



HEALTH AND SAFETY POLICY

The Sorting Rooms

Lychgate Way
Fore Street
Probus
Truro
TR2 4LQ

DOCUMENT CONTROL

Policy owner: Emma Packer

Role: Person responsible for health and safety arrangements for activities under her control

Premises: The Sorting Rooms, Lychgate Way, Fore Street, Probus, Truro, TR2 4LQ

Date produced: 9 May 2024

Date enacted: 9 May 2024

Current review date: September 2026

Next scheduled review: September 2027, or sooner if circumstances, legislation, premises or activities change

1. STATEMENT OF GENERAL POLICY

The Sorting Rooms is committed to providing, so far as is reasonably practicable, a safe and healthy environment for people who work at, visit or receive services at the premises.

This includes employees, self-employed professionals, contractors, children and young people, clients, parents and carers, visitors and other members of the public who may be affected by activities taking place at the premises.

This policy is intended to support compliance with applicable UK health and safety legislation and guidance, including the **Health and Safety at Work etc. Act 1974** and associated regulations.

Emma Packer accepts responsibility for implementing and maintaining appropriate health and safety arrangements for activities and areas of the premises that are under her control.

Where responsibility for the premises, building systems, communal areas or specific facilities rests with the landlord, owner, managing agent or another organisation, Emma will cooperate with the relevant responsible person and report hazards or concerns promptly.

Health and safety will be managed proportionately according to the nature of the work undertaken and the risks presented.

2. RESPONSIBILITIES

2.1 Emma Packer

Emma Packer has overall responsibility for health and safety arrangements relating to her own work and activities under her control at The Sorting Rooms.

Her responsibilities include:

- maintaining this Health and Safety Policy;
- identifying significant hazards associated with her work;
- carrying out suitable and sufficient risk assessments where required;
- implementing reasonable measures to eliminate or control identified risks;
- reviewing risk assessments when circumstances change or following an incident, near miss or significant concern;
- ensuring that equipment used in her work is suitable, maintained and used safely;
- ensuring appropriate information, instruction and training are obtained;
- maintaining appropriate accident, incident and safety records;
- ensuring that relevant emergency procedures are understood;
- cooperating with the landlord, premises manager and other responsible persons where the premises are shared;
- reporting defects, hazards and safety concerns to the appropriate person;
- taking appropriate action where an immediate danger is identified;
- complying with relevant reporting requirements, including RIDDOR where applicable.

Emma will take reasonable steps to protect her own health and safety and the health and safety of anyone who may be affected by her work.

2.2 Other professionals, workers and users of the premises

Anyone working at or using The Sorting Rooms is expected to:

- take reasonable care of their own health and safety and that of others;
- follow relevant safety procedures;
- use equipment and facilities appropriately;
- report hazards, accidents, near misses and defective equipment;
- follow fire and emergency procedures;
- cooperate with reasonable health and safety arrangements;
- not deliberately interfere with or misuse safety equipment.

Where another professional or organisation is independently responsible for their own work, they remain responsible for meeting the health and safety duties that apply to their own activities.

3. SHARED PREMISES AND RESPONSIBILITY

The Sorting Rooms may be used by more than one professional, organisation or service provider.

Where health and safety responsibilities are shared, the relevant parties will cooperate and communicate to ensure that risks are appropriately managed.

This includes, where relevant:

- the landlord or property owner;
- managing agents;
- other occupiers;
- self-employed professionals;
- contractors;
- visiting professionals;
- organisations commissioning services.

Where Emma does not have control over a particular building system, communal area or facility, she will report relevant concerns to the person responsible for that area.

Where there is more than one person with responsibility for health and safety or fire safety, arrangements should be coordinated so that responsibilities are clear and relevant information is shared.

4. RISK ASSESSMENT

Suitable and sufficient risk assessments will be undertaken where required by the nature of the work and activities undertaken.

