



**YEOVIL TOWN
COUNCIL**

**HEALTH AND
SAFETY
HANDBOOK**

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1. Accident, Incident and Ill-Health Recording, Reporting and Investigation

This policy sets out the procedures that are to be followed when any employee, visitor or contractor has an accident, near miss or dangerous occurrence on the Council's premises during the course of their employment. In addition, employees who develop a work related illness must also report via these procedures.

An **accident** is an unplanned event that causes injury to person, damage to a property or a combination of both.

A **near miss** is an unplanned event that does not cause injury or damage but could have done so

A **work-related illness** is a prescribed illness that is obtained by an employee through the course of work or from a non-employee as a result of activities carried out by the Council.

The Accident Book

- All accidents must be specifically brought to the attention of the Town Clerk.
- All accidents resulting in personal injury must be recorded in the Council's Accident Book.
- The Accident Book will comply with the requirements of the Data Protection Act.
- The Accident Book will be reviewed regularly by the Town Clerk to ascertain the nature of incidents that have occurred within the workplace. This review will be in addition to any investigation of the circumstances surrounding each incident.
- All near misses must also be reported to the Town Clerk as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.
- Employees must ensure that they are aware of the location of the accident book.

Reporting Requirements

- Certain accidents causing injury, both fatal and non-fatal, certain occupational diseases and certain dangerous occurrences are reportable to the Enforcing Authority under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).
- The following reportable events must be reported by the quickest means practicable, usually the telephone (0345 300 9923):
 - death;
 - major injury; and
 - hospitalisation of a non-employee as a result of a work activity.

- Incapacitation for work of a person for more 3 consecutive days as a result of an injury caused by an accident at work must be notified within 10 working days.
- Notifications must be made to the Enforcing Authority by completing and submitting an appropriate online report form. The appropriate form can be found on <http://www.hse.gov.uk/riddor/report.htm>.
- A copy of the completed report form should be kept with other accident records and documents on the accident investigation. They will be kept to advise the insurers of a potential claim and to present to the Enforcing Authority in the event of an investigation.
- Records are to be kept for 3 years from the date of the incident.

Investigation

All injury related accidents that are either notified to the Enforcing Authority or where a serious injury has occurred will be investigated:

- to ensure that all necessary information in respect of the accident or incident is collated;
- to understand the sequence of events that led to the accident or incident;
- to identify the unsafe acts and conditions that contributed to the cause of the accident or incident;
- to identify the underlying causes that may have contributed to the accident or incident;
- to ensure that effective remedial actions are taken to prevent any recurrence;
- to enable a full and comprehensive report of the accident or incident to be prepared and circulated to all interested parties; and
- to enable all statutory requirements to be adhered to.

The investigation will include obtaining signed witness statements, photographs and drawings as appropriate.

The Town Clerk will investigate all accidents and ensure that a full report is made in the accident book.

2. Asbestos

The Council will protect employees and other persons potentially exposed to asbestos as far as is reasonably practicable. Everyone who needs to know about the presence of asbestos will be alerted. No one will be allowed to start any work that could disturb asbestos unless the correct procedures are to be employed.

Assessment

All buildings will be surveyed to determine whether any asbestos containing materials are present. It will be presumed that materials contain asbestos unless there is evidence to the contrary. The amount and condition of the asbestos

containing material will be assessed and measures will be identified to ensure that airborne asbestos fibres are not present or formed in the workplace.

Register

A register that sets out the location of the asbestos containing material and how the risk from this material will be managed will be prepared and steps will be taken to put the plan into action. The register will be made available and the arrangements will be reviewed at regular intervals or when there has been a significant change to the organisation or officers.

Monitoring and Maintenance

Access to asbestos containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. The condition of all asbestos containing material or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no subsequent damage or deterioration. Where damage or deterioration is found the asbestos containing material will be reassessed and repaired or removed as appropriate.

