



Health, Safety and Welfare Policy

Children, Families and
Lifelong Learning



SURREY
COUNTY COUNCIL

Policy statement

May 2024

As Executive Director and Cabinet Member for Children, Families and Lifelong Learning (CFLL), we value the health, safety and welfare of Surrey County Council employees. We recognise that good wellbeing is integral to our organisational and business performance and is significantly improved by reducing injuries and ill health, protecting the environment and reducing unnecessary losses and liabilities.

We will adopt and promote safe working practices and high standards. The most effective approach to preventing occupational ill health, injury and loss is by systematic identification and control of risk. We will strive to improve our performance in reducing and controlling the risks we face. We will meet both common law and statutory health and safety duties. We will provide, as far as is reasonably practicable, a safe and healthy working environment, ensuring the welfare of all employees, young people, families and any other persons who may be affected by our work activities; act in accordance with the general health and safety policy of Surrey County Council and require the same of all managers and the persons they supervise and take responsibility for.

We are also firmly committed to young people learning through challenge and adventure. We believe that young people should understand what risk means so that they can make informed decisions about risk in their own lives. We will provide learning opportunities where risk is reduced to an acceptable level. Sensible risk management will allow us to do these worthwhile things; rarely will it prevent a worthwhile activity.

We will ensure that health and safety is embedded and continue to work with our partner organisations to achieve improvements in our health and safety performance. The key resource in our organisation are our staff and to achieve a successful safety culture we need the active participation of all employees. Health and safety is the collective responsibility of everyone in our directorate.

All staff must actively support the Council's responsibilities by working with due regard to the safety of themselves and others. We expect a similar approach from contractors, partners and volunteers and from clients and other visitors who use our facilities or visit premises.

This policy statement supplements the Surrey County Council Health and Safety policy statement.



Rachael Wardell
Executive Director
Children, Families and Lifelong Learning



Clare Curran
Cabinet Member
Children, Families and Lifelong Learning

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CFLL Health and Safety Team

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Organisation and responsibilities for health, safety and welfare

1. Executive Director for Children, Families and Lifelong Learning and Cabinet Members for All-Age Learning and Children, Young People and Families (policy makers)

The executive director and cabinet members are responsible for ensuring the policy statement is achieved and that suitable resources and strategic direction are available to implement this policy.

2. Children, Families, and Lifelong Learning Directors

Directors are the people responsible for managing health, safety, and welfare within their areas. They will ensure:

- implementation of this policy
- adequate resources are available to manage health, safety and welfare
- there is a system for monitoring and reviewing the effectiveness of health, safety and welfare arrangements
- health, safety and welfare are incorporated into service and business plans, including improving health and safety performance
- a process of risk management is applied across their area
- an adequate needs analysis of health and safety training is undertaken, and sufficient resources are made available
- procedures are in place for the reporting, recording, investigation and follow up of accidents and incidents.

3. Assistant Directors

Assistant Directors are responsible for ensuring the implementation of this policy within their areas of responsibility. They will ensure:

- the requirements of the Health and Safety at Work Act and other legislation is adhered to
- this policy is brought to the attention of all staff
- the implementation of policies and procedures within their area of responsibility
- the welfare of all employees
- accidents, incidents and near misses are reviewed
- risk assessments are monitored and reviewed as necessary
- employees and trade union safety representatives are engaged and consulted
- employees are aware of their health and safety responsibilities
- all staff receive adequate health and safety training and resources to carry out their responsibilities
- a system for monitoring the effectiveness of health, safety and welfare arrangements is in place
- appropriate control measures are implemented, and risk assessments monitored and reviewed

- adequate arrangements are in place for the safety of young people engaging in on-site and off-site activities and schemes
- appropriate staffing levels for safe supervision.