Risk assessments will consider:

1. what hazards are present;
2. who could be harmed and how;
3. the likelihood and potential severity of harm;
4. what measures are already in place;
5. whether further precautions are reasonably required;
6. who is responsible for implementing those precautions;
7. when the assessment should be reviewed.

Particular consideration will be given to people who may be especially vulnerable to particular risks, including children and young people, people with disabilities, people with mobility difficulties and anyone requiring reasonable adjustments.

Risk assessments will be reviewed:

- following an accident or significant near miss;
 - following a significant change to the premises or work;
 - when new equipment or activities are introduced;
 - when there is reason to believe an assessment is no longer valid;
 - following significant changes in relevant legislation or guidance;
 - at appropriate intervals as determined by the level of risk.
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5. LONE WORKING

Where Emma works alone at The Sorting Rooms, her Lone Working and Professional Boundaries arrangements will apply.

Lone working risks will be considered, including:

- access to and from the premises;
- contact with clients or visitors;
- emergency situations;
- medical emergencies;
- fire;
- violence or threatening behaviour;
- communication and ability to summon assistance.

Appropriate arrangements will be used according to the circumstances, which may include informing another person of attendance, maintaining access to a telephone and avoiding situations where the level of risk cannot be safely managed.

6. SAFEGUARDING AND HEALTH AND SAFETY

Where children or young people use The Sorting Rooms, health and safety arrangements will be considered alongside safeguarding responsibilities.

The environment should be appropriately maintained and arranged to minimise foreseeable risks.

Any concern that relates to the safety or welfare of a child or young person will be managed in accordance with the **Safeguarding Children and Young People Policy and Procedures**.

Health and safety concerns do not replace safeguarding responsibilities, and safeguarding concerns will be reported through the appropriate safeguarding route where necessary.

7. PREMISES AND GENERAL HOUSEKEEPING

The premises will be kept, so far as reasonably practicable, in a condition that does not present avoidable risks to health and safety.

Particular attention will be given to:

- clear walkways and entrances;
- safe floors and surfaces;
- adequate lighting;
- safe access and exit;
- appropriate temperature and ventilation;
- safe storage;
- accessible emergency exits;
- electrical safety;
- trip hazards;
- furniture and fixtures;
- cleanliness and general hygiene.

Hazards that cannot be dealt with immediately will be isolated or otherwise controlled where reasonably practicable until remedial action can be taken.

8. FIRE SAFETY

Fire safety at The Sorting Rooms will be managed in accordance with applicable fire safety legislation, including the **Regulatory Reform (Fire Safety) Order 2005**, where applicable.

The person who is legally the **Responsible Person** for the premises will be identified. Where responsibilities are shared, cooperation and coordination will take place between the relevant Responsible Persons.

A suitable and sufficient fire risk assessment will be maintained for the premises by the appropriate Responsible Person. Fire safety arrangements will include, as appropriate:

- suitable fire detection and warning systems;
- appropriate firefighting equipment;
- clearly identified escape routes;
- unobstructed emergency exits;
- emergency lighting where required;
- appropriate fire safety signage;
- emergency evacuation arrangements;
- arrangements for people who may require assistance to evacuate;
- information and instruction for people using the premises;
- appropriate maintenance and testing of fire safety equipment.

Fire safety checks and maintenance will be undertaken at intervals appropriate to the equipment, legal requirements, manufacturer's instructions and the premises' fire risk assessment.

No person should obstruct, wedge open or otherwise interfere with fire doors, emergency exits, alarms or other fire safety equipment.

In the event of fire:

1. raise the alarm;
2. leave the building using the nearest safe exit;
3. assist others where it is safe and appropriate to do so;
4. call 999;
5. do not re-enter the building until authorised to do so.

Fire safety arrangements will be reviewed following a fire, significant incident, significant alteration to the premises or change in use.

The Fire Safety Order places duties on the Responsible Person to carry out and review the fire risk assessment and put appropriate fire safety measures in place.