3. Communication and Consultation

It is a legal requirement for the Town Council to establish arrangements and to communicate and consult with employees on issues affecting their Health and Safety and to take account of their views.

This will be achieved by:

- establishing effective lines of communication:
 - involving and consulting with employees through;
 - individual conversations; and
 - staff meetings.
- displaying the “Health and Safety Law – What You Should Know” poster; and
- consulting with employees when changes to processes, equipment, work methods, etc. are to be introduced that may affect their health and safety.

4. Contractors

It is necessary to ensure that any contractor is competent and carry out works safely.

The following factors will form part of the procedures for vetting contractors:

- sight of the contractor’s own safety policy, risk assessments, method statements, permits to work etc. as applicable;
- clarification of the responsibility for the provision of first aid and fire extinguishing equipment;

- details of articles and hazardous substances intended to be brought to site, including any arrangements for safe transportation, handling, use, storage and disposal;
- details of any plant and equipment to be brought onto site, including arrangements for storage, use, maintenance and inspection;
- clarification for supervision and regular communication during work including arrangement for reporting problems or stopping work in cases where there is a serious risk of personal injury;
- confirmation that all workers are suitably qualified and competent for the work (including requirement for sight of evidence where relevant); and
- evidence showing that appropriate Employers and Public Liability Insurance is in place.

The complexity of the arrangements will be directly proportionate to the risks.

5. Dangerous Substances and Explosive Atmospheres

All reasonable steps will be taken to ensure dangerous substances in the workplace are controlled to minimise risks of fire and explosion.

“Dangerous substance” covers any substance that could cause harm to people from fire or explosion as a result of its properties or the way it is used. This includes (but not limited to) petrol, LPG, paints, varnishes and dusts that could cause an explosive atmosphere with air.

The Council will:

- assess the risks from dangerous substances in conjunction with assessments for health risks and fire;
- provide measure to eliminate those risks, or reduce them so far as is reasonable practicable;
- ensure that the content of any vessels or containers are identified;
- provide equipment and procedures to deal with accidents and emergencies; and
- provide information and training to employees.

6. Display Screen Equipment

All reasonable steps will be taken by the Council to secure the health and safety of employees who work with display screen equipment.

To achieve this objective, the Council will:

- carry out an assessment of each user’s workstation;
- implement necessary measures to remedy any risks found as a result of the assessment;
- provide adequate information and training to person whoring with display screen equipment;

- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity;
- review software to ensure that is suitable for the task;
- arrange for the provision of free eye tests when requested, at regular intervals thereafter;
- arrange for a supply, free of charge, up to a set limit, any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment;
- advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided;
- investigate any discomfort or ill health believed to be associated with the use of display screen equipment and take appropriate remedial action; and
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment.

Employees must:

- comply with the instructions and training given regarding safe workstations set-up and use, including the need for regular changes of activity or breaks and the use of equipment provided; and
- inform the Town Clerk of any disability or health condition which may affect their ability to work using display screen equipment or be affected by working with display screen equipment (this information will be treated confidentially).

7. Driving

Yeovil Town Council is committed to reducing the risks its staff face or creates when driving at work and therefore will:

- ensure risk assessments are completed and that journeys are planned;
- not put unreasonable time constraints on travel;
- ensure those driving for business are competent and fit to do so; and
- provide any additional training that may be deemed necessary to reduce driving related occupational risks.

The Council will:

- ensure that Council vehicles are maintained to the required legal standard and ensure they are suitable for their purpose;
- provide and maintain additional tools and equipment necessary for the purposes of the journey;
- have regard to the environment; and
- provide no smoking signs for inside the vehicle.

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform the Town Clerk:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication;
- changes to licence such as: limitations, offences recorded, period bans;
- vehicle defects that affect ability/safety to driver; and
- any accidents/incidents that occurred whilst driving on behalf of the Council.