4. Service Managers (planners)

Service managers will ensure:

- risk assessments are undertaken, recorded and regularly reviewed
- an effective system for communication is in place within their area
- all employees, including temporary and agency workers, receive induction and health and safety training
- training needs are assessed, appropriate training is undertaken, and records are kept
- accidents and incidents are reported, recorded, investigated, reviewed and signed off in accordance with council procedures
- employees are consulted on any matters that may affect their health or safety whilst at work
- employees are made aware of their health and safety responsibilities and are provided with appropriate information, instruction, training and supervision to enable them to carry out their work safely
- first aid provision is adequate
- the appointment of educational visits co-ordinators
- appropriate staffing levels for safe supervision.

5. Line Managers and Supervisors (implementers)

Line managers and supervisors will ensure:

- the place of work is acceptable, safe and appropriate for the activities being carried out
- all persons they manage or are responsible for, are aware of their specific roles in case of fire emergency and their health and safety responsibilities
- any equipment/appliance identified as being unsafe is removed from service
- on-site and off-site activities and schemes are risk assessed and authorised or approved
- young people and other service users are given relevant health and safety information and instruction
- sufficient first aiders within their areas of responsibility (this will be determined by a risk assessment)
- contractors and other authorised visitors to youth centres are managed and monitored
- emergency/fire arrangements are formulated, tested and reviewed
- all staff understand how to report health and safety incidents including near misses
- where appropriate young people and service users are involved in risk assessment and subsequent risk management.

6. Building administrators

Building administrators are those staff who have responsibility for managing council premises as defined in their job roles/profiles. They will ensure:

- fire safety arrangements are in place such as fire risk assessment (FRA), including evacuation drills, weekly alarm and emergency lighting tests etc
- the maintenance of the building, including statutory testing regimes
- the removal from service of any item of furniture, apparatus or equipment which has been identified as unsafe
- periodic health and safety inspections are undertaken
- Land and Property are advised of any defect in the building or its surrounds which is identified as unsafe, minimising the risk until repairs can be arranged
- the activities of contractors (including cleaning and grounds staff), visitors and others on the site are monitored, to ensure that any risks to the health and safety of staff and others are kept to a minimum
- communication and co-ordination of arrangements with others within shared premises or multi-user sites
- accidents are reported for building related incidents.
- all the statutory assessments, including asbestos management and legionella assessment are carried out timely and the records are kept locally.
- finger trapping hazard in all doors and gates that may present a risk to health and safety to service users like Children's Homes is effectively managed.

7. All employees (including agency)

It is recognised that there are enormous benefits for young people undertaking programmed, challenging activities. These should be appropriately managed so that risks are reduced to an acceptable level. Benefits should be clear, planned and described in the aims and objectives for the activity. Health and safety should not be used as an excuse for not running worthwhile activities.

All employees are required to take care of their own safety and health and that of others who may be affected by their actions.

Employees must co-operate to ensure that everyone complies with their health and safety responsibilities. All employees must:

- participate in the risk assessment process and comply with the findings
- participate in any training and development relevant to their role
- follow established safe working practices
- report all accidents/incidents/near misses (that might have led to accidents) to their managers in accordance with the council's reporting procedure
- report any unsafe working practices to their line manager
- escalate any unresolved health and safety concerns to the CFLL Health and Safety team srm.hands@surreycc.gov.uk
- take reasonable care for their health and safety and those who may be affected by their actions
- be responsible for the health and safety of all young people and service users in their care, including safeguarding
- provide young people and service users with relevant safety instructions prior to commencing practical sessions and effective supervision during those sessions
- familiarise themselves with and act in accordance with the service health and safety policy and any local procedures
- be familiar with and participate in emergency procedures including drills

- check all personal protective equipment is suitable and in good condition prior to use
- check any safety devices such as machinery guards are in good condition and used in accordance with relevant guidance
- take out of use any defective equipment/appliance and report to the relevant person.

8. The CFLL Health and Safety Team

The CFLL Health and Safety team will:

- support teams to provide worthwhile and challenging activities
- keep up to date with changes in legislation
- assist in developing local policies and procedures
- offer advice and support to managers to fulfil their health and safety responsibilities
- chair the Children, Families and Lifelong Learning Joint Health and Safety Committee
- promote health, safety and welfare across the directorate, working with service representatives
- audit and report on health and safety issues
- intervene where a significant health and safety concern is raised, or a breach is suspected or reported
- provide health and safety information to the directorate leadership team.

