

# **Service Six Health & Safety**



**Date:** April 2017

**Review Date:** April 2018

**Policy Title:** Equal Opportunities & Diversity

### **Purpose**

Service Six takes seriously its obligation to provide a safe environment for all personnel (paid, sessional and voluntary), Board of Trustees, service users and all who come into contact with us. Service Six will regularly consult with personnel with regard to relevant health and safety issues.

The designated person for Health and Safety issues is the Chief Executive.

### **RISK ASSESSMENTS**

All buildings used by Service Six for administration and service delivery should be safe and secure environments. Full risk assessments will be carried out weekly on any full-time ongoing Service Six premises and initially for any new or one off premises used for administration and / or service delivery (where there is no evidence of a recent risk assessment already available for that venue). In any case, all personnel must undertake a brief risk assessment (training will be provided for this purpose) on arrival at venues and report to their line manager, the venue manager or caretaker (where it's a hired venue) if available, any potential hazards that they become aware of, so that appropriate action can be taken and a decision made as to continued presence or delivery.

The risk assessment form to be completed by personnel is attached.

### **FIRE ALARM**

All personnel have a responsibility to be aware of fire alarm procedures, fire exit locations and the relevant meeting points for all Service Six administrative and delivery sites. Weekly alarm checks are carried out by the Chief Executive and recorded on fixed Service Six premises. Information will be provided within induction processes for all personnel with regard to full time ongoing Service Six sites. Full details of other delivery sites are available within Premises Packs provided by line managers. All personnel need to ensure they are familiar with all information provided to them by their managers to support their safety and that of others.

### **PERSONAL ALARMS**

For the safety of personnel, fitted or mobile personal alarms are provided as appropriate particularly for one to one service delivery including Counselling and Support Plus services amongst others. Use of the alarm is to alert other site personnel to seek immediate help as the activating member of personnel believes themselves to be or is in danger of immediate harm.

All personnel need to be aware of the procedure for responding to a mobile personal alarm being activated and/or an internal panic alarm used in premises.

Situations where you feel you need to raise the alarm within premises

It is likely that you would be given some early indication from the client/s with you that something is not right. For example a clear escalation of frustration or anger towards you, increasing raised voice, use of threatening behaviour or words towards you. Many clients need to express their anger towards others in a safe environment. This situation is clearly to address anger directed at a member of personnel. The initial aim would be to defuse the situation as calmly as possible. As such;

#### Step 1

Explain that their behaviour / words are unacceptable and you will have no option but to end the session if they continue.

#### Step 2

If they continue, inform the clients that you are ending the session with them and leave the room. If they try to prevent you from leaving the room - trigger your alarm

#### Step 3

With colleagues and if required ask the client/s to leave the building and where appropriate consider excluding or banning them from future services

#### Step 4

If they refuse to leave, clear the premises and contact the Police immediately on 999

#### Step 5

Make thorough bullet point notes about the incident and ask any witnesses to do the same. Inform your line manager immediately and provide them with the notes recorded

*If you do not get any warning or perception of an imminent incident;*

#### Step 1

Trigger your alarm.

#### Step 2

With colleagues and if required ask the individual to leave the building and consider excluding or banning them from future services

#### Step 3

If they refuse to leave, clear the premises and contact the Police immediately on 999

#### Step 4

Make thorough bullet point notes about the incident and ask any witnesses to do the same. Inform your line manager immediately and provided them with the notes recorded

*In circumstances where a client draws a weapon for example a knife or gun and threatens to harm you:*

#### Step 1

Try to stay calm and reason with them, explaining that you are there to help them. Make sure you use their name if you know it, it will help ground them and use your name if you can. Keep your finger over your alarm and make your way towards the door if possible. Triggering the alarm without necessity may panic them and prompt an attack.

#### Step 2

If they are clearly coming to attack you press the alarm and make your way out of the room if you can.

*In circumstances where a client/s draws a weapon for example a knife or gun against themselves;*

#### Step 1

Try to stay calm and reason with them, explaining that you are there to help them. Make sure you use their name if you know it, it will help ground them use yours if you can. Keep your finger over your alarm and make your way towards the door if possible. Triggering the alarm without necessity may panic them and prompt them to hurt themselves.

## Step 2

If they hurt themselves, leave the room immediately to get back up, if necessary remove and trigger the alarm to alert other personnel that you need immediate help.

## Step 3

Call 999 and administer first aid if able.

### Situations where you feel you need to raise the alarm in the community or an outdoor service delivery site

As above situations, you will have less or no control over the immediate environment outside so be aware of individuals or groups in the vicinity who may help or hinder your position.

### All circumstances

Once the alarm is activated all present personnel in the site or area must respond by clearing any other service users or public from the building/area and calling 999.

Once appropriate silence the alarm

Once able, contact your line manager and make bullet point notes about the incident and provide them with the notes recorded.

Where a weapon is dropped by someone please do not touch it, as it constitutes evidence. Where someone uses a weapon please do not touch it if possible, it may be that in removing a weapon (for example a knife) that you cause further injury or blood loss. It is evidence of the immediate incident and may have been used in other offences or criminal acts.

Information will be provided within induction processes for all personnel with regard to the use and response to alarms. Personnel using mobile alarms are required to briefly check they are working before beginning service delivery.

## **FIRST AID**

All personnel need to be aware of the position of First Aid equipment and information within premises. All personnel also have a responsibility to ensure that they have clearly identified at the commencement of a session/service, who the designated First Aid at Work trained members/Appointed person/s are, as they will take charge of any required First Aid arrangements. Ordinarily the appointed person is the lead worker of any delivery session. All service personnel are required to keep a basic first aid kit within their mobile working equipment packs.

