H&S maters; not interfere with anything provided to safeguard their Health and Safety; take reasonable care of their own H&S; report all H&S concerns to the Chief Officer.

**Competency for Tasks and Training**

Induction training into general office routines and H&S will be provided for all employees by the relevant manager. Job specific training will be provided by the relevant line manager. Specific jobs requiring special training are -:

* Lone working
* Providing Transport to clients
* Working away from the office
* Home working
* Driving minibuses
* Hire of mobility equipment to service users.

Training records are to be kept by Managers. Training will be identified by Line Managers and arranged by them where appropriate. Training will be monitored by line managers.

**Accidents, First Aid and work related ill health**

All staff regarded as Display screen equipment users are entitled to biannual eyesight tests.TheManager can arrange tests as requested by staff in accordance with policy.

The first aid boxes are kept at: -

* Castlepoint Shopmobility – kitchen area
* On all **sedcat** buses and Multi-Purpose Vehicles

All accidents and cases of work related ill health are to be recorded in the accident/incident book. A book is held at Castlepoint within the main filing cabinets. **sedcat** policy on reporting of accidents and incidents in the workplace follows the guidelines of the H&S Executive in their policy ‘Reporting of Injuries, diseases and dangerous occurrences Regulations 2013 (RIDDOR). This policy should be read in conjunction with **sedcat** Health and Safety policy statement which contains further guidance on specific risks.

**All accidents to persons or property which happen on the premises or during travel or loading and unloading however trivial must be recorded in the accident book kept at one of the sedcat offices and reported to the Chief Officer.**

In the event of accident/incident to members of the public, a report should be made by the person to whom the accident/incident was reported. The report should be signed and dated and the names and contact details of witnesses should be recorded.

* All accidents to person or property however trivial need to be reported to the Manager as soon as they occur or immediately after.
* The Chief Officer will authorise any repair to buses or other property in accordance with Insurance requirements.
* The Chief Officer will review risk assessments at least every 2 years and after a serious accident/incident.

Project Managers are responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority and for ensuring that the Chair of Trustees is informed.

The Chief Officer has overall responsibility for:-

* Ensuring that all fire risk assessments are undertaken and implemented
* Checking escape routes every week.
* Testing fire and smoke alarms or ensuring that they are tested by landlords
* Reviewing the emergency evacuation procedures
* Maintaining fire extinguishers adequately or ensuring that landlords do so.

**Driving sedcat Buses & Vehicles**

All drivers will be provided with **MIDAS** training and testing prior to driving the minibuses. Drivers are expected to drive to the standards and rules of the **MIDAS** guidance at all times. Drivers will report any difficulty (beyond their control) which makes it difficult to follow the **MIDAS** guidelines to the Manager who will investigate and make necessary adjustments. **MIDAS** training is renewed every 4 years.

Drivers of the Multi-Purpose Vehicles will be provided with training on using the electronic winch and safe clamping of wheelchairs prior to undertaking any journey using this vehicle with a wheelchair travelling passenger on board.

Driving licences will be checked prior to taking up employment involving driving at **sedcat** and online checks made every 6 months. Drivers are required to provide permission to the Chief Officer to do this on their behalf or to produce the documentation when requested.

Should any driver be involved in a road traffic accident they will be required to complete an accident/ incident report on a **sedcat** form (copies of the forms should be available on allvehicles). The Chief Officer is responsible for conducting an investigation into the circumstances of the incident, or for appointing a responsible person on their behalf, and for reporting the matter to the Insurance company and the Chair of Trustees. (see section on road traffic collisions)

* Drivers must not drive **sedcat** vehicles whilst under the influence of alcohol or drugs which might impair their ability to drive whether or not such drugs are prescribed or controlled.
* No person shall drive continuously for a period of more than 2 hours before taking a 20 minute break and two such periods before taking a 1 hour break. Work commitments will be planned accordingly. If stopping to pick up passengers this is increased to 4 hours before a break is needed.
* Where a driver feels drowsy or otherwise unable to continue to drive they should cease driving. No disciplinary action will arise from late arrival at a commitment as a result of the onset of fatigue or illness whilst driving.
* All **sedcat** buses will be maintained regularly and weekly and daily maintenance routines followed to ensure that they are road worthy prior to the commencement of a journey.
* Walk round check – driver of the vehicle, level 1 drivers
* Weekly check - level 2 driver/trainer

All drivers will be provided with a mobile phone (should they not wish to use their own) to enable them to summon assistance in the event of an emergency. Drivers must adhere to the on the use of mobile phones whilst driving. Drivers are able to submit a receipted claim for mobile phone expenses for any charges incurred during work use.

All incidents of verbal and physical abuse of drivers must be reported to the Chief Officer and services may be withdrawn from clients who abuse workers.

Due to the Covid Pandemic all drivers will be required to wear a face mask and sanitize the vehicles after every use, sanitizers and PPE will be provided.

All buses will carry a First Aid box which will include latex gloves and antiseptic wipes.