9. Children, Families and Lifelong Learning Joint Health and Safety Committee

The function of the health and safety committee is to promote co-operation between the service, trade unions, associations, and employees in instigating, developing and carrying out measures to improve health, safety and welfare at work.

Membership consists of service representatives, management, and recognised trade unions, who determine the composition of the committee, so that it is representative of the employee groups concerned.

Representatives from services who are not part of a formal committee can be invited to participate to ensure informed discussion on all activities.

Staff consultation information is detailed under point 23 of the arrangements section.

Arrangements and procedures for health, safety, and welfare

This section describes the arrangements currently in place to manage health and safety across the directorate.

The following procedures and arrangements have been established to eliminate or reduce health and safety risks to an acceptable level and to comply with legal requirements. In some cases, these standards are supported by guidance, information and forms which can be found in the council's Health and Safety Manual and local procedures.

1. Access control/security

Each establishment must have a visitors' register that is kept on site. Visitors must sign in and out. The arrangements for youth centres are set out in the facilities handbook for each centre. All visitors must be made aware of emergency procedures. Contractors carrying out building works must check and sign the asbestos register.

Building administrators will undertake an induction for all new youth centre users. In the event of an alert, the lead person is responsible for the safe evacuation of operational buildings, or to move customers to a safe location. If appropriate the lead person should call the emergency services and alert their line manager.

2. Accident reporting, recording & investigation

The reporting and investigation of accidents, incidents and near misses is carried out in accordance with the council's accident and incident reporting procedure, using the on-line Health and Safety Event Reporting system [Incident reporting and recording \(sharepoint.com\)](#). An accident reporting flow chart and reviewing manager guide is available in the Health and Safety area of SharePoint [CFL Health & Safety \(sharepoint.com\)](#). All reports that meet the threshold for reporting to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) will be investigated by a member of the CFL Health and Safety team.

3. Asbestos

Asbestos management is controlled by building administrators and Land and Property. Asbestos management survey, asbestos register, annual reinspection survey and management plan are supplied for every building and must be consulted prior to any maintenance work being undertaken.

In the case of asbestos exposure, the building administrator should be notified, and contact made with the centre appointed asbestos officer, as per the procedure in the asbestos management plan (AMP).

Asbestos should be managed in accordance with corporate asbestos policy: [Section E3 Policy - Asbestos \(sharepoint.com\)](#).

4. Child protection and safeguarding

Arrangements regarding child protection and safeguarding, are set by the Surrey

Safeguarding Children Partnership. Guidelines and procedures can be located on SharePoint [Family Safeguarding \(sharepoint.com\)](#), or [Surrey Safeguarding Children Partnership \(surreyscp.org.uk\)](#) www.surreyscp.org.uk.

5. Contractors

All building, and maintenance work is organised through Land and Property using approved contractors. Where other contractors may be required, adequate risk assessments and references must be obtained. All contractors must sign in to either the visitors' book or contractors' book and check and sign the asbestos register before commencing work. Contractors must be made aware of the relevant emergency procedures.

6. External providers

Where an activity or service is delivered in an SCC building by an external provider, the suitability of the provider's safeguarding arrangements, staff ratios, first aid, risk assessment of the activity, and knowledge and safe use of the building must meet an acceptable standard.