Under the HSE regulations Service Six has no legal duty to provide first aid for non-employees, but HSE recommends that Service Six includes them within its first aid provision. All contracted and sessional service delivery personnel will undertake an Emergency First Aid at Work course as soon as practically possible after commencement of duties, which will be updated annually or as appropriate.

Service Six will comply with the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) 2013 in relation to reporting work related deaths, major injuries or over 3 day injuries, work related diseases and dangerous occurrences (near miss accidents). Through reporting within the Service Six accident book, advising the Chief Executive and Board of Trustees, RIDDOR and HSE. The RIDDOR ICC (Incident Contact Centre) 0845 3009923 and reports must be made within 10 days of the incident. Guidance for reporting is available on the RIDDOR website: [www.hse.gov.uk/riddor/](http://www.hse.gov.uk/riddor/)

## **GENERAL INFORMATION**

Tidiness and cleanliness - all personnel are expected to co-operate in ensuring clean and tidy working environments. This includes washing up, disposing of rubbish, keeping areas clear of waste paper, keeping desks clear and keeping floors clear of potential trip hazards. All hazardous cleaning substances are to be stored within locked cupboards.

All personnel are to use gloves (where appropriate for services such as pregnancy testing, chlamydia screening), antibacterial hand wash (provided) and antibacterial gel (provided) in all Service Six sites for their safety and for the reduction of the spread of any germs.

## **COMPUTER USE**

When using computers personnel are advised to limit their time in front the computer screen to 15 minutes with regular breaks. Equipment for wrist, back and feet support is available on request.

Personnel are responsible for fully and promptly advising managers and senior personnel of any ergonomic needs or health issues potentially relating to their working practice, work site or equipment.

Personnel must complete the Display Screen Equipment Policy at least annually (**Appendix 5**)

## **SMOKING**

Smoking is not permitted in any of the Service Six buildings or any premises used by Service Six. Designated smoking areas will be available in fixed premises and information for smoking areas will be provided within Premises Packs provided by line managers for all other sites used by Service Six.

As a responsible Charity that promotes a range of positive health messages to the community, Service Six asks that personnel acting on behalf of the Charity do not smoke in front of young people and children during authorised breaks.

## **MOBILE PHONE USE**

Service Six personnel are not to use their work mobile phones whilst driving even with a hands free kit.

## **PERSONAL HEALTH**

Service Six recognises how important personal health and mental health are particularly within roles where personnel regularly come into contact with needy and sometimes traumatized children and young people. As such, Service Six provides a comprehensive support package for personnel with regard to avoiding and reducing stress related or other such illness whilst actively promoting self awareness, care and advocating individual responsibility for personnel to recognize and identify potential or actual concerns at the earliest opportunity for the benefit of individual personal welfare and the welfare of others within the agency.

The support package available includes;

- Induction process
- Ongoing Informal Support from the management team
- Ongoing Informal Support from Colleagues and Team
- Formal Performance Management
- Informal Management Supervision (as required by individuals needing immediate support from their line manager or the Operations Manager/Chief Executive by telephone or 121)
- Counselling Practice Supervision (for Personnel delivering professional therapeutic counselling services)

- Referral for external Professional Counselling Services (if required and appropriate to provide additional support for personal difficulties, undertaken through discussion with line manager)
- Probationary Process
- Annual Appraisal Process
- Team Building Day

Service Six provides a wide range of opportunities for all personnel to identify their personal and professional difficulties, concerns and needs in order that they can be discussed openly and the management team can provide appropriate support and action where possible. Service Six fully recognizes that individuals need to take responsibility for making their difficulties, concerns and needs promptly known in order that Service Six can address them. The earlier Service Six are made aware the quicker action can be taken, avoiding unnecessary escalation of any problems.

Service Six welcomes the ideas and opinions of personnel in how we can improve our existing support package.

All the measures outlined reflect the commitment of Service Six towards avoiding and reducing the risks of work related stress and other similar illness and our direct encouragement of personnel to be honest and open with regard to their situations, experiences and needs. Service Six cannot address issues that it has not been made aware of or are not immediately apparent.

### **Work Related Stress**

**For the reference of personnel we have outlined the issues relating to work related stress. If you feel that you or colleagues are affected by work related stress to must inform your line manager immediately.**

Please also refer to [www.hse.gov.uk](http://www.hse.gov.uk)

Health & Safety Executive's formal definition of work related stress is:

**"The adverse reaction people have to excessive pressures or other types of demand placed on them at work."**

Stress is not an illness – it is a state. However, if stress becomes too excessive and prolonged, mental and physical illness may develop.

Work is generally good for people if it is well designed, but it can also be a great source of pressure. There is a difference between pressure and stress. Pressure can be positive and a motivating factor, and is often essential in a job. It can help us achieve our goals and perform better. Stress occurs when this pressure becomes excessive. Stress is a natural reaction to too much pressure.

### ***Balancing demands and pressures with skills and knowledge***

A person experiences stress when they perceive that the demands of their work are greater than their ability to cope. Coping means balancing the demands and pressures placed on you (i.e. the job requirements) with your skills and knowledge (i.e. your capabilities). For example, if you give a member of your team a tight deadline on a project they feel they have neither the skills nor ability to do well, they may begin to feel undue pressure which could result in work related stress.

Stress can also result from having too **few** demands, as people will become bored, feel undervalued and lack recognition. If they feel they have little or no say over the work they do or how they do it, this may cause them stress

### ***Signs of stress in individuals***

If you are suffering from some of the following symptoms it may indicate that you are feeling the effects of stress. If you find that work or aspects of your work bring on or make these symptoms worse, speak to your line-manager, trade union representative or your HR department. It may be that some action taken at an early stage will ease the stress and reduce or stop the symptoms.