9. FIRST AID

Appropriate first-aid arrangements will be maintained having regard to the nature of the activities undertaken and the needs of people using the premises.

A suitable first-aid kit will be available and its location will be known to relevant users.

Emergency contact arrangements will be accessible.

Where a serious injury or medical emergency occurs, **999 will be called where appropriate.**

First-aid arrangements will be reviewed if the nature of activities, number of people using the premises or level of risk changes.

Where the premises are shared, responsibility for communal first-aid arrangements will be agreed with the relevant premises manager or responsible person.

10. ACCIDENTS, INCIDENTS AND NEAR MISSES

Accidents, injuries, dangerous occurrences and significant near misses arising from work activities will be recorded appropriately.

Records should include, where relevant:

- date and time;
- location;
- person involved;
- description of what happened;
- injury or potential injury;
- immediate action taken;
- witnesses;
- further action required.

Significant incidents will be reviewed to determine whether additional precautions are required.

Where an incident is reportable under **RIDDOR**, the person with the legal reporting duty will ensure that the report is made to the Health and Safety Executive within the required timescale.

RIDDOR responsibilities can apply to employers, certain self-employed people and people in control of premises or work activities, depending on the circumstances.

11. ELECTRICAL SAFETY

Electrical equipment used at The Sorting Rooms will be suitable for its intended purpose and maintained in a safe condition.

Users must not use electrical equipment that appears damaged, unsafe or defective.

Defective equipment should:

1. be taken out of use where appropriate;
2. be clearly identified;
3. not be used again until it has been safely repaired, replaced or otherwise dealt with.

Electrical equipment will be maintained and inspected according to the level of risk, manufacturer's instructions and applicable legal requirements.

Where portable electrical equipment is used, appropriate inspection and testing arrangements will be considered based on the equipment and the environment in which it is used.

Electrical installations and fixed systems remain the responsibility of the appropriate premises owner, landlord or other responsible person unless responsibility has been specifically transferred.

12. EQUIPMENT AND MUSICAL INSTRUMENTS

Equipment used for music therapy and other activities will be selected and used with regard to safety.

Equipment will be:

- suitable for its intended use;
- maintained in good condition;
- checked for visible defects;
- stored safely;
- used in accordance with manufacturer's instructions where applicable.

Particular attention will be given to:

- musical instruments;
- percussion equipment;
- cables and leads;
- stands;
- speakers and electronic equipment;
- small objects that could present a choking risk;
- equipment that could cause injury if misused.

Damaged or unsafe equipment will be removed from use until the risk has been appropriately addressed.

13. MANUAL HANDLING

Manual handling risks will be considered before moving furniture, musical instruments, equipment or other objects.

Where reasonably practicable:

- unnecessary lifting will be avoided;
- loads will be reduced or divided;
- suitable equipment will be used;
- assistance will be obtained where required;
- safe lifting techniques will be used.

No person should attempt to lift an object that is beyond their capability or where the task presents an unacceptable risk.

14. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Where substances hazardous to health are used or stored, appropriate precautions will be taken in accordance with COSHH requirements.

This may include cleaning products, disinfectants, aerosols or other substances used at the premises.

Where possible, less hazardous alternatives will be used.

Substances will be:

- appropriately labelled;
- safely stored;
- used according to manufacturer's instructions;
- kept away from children and vulnerable people;
- disposed of appropriately.

Safety information will be obtained where necessary.

15. HYGIENE, CLEANLINESS AND INFECTION CONTROL

The premises and equipment will be maintained to an appropriate standard of cleanliness.

Reasonable measures will be taken to reduce the risk of infection transmission, including:

- regular cleaning of frequently touched surfaces;
- appropriate hand hygiene;
- cleaning of equipment where necessary;
- safe disposal of waste;
- appropriate action following contamination by bodily fluids.

Where a person is unwell with an infectious illness, consideration will be given to whether attendance should proceed safely.

16. FOOD AND DRINK

People bringing food or drink onto the premises are responsible for handling and consuming it safely.