Before driving, drivers must:

- have a valid licence for the vehicle they are driving;
- ensure valid insurance for business use;
- carry out a pre-use vehicle check;
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks;
- ensure sufficient rest;
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive;
- have had an eye test in the last 2 years (where appropriate) and be using any corrective appliance where necessary; and
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must:

- drive in accordance with the applicable laws and with consideration for the safety of passengers and other road users;
- take regular rest breaks every 2-3 hours or at first signs of tiredness;
- remain in control of the vehicle at all times;
- not smoke in a council vehicle; and
- never use any hand held electronic device e.g. mobile phone, MP 3 player.

8. Drugs and Alcohol

Alcohol

Employees must not drink alcohol on the premises or the premises of its customers or clients without express permission from the Town Clerk.

Any employee who is found consuming alcohol on the Council's premises or the premises of its customers and clients without permission or is found to be intoxicated at work will normally face disciplinary action on the grounds of gross misconduct under the Council's disciplinary procedure.

Drugs and medication

The possession, use or distribution of drugs for non-medical purposes on the Council's premises is strictly forbidden and a gross misconduct offence.

Any medication prescribed by a doctor that may affect the employee's ability to perform their work, should be brought to the attention of the Town Clerk.

If the Council suspects there has been a breach of this policy or that work performance or conduct has been impaired through substance abuse, the Council reserves the right to require you to undergo a medical examination to determine the cause of the problem.

The Council reserves the right to inform the police of any suspicions it may have with regard to the use of controlled drugs by its employees on the Council's premises.

9. Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective, the Council will:

- ensure electrical installations and equipment are installed in accordance with IEE Wiring Regulations;
- maintain the fixed installation in a safe condition carrying out routine safety tests;
- inspect and test portable and transportable equipment as often as required to ensure safety;
- promote and implement a safe system of work for maintenance, inspection and testing;
- ensure that all electrical work are carried out by competent and certified persons as necessary; and
- maintain detailed records.

Employees must:

- visually check electrical equipment for damage before use;
- report any defects found to the Town Clerk;
- not use any defective electrical equipment;
- not carry out any repairs to any electrical item unless qualified to do so;
- switch off non-essential equipment from the mains when left unattended for long periods of time; and
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage.

10. Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other consideration, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the Council will:

- assess the risk from fire at its premises and implement appropriate control measure;

- ensure good housekeeping standards are maintained to minimise the rise of fire;
- provide and maintain safe means of escape from the premises;
- develop a fire evacuation procedure for all buildings;
- provide and maintain appropriate firefighting equipment;
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect firefighting equipment and any fire warning systems;
- provide adequate fire safety training to employees;
- make arrangement for the safe evacuation of disabled persons;
- make arrangement for ensuring all visitors are made aware of the fire evacuation procedures;
- display fire action notices;
- maintain visitor records; and
- keep fire safety records.

The Council does not require persons to attempt to extinguish a fire but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the predetermined assembly points. Re-entry of the building is strictly prohibited until the fire brigade officer or the Town Clerk declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures to the Town Clerk so that the Council can investigate and take remedial action if necessary.

11. First Aid

The Council is committed to providing sufficient provision for first aid to deal with accidents and injuries that arise at work.

To achieve this objective the Council will:

- assess whether there is a requirement to have trained first aid staff;
- display first aid notices with details of first aid provision; and
- provide and maintain first aid boxes at all premises and Council vehicles.

Appointed person

The appointed person is the Town Clerk.

The Appointed Person duties include:

- taking charge when someone falls ill or is injured, including calling an ambulance if required; and
- ensuring first aid boxes are sufficiently maintained.

The Appointed Person will not be required to provide treatment.

First Aiders

The number of first aid personnel (if any) at each Council location will be determined by the level of risk and in line current government guidance.

First Aid Boxes

First aid boxes will be provided within the workplace to ensure there are adequate supplies for the nature of the hazards involved. All boxes will contain at least the minimum supplies suggested by L74: First Aid at Work Approved Code of Practice. Only specified first aid supplies will be kept.