#### **Emotional symptoms**

- Negative or depressive feeling
- Disappointment with yourself
- Increased emotional reactions – more tearful or sensitive or aggressive
- Loneliness, withdrawn
- Loss of motivation commitment and confidence
- Mood swings (not behavioural)

#### **Mental**

- Confusion, indecision
- Can't concentrate
- Poor memory

#### **Changes from your normal behaviour**

- Changes in eating habits
- Increased smoking, drinking or drug taking 'to cope'
- Mood swings effecting your behaviour
- Changes in sleep patterns
- Twitchy, nervous behaviour
- Changes in attendance such as arriving later or taking more time off.

Please note these are indicators of behaviour of those experiencing stress. They may also be indicative of other conditions. If you are concerned about yourself please seek advice from your GP. If you are concerned about a colleague try to convince them to see their GP.

### ***Signs of stress in a group***

- Disputes and disaffection within the group
- Increase in staff turnover
- Increase in complaints and grievances
- Increased sickness absence
- Increased reports of stress
- Difficulty in attracting new personnel
- Poor Performance

- Customer dissatisfaction or complaints

It is not up to you or your managers to diagnose stress. If you or they are very worried about a person, recommend they see their GP. It is up to you and your managers to recognise that behaviours have changed, be aware that something is wrong and take prompt action. Take care not to over-react to small changes in behaviour. You and your managers need to act when these behavioural changes continue. Use these symptoms (both individual and group) as clues.

### ***Causes of stress outside work***

Many things in people's lives outside work can cause them stress, for example:

#### **Family**

- Death (of a loved one)
- Divorce or separation from a partner
- Marriage
- Pregnancy
- Holidays
- Changes in health of a family member or close friend
- Trouble with in-laws
- Family arguments
- Children leaving home
- Childcare
- Remarriage of a family member
- Caring for other dependents, such as elderly relatives
- Family reunion
- Relationship breakdown or having a long-distance relationship

#### **Personal or social issues**

- Change in financial state, or debt or money worries
- Changes in personal habits such as giving up smoking, going on a diet.
- Problems with weight
- Experiencing prejudice or discrimination
- Lack of friends or support
- Personal injury or illness

#### **Daily hassles**

- Traffic jams
- Public transport
- Time pressures
- Car troubles

#### **Other**

- Moving house, including taking out a mortgage
- Difficulties with neighbours

- Living with someone with an alcohol, drug problem or other addiction.
- (If studying) a deadline for coursework, exam results or trying to balance work and study
- Unemployment
- Poor living environment

Service Six employees are not obliged to tell managers about their personal problems. However, Service Six takes some practical measures to support employees:

- **Sympathetic and proactive approach**, confidential meetings with employees, allowing them the opportunity to discuss any problems they wish and allowing Service Six time to voice any concerns. Clarification on whether the person’s problems are work related or personal.
- **Flexibility**, potential to offer employee more flexible working hours, or even offer them some paid time off to deal with their problems.
- **Offer outside support**. If appropriate, suggestion to visit doctor and allow them time off to do so. Suggestion of possible support groups.
- Reiterating the support and services package provided by Service Six

**Appendix 1;**  
277520

Tel: 01933

Email: [referrals@servicesix.co.uk](mailto:referrals@servicesix.co.uk)

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**SERVICE SIX ACTIVITY**  
**Parental/Carers Consent Form**

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**Confidentiality and this form**

This fully completed form enables the participation of the named young person within Service Six activities. The information provided will be kept confidentially and securely within Service Six and used within service delivery sessions for information and appropriate reference.

I give my permission for my child to attend the following activity with Service Six:

Activity Details			
What			
Where			
When			
Young Person Details			
Full Name		Gender Male <input type="checkbox"/> Female <input type="checkbox"/>	
Date of Birth		Telephone Number	
Address		Postcode	

mail			
Director's Name		Director's Number	
Known Allergies		Medication	
Disabled, Statements or Learning Disabilities			
Details of any specific needs			
<b>Parent / Carer Details</b>			
Name			
Address (different from above)			
		Postcode	
Home No. (different from above)			
Second Emergency Number			
mail			
Relationship to young person			
<p>I agree that:</p> <p>In the event of a <b>minor illness or injury</b> such as a cut or graze, I give permission for medical treatment to be administered where appropriate by a nominated Service Six first aider or by a suitably qualified medical practitioner.</p> <p>In the event of circumstances which Service Six personnel consider to be <b>moderate illness or injury</b> such as sickness or a fall, I give permission for medical treatment to be administered where appropriate by a nominated Service Six first aider or by a suitably qualified medical practitioner and for Service Six to contact me or others at the above emergency numbers.</p> <p>In the event of a <b>serious illness or injury</b>, I give permission for Service Six to contact the emergency services and undertake medical treatment where appropriate by a nominated Service Six first aider or a suitably qualified medical practitioner and for Service Six to contact me or others at the above</p>			

Emergency numbers

Service Six would like to take photographs or make a video recording of your child/children for promotional and funding purposes. These images may appear in printed publications and reports, in the media, on video, on our website.

To comply with the Data Protection Act 1998, we need your permission before we take any images of your child/children. Please answer questions 1 to 4 below:



<b>To the parent</b>	<i>Please tick your answer</i>	
May we use your child's image in our printed promotional publications?	<input type="checkbox"/>	NO
May we send out your child's image with our press releases? Please note that in this circumstance we would wish to use your child's full name in the accompanying text.	<input type="checkbox"/>	NO
May we use your child's image on our website?	<input type="checkbox"/>	NO
May we record your child's image on our promotional or for funding purposes?	<input type="checkbox"/>	NO

**Activity Requirements**

No Alcohol to be consumed before or during the activities.

Obey ALL Instructions of activity coordinators and supervisors.