Food should be stored appropriately and disposed of responsibly.

Where food is provided as part of an organised activity, appropriate food hygiene arrangements will be considered.

17. SMOKING AND VAPING

Smoking is prohibited in enclosed workplaces and other premises where smoking is prohibited by law.

The Sorting Rooms will operate as a smoke-free environment.

Vaping and use of e-cigarettes will also be prohibited inside the premises unless a specific lawful arrangement states otherwise.

18. WORKPLACE WELFARE

Reasonable arrangements will be maintained for:

- access to drinking water;
- toilet facilities;
- suitable lighting;
- ventilation;
- heating;
- cleanliness;
- appropriate seating and working conditions;
- privacy where reasonably required.

Where these facilities are controlled by the landlord or premises manager, concerns will be reported to the appropriate person.

19. DISPLAY SCREEN EQUIPMENT

Where computer or screen-based work is undertaken regularly, appropriate consideration will be given to workstation assessment, posture, lighting, breaks and other relevant risks.

Where applicable, DSE arrangements will be reviewed if working patterns or equipment change.

20. WORK-RELATED STRESS AND WELLBEING

Health and safety includes protection from foreseeable risks to mental as well as physical health.

Reasonable steps will be taken to manage work-related stress, including consideration of:

- workload;
- working hours;
- lone working;

- difficult or distressing situations;
- appropriate professional support and supervision;
- adequate breaks and recovery time.

Where work involves emotionally demanding clinical or therapeutic situations, appropriate professional boundaries and support arrangements will be maintained.

21. VIOLENCE, AGGRESSION AND PERSONAL SAFETY

No person should be subjected to violence, threatening behaviour, intimidation or abuse while working at or using The Sorting Rooms.

Where a situation becomes unsafe, the priority is to withdraw from the situation and seek assistance.

Where there is an immediate threat to safety, **999 should be called**.

Risks relating to particular individuals or activities will be considered within relevant risk assessments and professional boundary procedures.

22. CHILDREN, YOUNG PEOPLE AND OTHER VULNERABLE PEOPLE

Where children, young people or adults who may require additional support use the premises, relevant risks will be considered as part of the risk assessment process.

This may include:

- accessibility;
- mobility;
- communication needs;
- sensory needs;
- medical needs;
- emergency evacuation;
- safe use of equipment;
- choking or ingestion risks;
- behavioural or environmental risks.

Relevant individual risk assessments will be undertaken where appropriate.

23. ACCESSIBILITY AND REASONABLE ADJUSTMENTS

Reasonable consideration will be given to accessibility for disabled people and people with additional needs.

Where a person requires an adjustment to safely access or use the premises, this will be considered in advance wherever reasonably practicable.

Where a requested adjustment relates to the building itself and is outside Emma's control, the matter will be raised with the landlord, premises manager or other responsible person.

24. CONTRACTORS AND MAINTENANCE

Contractors working at The Sorting Rooms will be expected to work safely and comply with relevant legal requirements and site safety arrangements.

Where reasonably practicable, contractors will be provided with relevant information about:

- emergency arrangements;
- fire procedures;
- access and exit arrangements;
- known hazards;
- areas in which they are permitted to work.

Contractors must not create avoidable risks to clients, visitors, workers or other users of the premises.

Where contractor activity creates an immediate safety risk, work may be stopped or the appropriate responsible person contacted.

25. ASBESTOS AND BUILDING-RELATED RISKS

Where the premises were constructed or refurbished during a period when asbestos-containing materials may have been used, the person responsible for the premises will ensure that appropriate asbestos management arrangements are in place where required.

No person should disturb suspected asbestos-containing material.

Any concern about asbestos, structural defects, gas, water, heating, building safety or other premises-related hazards should be reported promptly to the landlord, owner or premises manager.

26. EMERGENCY PROCEDURES

Emergency procedures will be maintained for foreseeable situations, including:

- fire;
- serious injury;
- medical emergency;
- significant electrical or building failure;
- threatening or violent behaviour;
- other situations presenting an immediate risk to health or safety.