Portable First Aid Kits

Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

12. Gas Installations and Appliances

The Council will ensure that all work carried out on gas fittings and appliances are in accordance with the requirements of the regulations and the Safety in the Installation and Use of Gas Systems and Appliances Manual.

The Council supports the aims of:

- reducing the waste of fuel and material;
- increasing operational efficiency;
- eliminating unnecessary emission of atmospheric pollutants; and
- reducing the risk to death, injury and distress to members of the public, staff and others who may be affected.

The Gas Safe Register (GSR) is the governing body approved by the Health and Safety Executive to register and monitor the activities of gas installation and use. Gas fitting operatives carry out work on behalf of the council will be registered with GSR.

No person shall interfere with any gas appliance or gas fitting or pipe work unless qualified and competent to do so.

13. Hazardous Substances (COSHH)

All reasonable steps will be taken to ensure all exposure of employees to substances hazardous to health is prevented.

The Council will implement the following:

- maintain an inventory of all substances hazardous to health kept or present on site and retain copies of relevant hazard data sheets;

- risk assessments will be carried out to assess the exposure to substances hazardous to health with controls put in place to mitigate risks;
- all operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measure will be taken if elimination or substitution of the substance is not possible;
- systems of work will be reviewed at suitable intervals and revised if necessary;
- personal protection equipment (PPE) will be issued where appropriate;
- the type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions;
- assessments will be reviewed periodically or if changes to the operation or any hazardous substances used;
- qualified professionals, where necessary, will carry out health surveillance.
- employee health records (where created) of all exposures to substance hazardous to health will be kept for a minimum of 40 years;
- all employees will be provided with information and appropriate training on the nature of the hazardous substances they work with. Employees will be informed about any monitoring and health surveillance results; and
- all changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

Information and Training

The Council will give sufficient information and training to ensure full understanding of the hazards to health posed by substances in the workplace and the importance of the control measure provided. Information will also be given to others who may be affected such as contractors, temporary staff and visitors where appropriate.

14. Infection Control

For some work activities, staff may be at risk of infection or of spreading infection. Exposure to infection may arise at work from a number of situations, including:

- contact with blood and bodily fluids (e.g. Tetanus, Hepatitis B or C, HIV);
- injuries arising from needles/sharps (e.g. Tetanus, Hepatitis B or C, HIV); and
- contact with animals or animal faeces/urine (e.g. Leptospirosis)

Yeovil Town Council aims to prevent the spread of infection through work-based activities by adopting suitable control measures. The Council will:

- undertake assessments to identify tasks or situations that may expose individuals or groups to potential infection;
- identify, plan and implement controls and safe systems of work to prevent transmissions of infection;
- provide information, instruction and training to those identified at risk;

- where required, provide personal protective equipment and monitor its use and maintenance;
- organise for safe cleaning of equipment and where appropriate disinfection and thorough, cleaning of premises;
- arrange for safe disposal of any infected materials; and
- adopt good hygiene practices.

Vaccinations

The risk assessment will also identify whether the staff involved in a particular task should be offered vaccinations against Hepatitis B and Tetanus. Where this identified, vaccinations should be offered to individuals without charge.

Staff illness and reporting

It is important to remember that infection can spread to others. Staff should notify their manager if they develop any infectious diseases that may affect work or people around them, for example:

- skin infections or exposed areas of infestation;
- severe respiratory infection (e.g. pneumonia, TB);
- severe diarrhoea;
- hepatitis;
- chicken pox, measles, mumps, rubella; and
- HIV.

The Town Clerk will need to discuss with the individuals suitable controls. In some cases, employees may need to be referred to an Occupations Health Practitioner or the GP for advice.

Staff should also report any illness or disease which has been contracted through work. In some circumstances, this will be reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB and Tetanus are specifically required to be reported.

Confidentiality

Confidentiality will be maintained at all times in relation to an employee who is known to have any infectious disease.