All activities undertaken are at participants own risk

Service Six will not accept any liability however caused for death, personal injury, lost or damage suffered by participants.

Any Indemnity and/or Declaration as described above which is sign by a person under 18 years of age must be countersigned by that person's parent or guardian who's name and address shall be given.

You have read the Parental/Carers Consent Form and you will give your permission, please sign and date the form where shown. Please return the completed form to:

**Service Six**  
**26 Rock Street**  
**Wellingborough**  
**NN8 4LW**

If you have any questions or concerns please do not hesitate to contact us.

Print Name:		Date:	
Signature			

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**SERVICE SIX REVERSES THE RIGHT TO REFUSE ADMISSION OR REMOVE PERSONS FROM THE ACTIVITY**

**Appendix 2;**

**Manager’s & Lead Worker’s Pre Activity Check List**

*This form is to be used initially by Managers to review the suitability of any premises or site for the delivery of a new Service Six activity. The completed form is then to be used for reference purposes by the activity Lead Worker for each activity session undertaken and updated them where appropriate and their manager advised accordingly.*

*This form is to be used in conjunction with the appropriate Service Six Risk Assessment Forms and Session Plans.*

<b>Manager / Lead Worker</b>	
<b>Address / Location</b>	
<b>Postcode:</b>	
<b>Service Six Activity or Service Six Visiting Partner Agency / Group to Deliver</b>	
If Service Six visiting then identify lead partner workers and their contact info	
<b>Name:</b>	<b>Telephone Number:</b>
<b>Email:</b>	
<b>Activity Description</b>	
<b>Maximum Number of Participants (where appropriate)</b>	
<b>Prescribed Ages of Participants for Activity</b>	
<b>Local Manager’s Review</b>	
<b>Premises / Site General Detail &amp; Requirements</b>	
<b>Setting. MUGHA or public field, park or street etc.:</b>	

ere premises:	
etaker details and contact info (where appropriate)	ephone Number:
ne:	
urity requirements / keys / locking up cedures and alarms etc.	
er	

<b>Premises General Health &amp; Safety Information</b>	
Where premises:	
Location of fire exits and any alarm drills	
Signage in or out requirement	
Access by the public and steps to keep participants secure and safe etc.	
Where a field or other such public area:	
Assess weather conditions and danger of slipping on mud etc.	
Ability of participant's footwear and clothing for the conditions etc.	
Other	
<b>General Risk Assessment Requirements</b>	
The field needs to be scanned for glass, poo and needles or building needs checking for wet surfaces, tripping hazards and any newly recognised vandalism / breakages – if so they need to be photographed and it needs to be clear on the session plan that they were noted	
Awareness & Checks required	
<b>Participant Consent Forms</b>	
<i>Lead workers must have all the completed consent forms for activity participants on their person during each session for immediate access to medical info and emergency contact details. Also: a batch of blank consent forms and pens. Where a new participant is joining activity and does not have a completed consent form they can engage in the initial session in a limited / low risk capacity and be provided with a blank consent form to have</i>	
<b>Manager's Notifications &amp; Actions for Lead Worker</b>	

<p><b>and Worker Notifications, Actions &amp; Updates for Manager</b></p>	
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**Appendix 3;**

**SERVICE SIX – Risk Assessment Form**

*(This form to be used in conjunction with the content of the ‘Service Six Manager & Lead Worker Activity Check List’)*

Project: **On Site & Activity with Service Six Lead**      Activity: **Various**

Date of Review: **April 2013**

<p><b>Hazard</b> Potential of harm</p>	<p><b>Risks</b> who might be harmed</p>	<p><b>Precautions/Actions</b> To reduce the level of risk</p>	<p><b>Level of Risk</b></p>
			<p>High, Medium,</p>

<p>session risk uction process and siderations</p>	<p>rkers ng People lic</p>	<p>ather &amp; Conditions: ere snow and ice conditions be careful of footfall void slipping Where it's dark: ure you are carrying your torch pplicable park in a lit area aware of surroundings and personal safety pplicable have site keys ready for use any doubt of access to building / venue or if ntifying any form of risk, contact co- worker and nge to meet them before entering building Security: ere indications that building / site has been broken (e.g. alarm sounding) do not enter line manager Police if required Site Status: ck site for any external signs of vandalism and hage and where necessary record it on session h and take photos or if the damage risks the urity of the site contact line manager ck site for any internal signs of existing vandalism damage and where necessary record it on session h and take photos</p>	
<p>rker at risk from flict or attack by mber of the public oung person</p>	<p>rker or ng ple</p>	<p>Never work alone Always stay within sight of co-worker Have a mutual code to signify you are omfortable with a situation Be alert to any escalating situations Call line manager for advice as required Call Police if necessary Record all info in session plan</p>	
<p>it or strong picion that gun ving is</p>	<p>rker</p>	<p>Call Police immediately and follow their ructions Call Manager</p>	



Project: **On Site & Activity with Non Service Six Lead** Activity: **Various**  
 Date of Review: **April 2013**

Hazard Potential of harm	Risks who might be harmed	Precautions/Actions To reduce the level of risk	Level of risk High, Medium, Low
session risk production process considerations	workers being public	<p>Weather &amp; Conditions:            - Where snow and ice            conditions be careful of footfall to            avoid slipping Where it's dark:            Ensure you are carrying your torch            If applicable park in a lit area            Be aware of surroundings and personal            safety            If in any doubt of access to building /            or if identifying any form of risk contact the            lead worker of service you are visiting for support or            to advise            Security:            - Where indications that building / site            has been broken into (e.g. alarm sounding) do not            enter but contact the lead worker of service you are            visiting for support or to advise            Call line manager            Call Police if required            :            - Always            wear ID badge and            be visible at all</p>	
worker at risk from conflict or attack by member of the public or young person	worker being public	<p>You may be representing Service Six alone and            your co-workers are classed as the personnel of the            service you are visiting            Always stay within sight of co-worker            Have a mutual code to signify you are            uncomfortable with a situation            Be alert to any escalating situations            Call line manager for advice as required            Consult lead worker of            service you are visiting for            support or to advise - Call</p>	