Drivers will not attempt first aid unless trained. In the event of a passenger on the bus requiring assistance, emergency services should be called immediately.

Drivers must not attempt to lift a client who has fallen to the ground; paramedics must be called unless the client is able to get up themselves with minimal assistance or instruction. Drivers must not attempt to carry out any lift or manoeuvre for which they have not received appropriate training.

All passengers will be required to wear a seat belt unless they hold an exemption certificate. Holders of exemption certificates will sit at the front nearside of the vehicle with no other people, including the driver, in front of them. The driver will issue an instruction to passenger to apply seatbelts at the commencement of all journeys.

* It is important that seat belts and child restraints are correctly adjusted for the wearer to maximise their effectiveness. The basic points to note are:
* The belt should be worn as tight as possible
* The lap belt should go over the pelvic region, not the stomach
* Child restraints should be securely fitted according to the manufacturer’s instructions and the child should be securely held in the restraint.
* All drivers and assistants must wear a high vis jacket when loading and unloading passengers.
* Passengers should be loaded from the kerbside or rear of the vehicle (if ramp is used) unless in an emergency.
* Passengers must remain in their seats at all times when the vehicle is moving and must not distract the driver.
* When carrying passengers and their shopping; gangways should be kept clear to allow for the evacuation of passengers in an emergency. Shopping should be safely stowed on the floor or at the rear of the vehicle where it is unlikely to cause a hazard.
* Passengers who are regularly boarding an excessive amount of heavy shopping will be contacted by the Manager as this could be an H&S issue to staff and the legal payload of the vehicle.
* All drivers, supervisors and admin staff must adhere to the guidelines on the legal payload of the vehicle which are found within the Health & Safety Policy. Passenger numbers will have to be adjusted for wheelchair travelling passengers to take into account weight of the wheelchair (electric chairs can weigh 100 – 300kg with passenger insitu)

**Wheelchairs**

Passengers may remain in their wheelchairs during the journey, provided that the wheelchair is secured in a forward-facing or a rearward-facing position (never sideways), and it is securely and symmetrically fixed to the vehicle with tie down webbing restraints.

* Wheelchairs must not cause obstruction to gangways or passengers
* The wheelchair user must be secured with seatbelts (three-point belts or harness) attached to the vehicle tracking
* The wheelchair handbrake must be applied
* The power on electric wheelchairs should be switched off and the batteries firmly attached to the wheelchair
* Tracking for the wheelchair and occupant restraint systems should be kept clean, and free from grit, etc., at all times.
* Drivers and passenger assistants should be trained in the care (boarding and assistance) of passengers who travel in their wheelchairs. Training is provided at MIDAS and can be provided by the driver/trainer at other times.

Passengers must only travel in wheelchairs which have been ‘crash tested’ (ISO 7176) and designed to withstand impact. Should clients request to travel in a wheelchair but you are unsure whether their own wheelchair has been ‘crash tested’ then we will provide our own ‘crash tested’ wheelchairs.

Any passenger who needs to travel in a wheelchair will be required to have a ‘chair’ assessment carried out by the driver trainer prior to travelling. This may mean visiting the passenger at home prior to travel.

**Admin staff who are dealing with new memberships will need to arrange for the driver/trainer to assess** **prior to travel.**

**In the event of a vehicle breakdown:**

* The driver should move the vehicle off the carriageway (onto the hard shoulder on a motorway) and switch on the hazard warning lights. If this is not possible, it should be moved as far away from moving traffic as possible. If a warning triangle is used, it should be placed on the same side of the road, at least 45 metres from the minibus. Always take great care when placing and retrieving a warning triangle and never use them on the motorway.
* The passengers should be moved out of the nearside of the vehicle and as far away from it and other traffic as possible. No one should stand between the vehicle and oncoming traffic.
* On motorways or other busy roads passengers should be taken onto the embankment or grass margin and as far from the traffic as is practicable. The hard shoulder on a motorway is very dangerous. On Smart Motorways, where the hard shoulder is used as a running lane, drivers should try to stop in one of the emergency refuges that are placed periodically along the hard shoulder.
* Passengers should be kept together in one group. Children should be kept calm and under constant supervision.
* In some circumstances, it is safer to leave the passengers in the vehicle. For example, if it seems too dangerous to unload passengers in wheelchairs or if there is not a safe waiting area. The driver (and passenger assistant if present) will need to assess the situation and decide whether or not to unload passengers.
* If necessary, the driver should go for help, leaving the passengers with the passenger assistant. If the driver is the only adult present, he or she should not leave the children alone. The driver will need to give the police, or breakdown service, accurate details of the vehicle’s location, and inform them if children or passengers with mobility problems are being carried.
* The driver should also telephone the Chief Officer or nominated contact person, preferably with a mobile telephone kept on board for this purpose, to tell them what has happened and ask them to relay messages to relatives. They should have out-of-hours contact details for this purpose.
* If the breakdown occurs on a motorway, it is better to use the roadside emergency telephone as this will enable the Police to pinpoint the vehicle’s location. The nearest emergency telephone is indicated by arrows and numbers on small marker posts at the edge of the hard shoulder.