7. Display screen equipment (DSE)

All DSE users must complete the council's display screen equipment e-learning training and read the associated document 'Using your computer safely'. Any defects in the workstation or health concerns, should be reported immediately to the line manager. Staff are entitled to a free eyesight test when they first become a DSE user; at regular intervals thereafter and if experiencing visual problems which may be related to DSE work. Ergonomic assessments are available following an occupational health referral. The Council guidance note is available at [Section F3 Policy - Use of display screen equipment \(sharepoint.com\)](#)

8. Electrical equipment (fixed and portable)

All fixed electrical work is undertaken by authorised and competent persons arranged by Land and Property. Building administrators will ensure the statutory five yearly check of the fixed wiring is carried out by a competent person and a record of the test is kept. Users of electrical equipment should carry out a visual inspection of the equipment before use. Any member of staff identifying broken, damaged or faulty electrical equipment should ensure the equipment is removed from use and reported to their line manager, or through the property service helpdesk. The Council guidance note is available at [Section D2 Guidance Note - Electrical safety \(sharepoint.com\)](#)

9. Fire and emergency procedures

Guidance on legal duties, workplace design and fire precautions are set out in the Council's Health and Safety Manual. Land and Property are responsible for the fire risk assessments in all SCC owned buildings.

All employees, including agency and temporary staff must be made aware of evacuation routes, location of call points and assembly areas. Building administrators will ensure periodic evacuation drills are carried out in all premises for which they are responsible and that these are recorded, as well as undertaking the routine checks prescribed in the fire logbook. Drills should take place at least twice a year on all operational council buildings, considering service users. Fire and emergency procedures must be in place for all service-controlled buildings. Arrangements are documented in the facilities handbook.

A personal emergency evacuation plan (PEEP) must be produced for any building user who has a disability that might impair their easy evacuation from the setting.

10. Hazardous and flammable substances

Hazardous and flammable substances, materials, chemicals, and cleaning liquids are only to be used after undertaking a risk assessment. Where hazardous substances are identified and used, adequate precautions must be taken to ensure the safety of employees and other persons.

A record of all products and their safety data sheets should be kept in a folder located with the substances for easy reference and reviewed regularly. When using a substance, staff must ensure adequate precautions are taken, in accordance with a COSHH risk assessment. All hazardous substances are to be stored in a secure, locked store when not in use.

The use of flammable substances must be restricted and adequately controlled. Gas bottles should be stored in an external wire cage located away from the building. Flammable substances should be stored in a metal, fire resistant cabinet, away from sources of ignition.

A risk assessment must be undertaken to ensure adequate precautions are taken, including limiting the amount stored and adequate ventilation to avoid the build-up fumes. All staff using flammables substances must undergo suitable training.

The Council guidance note is available at [Section E1 Policy - Control of substances hazardous to health \(sharepoint.com\)](#)

11. First aid

Local managers will undertake an assessment to determine an appropriate level of first aid considering; type of workplace, people using the building, facilities, activities and hazards and location. The HSE provide a checklist for assessment of first aid needs <http://www.hse.gov.uk/pubns/indg214.pdf> that can be used to determine appropriate provision.

Defibrillators are located across several council buildings and training on their use, should be included in all first aid training. The arrangements for first aid will be communicated to all employees.

12. General equipment

All general equipment requiring statutory inspection and/or testing (e.g. boilers) will be inspected by competent contractors provided by Land and Property. Building administrators are responsible for overseeing the arrangements in operational buildings.

13. Housekeeping

Good housekeeping is essential in the working environment and all staff are responsible for keeping workplaces tidy and free from hazards. Corridors and fire exits must be always kept clear.

14. Legionella

Land and Property and building administrators will ensure a Legionella risk assessment is undertaken by a competent person for all council buildings regularly as per recommendation. Records of monitoring results, inspection, maintenance procedures and checks carried out must be kept.

15. Lettings/shared use of premises

All building users must follow agreed procedures.
Hirers are issued with a licence and must adhere to the terms and conditions within.

16. Lone working

A risk assessment must be undertaken where lone working has been identified. Staff must follow their respective lone working team policy. Lone working should be carried out in accordance with the CFLL lone working policy which is available here: [CFLL lone working policy](#).

17. Manual Handling and Moving and Handling

Any significant manual handling tasks are to be risk assessed in order that training requirements and mechanical aids can be adequately determined to ensure the task is carried out safely. Staff working with hoist equipment used to move children/young people must attend a formal moving and handling course specific to their work requirements.