<p>at or strong suspicion that gun firing is imminent</p>	<p>worker</p>	<p>Call Police immediately and follow their instructions Consult lead worker of service you are visiting for support or to advise Call Manager</p>	<p>Low</p>
<p>lack or strong likelihood of attack by knives, guns and other weapons</p>	<p>worker young people public</p>	<p>Contact police immediately and follow their instructions Consult lead worker of service you are visiting for support or to advise Call manager</p>	<p>Low</p>
<p>conflict or attack on young person by member of public or other young person</p>	<p>worker young person public</p>	<p>Worker to try and diffuse situation, like mediate or try to separate party and discuss situation in a calm manner Consult lead worker of service you are visiting for support or to advise Call Police if necessary Call manager</p>	<p>Low</p>
<p>injury through accident – like slipping, falling, allergies</p>	<p>worker young people</p>	<p>Be aware of surroundings and potential hazards Be aware of any allergies or health issues staff may have Identify which member of service staff is a First Aider Carry first aid kit Consult lead worker of service you are visiting for support or to advise Call emergency services if necessary Call Manager</p>	<p>Low</p>
<p>vulnerability of young people – exploitation and abuse, sex work or organisations to this effect</p>	<p>worker young people</p>	<p>All staff to be police checked (EDBS) Any volunteers should not be left to engage in late discussions with young people All staff to have or will be attending Child Protection Training Consult lead worker of service you are visiting for support or to advise Any concerns to be reported to management</p>	<p>Low</p>
<p>worker at risk from member of public or young person engaged in an illegal activity</p>	<p>worker young people</p>	<p>If appropriate and safe inform Young person/People that you suspect that they are involved in some illegal act Inform them of the risks, health and legal/law Inform them that their actions put themselves potentially others in danger Inform young person/people that Service regulations prohibit you from allowing them to continue in the session / activity Consult lead worker of service you are visiting for support or to advise Where young person/ people refuse to</p>	<p>Low</p>

<p>worker becomes aware that young person or people are using alcohol or drugs</p>	<p>worker young people</p>	<p>If appropriate and safe inform Young person/People that you suspect that they are using inappropriate substances on them          Inform them of the risks, health and legal/law implications          Inform them that their actions put themselves and potentially others in danger          Inform young person/people that Service regulations prohibit us from allowing them to continue in the session / activity          Consult lead worker of service you are visiting for support or to advise          Where young person / people refuse to leave site, staff to withdraw from the situation as soon as possible          Call manager if necessary</p>	
<p>worker joining in with activities</p>	<p>worker</p>	<p>Staff to agree on the activity, risk assessment of activity to be carried out before activity takes place          Staff to be aware of the age, ability and skill level of the group and only engage with appropriate activities</p>	
<p>First Aid Staff:          Emma Marsh, Emma Campion, Hayley Brown          Site Initial Contact Persons:          Emma Marsh (MK Project Manager) 07850 916600                      Hayley Brown (TARGET Project Manager) 07923904334          Emma Campion (Operations Manager) 07812266240</p>			

<b>Hazard</b> Potential of harm	<b>Risks</b> Who might be harmed	<b>Precautions/Actions</b> To reduce the level of risk	Level of risk High, Medium, Low
Session risk Production process Considerations	Working Young people	<p><b>Weather &amp; Conditions:</b></p> <p>Dress appropriately for the task and weather conditions with t-shirts, fleeces and jackets provided and footwear as appropriate</p> <p>Ensure adequate footwear for weather conditions and walking</p> <p>Where snow and ice conditions be careful of footfall to avoid slipping and use flasks for warm refreshments</p> <p>Where heavy rain seek shelter until it subsides</p> <p>Where hot and sunny conditions ensure adequate headwear, sun protection and flasks for cool refreshment to avoid heat stroke and dehydration</p> <p>Where it's dark, ensure you are carrying your torch. Consider carefully how appropriate it is to enter a dark area (park, alleyway or other such area) Examples: How well do you know the area and layout? Other members of public in area? Lighting in nearby area?</p> <p>If in any doubt of approaching a darker area, do not leave the area and record the information on your session plan – an approach could be made in the future area at an earlier time in future when it's lighter and groups of young people may still be present presenting low risk approach opportunity</p> <p>If entering darker area and approaching young people, identify yourselves immediately and if immediate response is not positive then calmly leave yourself and leave area apologizing for disturbing them</p> <p>Ensure you use your torch appropriately and do not shine it in faces</p> <p>Be constantly alert to any emerging or sudden</p>	

		You should then receive a reference number similar to a police crime reference number which will need to write down on your session plan	
with worker/Support worker at risk from conflict or attack by member of the public or young person	young person's support worker (YPSW)	Never work alone Always stay within sight of your detached work partner Have a mutual code to signify you are uncomfortable with a situation and would like to leave Be alert to any escalating situations Call line manager for advice as required Call police if necessary	/
intimidation or strong suspicion that gun play is imminent	W	Withdraw from locality immediately Call police immediately and follow their instructions Call manager Record all info on session plan	/
threat or strong likelihood of attack by knives, clubs and other	W young person public	Remove yourselves from the situation as quickly and calmly as possible Call police immediately and follow their instructions Withdraw from locality	/
members of the public/Young person not aware who we are and assuming we are police, drug dealers etc. and should therefore be a threat to	W, relationships between young person, public	Always wear ID's and keep visible at all times Wear Service Six jackets, coats or T-shirts Introduce ourselves to new people such as students and members of the community that we interact with Advise anyone querying presence that you are logged into Police contact room and they can check this if needed by calling 101	/
conflict or attack on young person by member of public another young person	young person W member of public	YPSW to try to diffuse situation, like mediate or try to separate party discuss situation in a calm manner Call police if necessary Call manager YPSW not to ever become physically involved	/