**Road Traffic Collisions**

* In the event of a collision, the driver and/or the passenger assistant must make the collision scene as safe as possible
* Use hazard warning lights and any other safety devices supplied
* Do not move injured passengers unless they are in immediate danger of further injury
* Call the emergency services immediately, with information about the situation, any special circumstances (e.g., carrying oxygen bottles or passengers have special needs
* Ensure one person (driver or passenger assistant) remains with the children if child passengers are involved
* Do not allow child passengers to assist with repairing or re-starting the vehicle and never allow them to push the vehicle.

If the emergency services are called, the driver must stay at the scene until the emergency services (and anyone else with reasonable cause) have taken all the details. If possible, the names and addresses of all independent witnesses should be obtained at the scene.

If the collision is ‘damage only’ and no one is injured, the driver should ensure that the vehicle is roadworthy before continuing the journey. The incident must be reported to the Chief Officer on their return.

**An sedcat accident/incident form is kept on the buses for this purpose.**

If there is any injury or the names of people involved are not exchanged or there is damage to property other than the driver’s vehicle (including street furniture), the driver must report the collision to the Police as soon as possible or in any case within 24 hours. Any other incident, including traffic offences, must also be reported to the Chief Officer.

**Emergency Evacuations**

If an emergency evacuation is necessary (for example, in the event of a fire), the best way to evacuate the vehicle will depend upon the nature of the incident, the passenger group and the type of minibus. The driver and passenger assistant(s) will need to exercise their judgment at the scene. Drivers and passenger assistants who have been trained will be far better equipped to make appropriate decisions and cope with such difficult circumstances. Passengers should exit the vehicle as they would normally, if possible, and move as far away as possible. If passengers need assistance to exit the vehicle, the passenger assistants should provide the necessary help. If it is necessary to use the rear exit, care must be taken against approaching traffic. If other motorists offer help then the driver should take charge of the operation as far as possible.

It may not be possible to remove wheelchairs quickly from a minibus, unless the passenger assistants and carers are trained to do so. It may be necessary to lift a passenger from the vehicle, which is not easy to do in a confined space and often requires two people. Drivers and passenger assistants should not attempt to tackle a vehicle fire, unless they have been trained to do so.

**Defect Reporting and Repairs**

Drivers are responsible for the condition of their vehicles when in use on the road and must, therefore be able to report any defects or symptoms of defects that could prevent the safe operation of vehicles. In addition to daily checks drivers must monitor the roadworthiness of their vehicles when being driven

and be alert to any indication that the vehicle is developing a fault e.g. warning lights, exhaust emitting too much smoke, vibrations or other symptoms.

Even with regular servicing and a rigorous weekly/daily checking system, other faults or defects will still occur from time to time.

If a defect is found it is to be noted in the space provided on the daily vehicle check sheet. The details recorded should include vehicle registration or identification mark, date, details of the defects or symptoms and the reporter’s name. The driver must then give the defect report to the designated person in the office, who must then ensure that appropriate action is taken.

It is important to note that any report listing defects is part of the vehicle’s maintenance record and must be kept together with details of the action taken, for at least 15 months. MIDAS states that it is the driver’s legal responsibility to inspect the condition of the vehicle that they are driving at all times.

**Before the driver starts a journey it is important to carry out the following steps and record on a log sheet:-**

* The driver should walk round the vehicle checking the bodywork, tyre condition and operation of lights, horn and windscreen wipers
* Any item that appears in need of attention should be noted as a defect on the log sheet, and reported immediately to the organisation. The driver must not drive the vehicle until defects have been investigated and rectified where necessary
* If there are no defects, “Nil” should be entered on the log sheet
* Read and sign the declaration on the log sheet
* Enter the start mileage on the log sheet
* If the driver forgets to fill in the mileage correctly, an estimated mileage
* figure is required.

**At the End of a Journey**

* Park the minibus in the designated parking place
* Engage the handbrake
* Check all switches are left in the “off” position
* Check all vehicle windows, doors and roof vents are properly closed and locked
* Remove any litter from the vehicle
* Check the vehicle for any lost property

**Log Sheet**

* Enter the finish mileage, the number of passengers carried if required, and any other relevant information on the log sheet (e.g. if the passenger lift was used and if fuel was purchased)
* Walk round the vehicle and check the external condition, noting any damage on the log sheet
* All damage, even of a minor nature (e.g. breaking a mirror), must be reported to the Chief Officer, as soon as possible.
* If aware of any vehicle defects, document them in the appropriate

place on the log sheet (or Defect Report Form)

* Return the log sheet and keys to the office, along with any receipts for

fuel and oil purchased for the vehicle.

All policies will be regularly reviewed and updated by the board of **sedcat** Trustees and staff will be provided with the updated versions and these should be kept with the staff handbook

*Policy last reviewed: 31/07/2023*