Emergency telephone access will be available.

The emergency services will be contacted where necessary.

27. TRAINING AND COMPETENCE

Emma will undertake health and safety training appropriate to her role and activities.

Training needs will be reviewed when:

- new activities are introduced;
- equipment changes;
- responsibilities change;
- a risk assessment identifies a training need;
- an incident indicates that additional training is required.

Records of relevant training will be maintained where appropriate.

28. INFORMATION, INSTRUCTION AND COMMUNICATION

Relevant health and safety information will be made available to people who need it.

This may include:

- fire procedures;
- emergency arrangements;
- risk assessments;
- equipment instructions;
- accident reporting arrangements;
- relevant professional policies;
- safeguarding procedures;
- lone-working arrangements.

Important changes will be communicated to relevant people as soon as reasonably practicable.

29. MONITORING AND REVIEW

Health and safety arrangements will be monitored on an ongoing basis.

A formal review of this policy will normally take place **at least annually**, and sooner where required.

The policy will also be reviewed following:

- significant changes to the premises;
- changes in activities;
- significant changes in legislation or guidance;
- serious accidents or incidents;
- significant near misses;
- identification of new or previously unrecognised risks.

The review will consider whether current arrangements remain suitable and whether additional measures are reasonably required.

30. HEALTH AND SAFETY RECORDS

Records will be maintained where appropriate, including:

- risk assessments;
- accident and incident records;
- relevant training records;

- equipment maintenance records;
- fire safety documentation where applicable;
- relevant inspection and testing records;
- RIDDOR reports where applicable;
- actions arising from health and safety reviews.

Records will be stored securely and retained for appropriate periods in accordance with legal and professional requirements.

31. LEGAL AND REGULATORY FRAMEWORK

This policy is intended to support compliance with applicable UK legislation and guidance, including, where relevant:

- **Health and Safety at Work etc. Act 1974**
- **Management of Health and Safety at Work Regulations 1999**
- **Workplace (Health, Safety and Welfare) Regulations 1992**
- **Regulatory Reform (Fire Safety) Order 2005**
- **Fire Safety Act 2021**
- **Building Safety Act 2022**, where applicable
- **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**
- **Provision and Use of Work Equipment Regulations 1998 (PUWER)**, where applicable
- **Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)**, where applicable
- **Manual Handling Operations Regulations 1992**
- **Control of Substances Hazardous to Health Regulations 2002 (COSHH)**
- **Electricity at Work Regulations 1989**, where applicable
- **Health and Safety (Display Screen Equipment) Regulations 1992**, where applicable
- applicable equality and accessibility requirements
- other legislation and official guidance relevant to the premises and activities undertaken.

This policy does not replace the legislation itself or any specific duties placed on the landlord, owner, employer, occupier, Responsible Person or other duty holder.

32. SPECIALIST ADVICE AND ENFORCEMENT AUTHORITIES

Where specialist advice is required, appropriate professional or regulatory advice will be obtained.

Relevant authorities may include:

Health and Safety Executive (HSE)

For matters falling within HSE's enforcement responsibilities.

Local authority Environmental Health / health and safety enforcement services

For matters within local authority enforcement responsibilities.

Cornwall Fire and Rescue Service

For relevant fire safety matters.

Emergency services – 999

Where there is an immediate risk to life or serious injury.

33. POLICY STATEMENT

The Sorting Rooms is committed to taking health and safety seriously and to managing risks in a proportionate and responsible manner.

The objective is not to eliminate every conceivable risk, which is not reasonably practicable, but to identify foreseeable significant risks and take suitable and proportionate steps to prevent injury and ill health.

Emma Packer will review and improve health and safety arrangements where reasonably required and will cooperate with other persons who have responsibilities for the safety of the premises.

Signed: _____

Emma Packer

Date: _____

Policy review date: _____

The Sorting Rooms

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Fore Street

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