ng mugged	W	<p>Ensure that all personal belongings are out  right in zipped pockets and bags are used fully  oss body and shoulder</p> <p>Do not take on detached delivery: all jewellery  cklaces, bracelets and earrings etc. can be easily  ed and cause injury), watches, personal mobile  nes, purses and wallets. Use a small amount of  n only in pocket if needed/ necessary</p> <p>Work in pairs at all times</p>	/
ry through ident – like ping, falling, rgies or car dent	W ng people	<p>Be aware of surroundings and potential hazards</p> <p>Be aware of any allergies or health issues staff  y have</p> <p>At least one member of staff who is a First Aider</p> <p>Carry first aid kit in detached bag or in car</p> <p>Call emergency services if necessary</p> <p>Complete an Incident &amp; Accident Form</p> <p>Call Manager</p>	/
herability of Young ple – exploitation abuse, sex work llegations to this ct	ng People W	<p>All staff to be police checked (EDBS)</p> <p>Do not work alone, just in pairs</p> <p>Any volunteers or visitors should not be left to  age in private discussions with young people</p> <p>All staff to have or will be attending Child  tection Training</p> <p>Any concerns to be reported to management</p>	/
W at risk from mber of public or ng person aged in an illegal vity	W ng People	<p>If appropriate and safe inform Young  son/People that you suspect that they are  olved in some illegal act</p> <p>Inform them of the risks, health and legal/law</p> <p>Inform them that their actions put themselves  potentially others in danger</p> <p>Inform young person/people that Service Six  ulations forbid us from staying if they continue</p> <p>Staff to withdraw from the situation as calmly as  sible</p>	/

<p>W becomes aware of young person or people are using alcohol or drugs</p>	<p>W ng People</p>	<p>Consider carefully how appropriate it is to approach the person / group: as examples do you know them? Is their behavior placid or aggressive? How many is there? Other members present? Public in area? Lighting in the area where the group is present?</p> <p>If in any doubt of approaching them safely, do not leave the area and record the information on your session plan – an approach could be made in the same area at an earlier time in future when impact of substances is reduced and therefore behavior is manageable and approach presents low risk</p> <p>If approaching group:      - identify yourselves immediately and if immediate response is not positive then calmly leave yourself and leave area apologizing for disturbing them      - Ensure you do not touch any of the substances      - Be constantly alert to any emerging or</p>	
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## **Appendix 6;**

### Display Screen Equipment/Workstation

#### Risk Assessment:

##### Introduction

The following checklist is designed to allow an assessment of individual Display Screen Equipment (DSE) workstations to be carried out, in terms of the Health and Safety (Display Screen Equipment) Regulations 1992, and associated guidance.

Users should be encouraged to carry out their own risk assessment, which will then be checked by the Line Manager. A new risk assessment needs to be carried out if there is a change of user, a change in equipment, or in location/set up.

Work through the checklist, ticking either the "yes" or "no" column against each risk factor:

- "Yes" answers require no further action.
- "No" answers will require investigation and/or remedial action by the Line Manager. They should record their decisions in the "Action to take" column. Checks will be made later via audit, that actions have been taken and have resolved the problem.

Please note that, though a characteristic of the workstation may not precisely match the advice given in the Regulations and Guidance, remedial action will not require to be applied if the user in question is satisfied with the item, and desires no change.

Remember the checklist only covers the workstation and work environment. You also need to make sure that risks from other aspects of the work are avoided, for example by giving users health & safety training, and providing for breaks or changes of activity. Advice on these is given in the main text of the guidance.

## Record of Assessment

Location: (building, room & floor)	
User:	
Assessment completed by:	
Assessment checked by:	
Assessment:	
Further action needed? Yes / No Please specify action required.	
When action completed on:	

## Assessment Checklist

Check Factors	Yes / No	Things to Consider	Action to take
<b>PLAY SCREENS</b>			
Are the characters clear and readable?		Make sure the screen is clean and cleaning materials are made available. Check that text and background colours work well together.	
Is the text size comfortable to read?		Software settings may need adjusting to change text size.	
Is the image stable, i.e. free from flicker?		Using a different screen colour to reduce flicker, e.g. darker background and lighter text, increase refresh rate of monitor setting. If problem persists, contact your IT support.	
Is the screen's specification suitable for its intended use?		For example, intensive graphic work or work requiring fine attention to small details may require large display screens.	
Is the brightness and /or contrast adjustable?		Separate adjustment controls are not essential, provided the user can read the screen easily all times.	
Does the screen swivel and tilt?		Swivel and tilt need not be built in, you can add a swivel and tilt	