No health information will be disclosed without the written consent of the employee concerned.

15. Legionella and Legionnaires' Disease

All reasonable steps will be taken to assess and identify potential legionellosis hazards and to prevent or minimise the risk of exposure.

At risk systems include the hot and cold water storage and distribution system.

Avoidance of Conditions Favouring Growth of Organisms

As far as practicable, water systems will be operated at temperatures that do not favour the growth of legionella. The recommended temperature for hot water is 60°C and either above 50°C or below 20°C for distribution, as care must be taken to protect people from exposure to very hot water. The use of materials that may provide nutrients for microbial growth will be avoided. Corrosion, scale deposition and build up of bio films and sediments will be controlled and tanks will be lidded.

Avoidance of Stagnation

Dead-legs, which occurs when water services leading from the main circulation water system to taps or appliances, are used only intermittently and other parts of systems which may provide a reservoir for infection will be identified and where possible, eliminated.

Sampling

Sampling for legionella will not normally be necessary, unless in the case of an outbreak or to monitor the effectiveness of precautionary measures.

Record Keeping

Records will be kept of all maintenance, temperature monitoring and sampling carried out.

Action in the Event of an Outbreak

An action plan will be prepared in case of an outbreak of legionellosis. This will include the:

- identification of people who may have been exposed;
- involvement of public health authorities; and
- dissemination of information to staff and other interested parties as to the nature of the risks.

16. Lone Working

Yeovil Town Council will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant period of time are protected from risks to their health and safety.

See the Lone Working Policy.

17. Manual Handling

To prevent injuries and long term ill health from manual handling, the Council will ensure that operations which involve manual handling are eliminated, so far as is reasonable practicable. Where this is not practical the Council will carry out an

assessment to determine what control measures are required to reduce the risk to an acceptable level.

To implement this policy this Council will ensure that:

- manual handling assessments are carried out where relevant and records are kept;
- adequate information and training is provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution;
- any injuries or incidents relating to manual handling are investigated, with remedial action taken;
- employees adhere to safe systems of work;
- safety arrangements for manual handling operations are monitored and reviewed;
- special arrangements are made for individuals with health conditions which could be adversely affected by manual handling operations; and
- no employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

18. New and Expectant Mothers

The Council recognises that the general precautions taken to protect the health and safety of the workforce as a whole may not in all cases protect new and expectant mothers and there may be occasions when, due to their condition, different and/or additional measures will be necessary.

To implement effective measures for new and expectant mothers, Yeovil Town Council will ensure that:

- employees are encouraged to inform the Town Clerk of their condition at the earliest possible opportunity and that the highest level of confidentiality is maintained at all times;
- risk assessment are carried out for all work activities undertaken by new and expectant mothers and associated records and documentation maintained;
- necessary control measures identified by the risk assessment are implemented, followed, monitored, reviewed and, if necessary, reviewed;
- new and expectant mothers are informed of any risks to them and/or their child and the control measures taken to protect them;
- any adverse incidents are immediately reported and investigated; and
- provision is made to support new and expectant mothers who need to take time off work for medical reasons associated with their condition.

19. Personal Protective Equipment

Yeovil Town Council provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other

means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it in order to reduce risks to a minimum.

To effectively implement its arrangements for the use of PPE the Council will:

- ensure that PPE requirements are identified when carrying out risk assessments;
- use the most effective means of controlling risks without the need for PPE wherever possible and only provide PPE where it is necessary;
- carryout an assessment to identify suitable PPE;
- ensure that if two (or more) items of PPE are se simultaneously, they are compatible and are as effective when used together as they are separately;
- ensure PPE is available to all staff who need it;
- provide adequate accommodation for correct storage of PPE;
- provide adequate maintenance, cleaning and repair of PPE;
- inform staff of the risks their work involves and why PPE is required;
- instruct and train staff in the safe use and maintenance of PPE;
- make arrangements for replacing worn or defective PPE; and
- review assessments and reassess the need for PPE and its suitability whenever there are significant changes or at least annually

20. Smoking and Vaping

It is the policy of Yeovil Town Council that all of its works places are smoke-free and that all employees have a right to work in a smoke free environment.