		<p>mechanism.</p> <p>However, you may need to place the screen if:</p> <ul style="list-style-type: none"> <li>swivel/tilt is absent or unsatisfactory - Work is intensive; and/or</li> <li>the user has problems getting the screen to a comfortable position.</li> </ul> <p>The height of the screen should be roughly at eye level. A monitor stand may be required. Using an LCD screen, ensure it is adjustable in height, or alternatively use a monitor stand.</p>	
Is the screen free from glare reflections?		<p>Identify the source of the reflections.</p> <p>You might need to move the screen or even the desk and/or shield the screen from the source of the reflections.</p> <p>Screens that use dark characters on a light background are less sensitive to glare and reflections.</p>	
Is the user facing the screen?		Position the screen in front of the user, to avoid any twisting.	
Are adjustable window coverings provided and in adequate condition?		Check that curtains/blinds are in good working order. If not, report to Estates and Buildings. If these measures do not work, consider anti-glare screen filters as a last resort and seek specialist help.	
<b>EYBOARDS</b>			
Is the keyboard separate from the screen?		It is a requirement, unless the task makes it impracticable (e.g. where there is a need to use a	

			table computer).	
Does the keyboard tilt?			need not be built in	
Is it possible to find a more comfortable keying position?			<p>pushing the display screen further back to create more room for the keyboard, hands and wrists.</p> <p>Keep elbows close to the body, do not overstretch the wrists.</p> <p>Thick, raised keyboards may need a wrist rest.</p> <p>Users may find the use of a compact mini-keyboard more comfortable.</p>	
Does the user have good keyboard technique?			<p>Proper technique can be used to prevent:</p> <ul style="list-style-type: none"> <li>- hands bent up at the wrist</li> <li>- hitting the keys too hard</li> <li>- overstretching the wrists</li> </ul>	
Are the characters on the keyboard easily readable?			<p>Keyboards should be kept clean. If characters still cannot be read, the keyboard may need modifying or replacing.</p> <p>Use a keyboard with a matte finish to reduce glare and/or reflection.</p>	
<b>MOUSE, TRACKBALL, ETC</b>				
Is the device suitable for the tasks it is used for?			<p>If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, and available in a variety of shapes and sizes. Alternative devices such as touch screens may be better</p>	

		<p>some tasks (but can be used for others).</p> <p>Check the device has been adjusted to suit the user (for right and left hand user).</p>	
<p>Is the device positioned close to the user?</p>		<p>Most devices are best placed as close as possible e.g. right side of the keyboard.</p> <p>Adjusting may be needed to: - prevent arm overreaching - encourage users not to leave their hand on the device when it is not being used - encourage a relaxed arm and straight wrist.</p> <p>A compact keyboard will help the user to avoid overreaching.</p>	

MOUSE, TRACKBALL, ETC			
Is the device suitable for the tasks it is used for?		<p>If the user is having problems, try a different device. The mouse and trackball are general-purpose devices suitable for many tasks, available in a variety of shapes and sizes. Alternative devices such as touch screens may be better for some tasks (but can be worse for others).</p> <p>Check the device has been set to suit the user (for right or left hand use).</p>	
Is the device positioned close to the user?		<p>Most devices are best placed as close as possible e.g. right beside keyboard.</p> <p>Training may be needed to: - prevent arm overreaching - tell users not to leave their hand on device when it is not being used - encourage a relaxed arm and straight wrist.</p> <p>A compact keyboard will help the user to avoid overreaching.</p>	
Is there support for the device user's wrist and forearm?		<p>Support can be gained from, for example, the desk surface. If not, a separate supporting device (gel pad) may help.</p> <p>The user should be able to find a comfortable working position with the device.</p>	
Does the device work smoothly at a speed that suits the user?		<p>Check if cleaning is required (e.g. mouse ball and rollers).</p> <p>Check the work surface is suitable. Mouse mat may be needed.</p>	

Can the user easily adjust software settings for speed and accuracy of pointer?			Users may need training in how to adjust device settings.	
Does the device work smoothly at a speed that suits the user?			Check if cleaning is required (e.g. mouse ball and rollers). Check the work surface is suitable. Mouse mat may be needed.	
<b>SOFTWARE</b>				
Is the software suitable for the task?			Software should help the user carry out the task, minimise stress and be user-friendly. Check users have had appropriate training in using the software. Software should respond quickly and clearly to user input, with adequate feedback, such as clear messages.	
<b>FURNITURE</b>				
Is the work surface large enough for all the necessary equipment, papers etc.?			Create more room by moving monitor, reference materials etc. elsewhere. Use multilevel trays for pens/documents. If necessary, consider providing extra power and telecom sockets, and equipment can be moved. There should be some scope for flexible rearrangement.	

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the surfaces free from glare reflection?			consider mats or blotters to reduce reflections or glare.	
<p>the chair stable &amp; suitable for user?</p> <p>Does the chair have a working: -  back height and tilt adjustment? - Seat height adjustment? - Swivel mechanism? - Castors or glides?</p>			<p>the chair may need repairing or replacing if the user is uncomfortable, the adjustment mechanisms are faulty.</p> <p>Contact the University Furniture Office.</p>	
the chair adjusted correctly?			<p>the user must be familiar with the chair adjustments.</p> <p>Adjust the chair height to sit with feet flat on the floor and knees at approx. 90° &amp; 2cm above desk when touching the G &amp; H bars.</p> <p>The user should be able to carry out their work sitting comfortably.</p> <p>Consider training the user in how to adopt suitable postures while working.</p> <p>The arms of chairs can stop the user from reaching close enough to use the equipment comfortably. Consider chairs without armrests or, alternatively, adjustable armrests.</p> <p>Remove any obstructions from under the desk.</p>	

the lower back supported by chair's backrest?			the user should have a straight back, supported at all times by the chair, in relaxed shoulders.	
forearms horizontal and wrists at roughly the same height as the top of the screen?			<p>Adjust the chair height to get the user's arms in the right position;</p> <p>Adjust the monitor height/tilt if</p>	

			essary.	
ENVIRONMENT				
Are there enough room to change position and vary movement?			<p>Space is needed to move, stretch and get.</p> <p>Consider reorganising the office layout and check for obstructions.</p> <p>Tables should be tidy and not a trip or slip hazard.</p>	
Is the lighting suitable, e.g. not too bright or too dim to work comfortably?			<p>Users should be able to control light levels, e.g. by adjusting window blinds or light switches.</p> <p>Consider shading or repositioning light sources or providing local lighting, e.g. desk lamps (but make sure lights don't cause glare by reflecting off walls or other surfaces).</p>	
Does the air feel comfortable?			<p>Computers and other equipment may dry the air. Green plants may help to increase moisture levels in the air.</p> <p>Facilitate fresh air if possible. As a last resort, if discomfort is severe, consider a humidifier.</p>	
Are levels of heat comfortable?			<p>Can heating be better controlled? Are ventilation or air-conditioning systems required if there is a lot of electronic equipment in the room. Or, can users be moved away from the heat source?</p>	