Smoking and vaping is prohibited throughout the entire workplace with no exceptions including Council vehicles. This policy applies to all employees, Councillors, customers and visitors.

The Council will ensure that all employees, Councillors and contractors are aware of the policy on smoking.

Appropriate 'no smoking' signs will be clearly displayed at all properties and vehicles.

21. Stress

The Health and Safety Executive defines stress as “adverse reaction people have to excessive pressure or other types of demand placed on them”.

As a responsible employer, Yeovil Town Council tries to provide a pleasant working environment as free from stress as possible.

Yeovil Town Council will:

- work to identify all workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress;

- regularly review risk assessments; and
- consult with you on issues relating to the prevention of work-related stress.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with the Town Clerk.

22. Training

Training in health and safety is a legal requirement.

All employees will need to know about:

- the health and safety policy;
- the structure and system for delivering this policy; and
- employees will need to know which part of the system is relevant to them, to understand the major risks in our activities and how they are controlled.

All employees training needs will include:

- relevant health and safety hazards and risk;
- the health and safety arrangements relevant to them;
- communication lines to enable problem solving;
- all employees will receive induction training. Such training will cover: fire procedures, warning systems, actions to be taken on receiving warnings, locations of exits/escape routes, evacuation and assembly procedures, first aid/injury reporting procedures, names of first aid appointed person, instruction on any prohibition areas, issues of PPE and its use, instruction under COSHH, mandatory protection areas, thorough instruction applicable to their particular duties at work etc.

Training needs will be reviewed as a result of job changes, new activities or new technology, an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- attend any necessary training that has been identified to carry out their job;
- work according to the contents of any training they receive;
- ask for clarification on any points they do not fully understand; and
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

23. Vibration

Regular exposure to continuous vibration from a work process has the potential to cause long term ill health including a range of occupation diseases collectively known as hand-arm vibration syndrome (HAVS) or whole body vibration (WBV).

To minimise the risk from vibration the Council will:

- assess the risk to health from exposure to continuous levels of vibration and determine the control measures needed;
- introduce effective control measures to ensure levels of exposure to hand-arm vibration and whole body vibration are eliminated or reduced so far as reasonably practicable;
- record the assessments and review them periodically or when changes occur;
- ensure that the most appropriate equipment is used for the job;
- inform, instruct and train employees about the risks and the precautions to be taken to protect themselves from the harmful effects of continuous exposure to vibration;
- ensure no new equipment or processes are introduced into the work activities where there is a foreseeable risk of hand-arm or whole body vibration without a risk assessment and approval of the Town Clerk;
- maintain an inventory of all vibration equipment used that is likely to cause hand-arm vibration and whole body vibration;
- monitor exposure of hand-arm vibration and whole body vibration and undertake appropriate health surveillance, where necessary; and
- maintain tools to the manufacturer's specification to avoid worsening vibration.

24. Violence

The Council recognises that in certain situation, violent behaviour towards staff may occur and therefore will take all reasonable measures to protect staff from violence and aggression.

We define violence and aggression as:

- actual or threatened physical assaults on staff;
- psychological abuse of staff;
- verbal abuse which includes shouting, swearing and gestures; and
- threats against employees.

To achieve this objective, Yeovil Town Council will:

- carry out risk assessments of potential conflict situations to determine the control measures to protect staff;
- ensure that premises are kept secure;
- inform all employees of the procedure following a violent or challenging behaviour incident;
- not tolerate violence or challenging behaviour towards our employees;
- support the employees involved in any incident;
- support their decision regarding the pressing of criminal charges;
- provide any counselling or post-incident assistance required by the employees; and

- keep records of all incidences of violence and aggression and review the control measures with a view to continual improvement in employee safety.