Are levels of noise comfortable?			<p>Consider moving sources of noise, e.g. printers, away from the user. If not, consider soundproofing.</p>	
ELECTRICAL				
Have you carried out a user check (visual inspection) of the			Carry out a user check when the	

<p>ally accessible parts of the ipment and its cable, plug extension cable.</p>		<p>ipment has been relocated.</p> <p>y faults or significant wear and , must be reported and repaired oon as possible (contact your local nputing support)</p> <p>not use any equipment if ective. Remove from operation label 'DO NOT USE - EQUIPMENT ULTY'.</p>	
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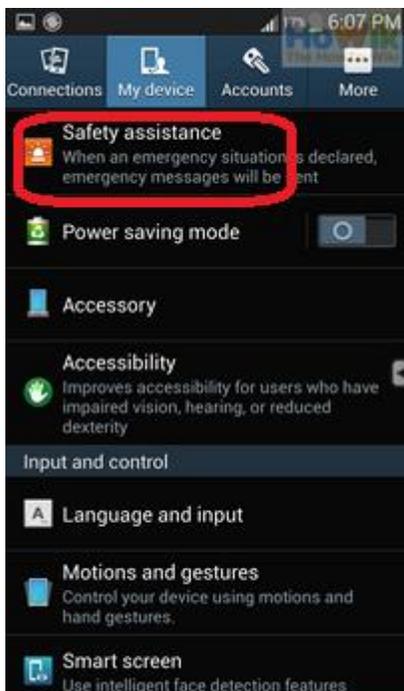
**Final Questions to Users:**

- Is a portable computer being frequently used? If so, reduce its use to a minimum. Alternatively, have a docking station (separate keyboard, separate screen or screen elevated, separate mouse or tracking device).
- Has the checklist covered all the problems the user may have working with the DSE?
- Does the user take regular breaks working away from the DSE?

**Appendix 7;**

**Setting Up Safety Assistance**

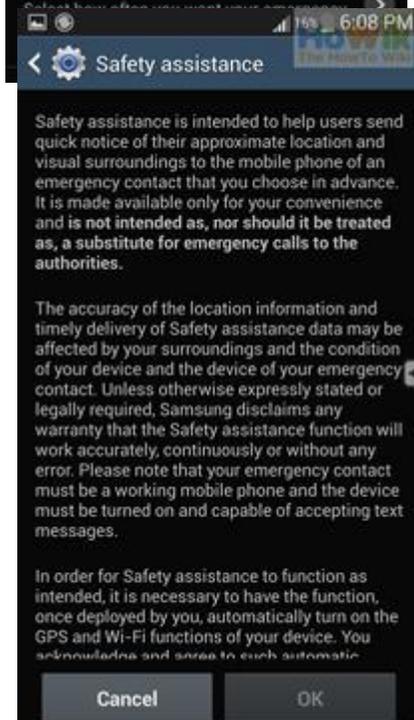
1. Go to settings 
2. Click on My device and click on Safety assistance



3. Switch it on by touching the on off button as circled in the picture below.



- 4.



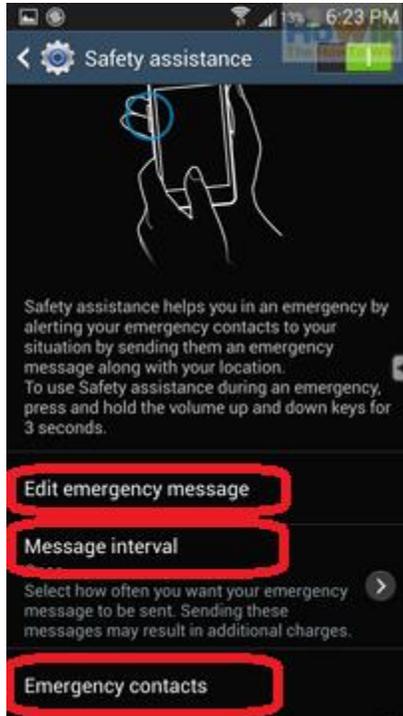
5. Scroll down to see three check boxes. You need to check every one of them to be able to proceed with the next step. Click **OK**



6. You will then be shown



7. You can customize your own emergency message by tapping on "Edit emergency message", or set how often you want your emergency message to be sent to your desired recipients by tapping on "Message interval", or by tapping on "Emergency contacts", to set the pre-defined contacts that you want to send your emergency message to.



8. Tapping on "Edit emergency message" will allow you to edit the emergency message. Edit the emergency message to your preference and tap on "Save" when you are done.
9. Tapping on "Message interval" will take allow you to choose between these intervals: Once, Every 10 minutes, or Every 20 minutes.
10. Tapping on "Emergency contacts" will allow you to add contacts to the emergency message recipients. Tap on "Add contacts" to add a contact to your emergency message.
11. Tapping on "Add contacts" will allow you to choose between entering a number manually or selecting it from your phone contacts.
12. Once contacts have been entered you will be able to use phone as normal.

## Using Safety Assistance

**Press and hold the up and down volume button for 3 seconds.**



**Your phone will trigger emergency mode and an "Emergency declared" notification will show on your notification bar.**

**You do not need to unlock your phone for this to work. It will work even if you have it in your pocket.**