25. Visitors

In the interest of safety and security, the Council will take the necessary measures to protect staff and visitors from any accidents or incidents that may occur during visiting.

Employees hosting visitors must ensure that:

- they are authorised to entree the premises or accompanied;
- they adhere to applicable health and safety instructions and unless during their visit;
- adequate information is passed to ensure their safety including emergency information;
- any protective clothing required is provided and worn;
- any accidents/incidences involving visitors are reported through the accident reporting arrangement; and
- employees aware of people on the premises who may be unauthorised should report these to the Town Clerk for action.

Emergency Action

In the event of the fire alarm sounding, all visitors should be escorted to the assembly point by their host. Visitors should not leave the area before notifying the senior person present.

26. Well-being

The Council will take the necessary measures to ensure that everyone is properly managed, encouraged to lead a healthy lifestyle and supported when things go wrong, as well as ensuring that legal standards are met. The Council recognises that good management is important to make staff feel valued and well-informed.

Prevention

Well-being is best ensured by preventing problems occurring. Staff are encouraged to look after their physical and mental well-being, and there are policies to prevent or spot potential problems. These include:

- Eye sight tests for display screen equipment users;
- Workplace risk assessment;
- Alcohol and smoking policies; and
- Manual handling training.

Poor communication can lead to anxiety and uncertainty, and the Council is always trying to improve internal communication, to keep you well informed on issues that affect you.

Management

There are measurements in place to monitor the overall 'health' of the organisation.

The organisation is always changing. For some this brings new opportunities but for others it can be difficult and unsettling. The Town Clerk will make sure that staff are aware of what is expected from them.

The Town Clerk will help the staff feel involved and valued by:

- Holding regular performance review meetings;
- Reviewing jobs and responsibilities;
- Hold regular team meetings;
- Monitoring development and training; and
- Advising and taking appropriate action where necessary in relation to issues such as attendance, work performance, accidents at work and sickness.

Support

From time to time, staff may experience problems at work that mean you need support from the organisation. If a member of staff experiences genuine difficulty, the Town Clerk will help find the appropriate support.

Staff must inform the Town Clerk if they have a problem that may affect their ability to carry out their job.

27. Work Equipment

The Council will provide a safe working environment in relation to work equipment and safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective, the Council will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations;
- retain and make available the manufacturer's instruction manual for each item of equipment where relevant;
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees;
- inspect all equipment at installation and prior to first use;
- regularly inspect work equipment in accordance with the manufacturer's recommendations;

- maintain work equipment in accordance with the manufacturer's recommendations;
- keep records of all inspections and maintenance;
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely; and
- provide refresher training as appropriate and as determined necessary by workplace inspection

28. Work at Height

The Council will take all reasonable steps to provide a safe working environment for all employees who may be affected by work at height activities.

Yeovil Town Council will ensure that:

- all work activities that involve work at height are identified and assessed;
- the need to undertake work at height will be eliminated whenever it is reasonable practicable to do so;
- where it is not possible to eliminate working at height, adequate and secure work platforms will be used, with appropriate fall arrest equipment;
- working at height must only take place where there are at least 2 people present;
- all necessary equipment is provided;
- regular inspections of all equipment required for working at height are undertaken; and
- any contractor from whom they procure services comply with this policy.

29. Young People

Whilst precautions taken to protect the health and safety of the workforce as a whole will, in many cases, also protect young persons, there are occasion when different and/or additional measures will be necessary due to their lack experience, knowledge or absence of awareness of potential risks.

A 'young person' is defined as one who is below the age of 18 years.

To ensure the safety of young persons the organisation will:

- carry out a risk assessment to cover the activities of young persons;
- implement the actions determined by the risk assessment process;
- inform the young persons of any risks associated with their work and the control measures taken to protect them;
- provide additional appropriate information, instruction, supervision and training as determined by the risk assessment; and
- ensure that no young person carries out lone working.

Adopted: 27th March 2018
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