18. Personal protective equipment (PPE)

Where a risk assessment has determined PPE is necessary, it shall be provided free of charge.

19. Off-site activities

Off-site activities take place in accordance with SCC policies and the appropriate risk assessments. Risk assessments should be approved by the line manager and then confirmed through Evolve.

Residential journeys, including trips abroad and higher risk adventure activities such as

those involving climbing, caving and water-based activities, must also be approved by the Strategic Risk Management Outdoor Education Advisor.

20. Reporting defects

All staff are responsible for reporting defects to the Property Helpdesk or their building administrator. In the case of urgent issues, these should be reported immediately to the Property Helpdesk - [My Helpdesk Property Services \(sharepoint.com\)](#).

21. Risk assessments

All managers are responsible for ensuring risk assessments are carried out within their areas of control, in accordance with the council's guidance note B1 - risk assessment and control - [Section B - Risk control \(sharepoint.com\)](#).

Risk assessments will be carried out by those staff with appropriate training, knowledge and experience within the service area. All risk assessments and associated control measures are to be approved by the manager prior to implementation. Completed risk assessments will be reviewed periodically in accordance with each risk assessment's review date or where there is a significant change related to the process, staff involved, equipment, or following an accident/incident.

22. Smoking

The council operates a smoke free workplace policy [Smokefree workplace - SCC Info \(surreycc.gov.uk\)](#) A small number of sites are exempt due to risk or safeguarding issues.

A drug and alcohol workplace policy is also enforced.

23. Staff wellbeing/stress

The council provides an occupational health service for its employees. This service provides advice and support in relation to local and national health initiatives and health and wellbeing programmes. The council is committed to promoting high levels of health and wellbeing and recognises the importance of identifying and reducing workplace stress. There are a number of services and offers staff can access through SharePoint [Wellbeing Support - Home \(sharepoint.com\) for wellbeing guides and resources](#) and Stress, Trauma and Crisis Support page for resources of understanding and managing stress and trauma [Stress, Trauma and Crisis Support \(sharepoint.com\)](#).

Further help is available through the Employee Assistance Programme [Employee Assistance \(sharepoint.com\)](#).

24. Staff consultation

The Children, Families and Lifelong Learning Joint Health and Safety Committee, will meet at least twice in any 12-month period. The terms of reference are to promote co-operation between the service, trade unions and employees in instigating, developing

and carrying out measures to ensure improvements to health, safety and welfare across the directorate.

25. Supervision

Adequate and appropriate supervision for all staff must be in place, according to the nature of their work and individual needs. Supervisors need to ensure that staff they are responsible for understand risks associated with the work environment and measures to control them. Some staff may need more supervision than others, such as young people at work, workers who are new to the role, and those whose first language is not English.

Effective and appropriate supervision of all service users must be in place. Supervision must be provided at an adequate level according to the service's risk assessment, taking consideration of the setting and activities being undertaken, the service user's age and abilities, and any individual needs.

26. Training

Health and safety induction training will be provided and recorded for all new staff including agency staff in accordance with the council's induction procedure. Managers are responsible for ensuring all staff are provided with information, instruction and training regarding their health and safety at work. Specific job-related health and safety training will be identified by managers and should be provided before carrying out new or unfamiliar tasks. Some of the training courses could be found in Olive:

[SuccessFactors: Home.](#)

The training courses recommended for CFLL could be found in [CFLL Hub - CFLL-Training-Courses-v2.pdf - All Documents \(sharepoint.com\)](#).

Training may include:

- health and safety awareness
- fire and emergency
- risk assessment
- lone working
- first aid
- moving and handling
- managing challenging situations

27. Transport and vehicles

All vehicles used for council work activities must be suitable for purpose, roadworthy, taxed, and insured and with current MOT if over three years old and driven by appropriately qualified staff in accordance with relevant licensing conditions. The line manager will be responsible for undertaking an annual check of the driving licence, insurance and M.O.T (where appropriate) of a car user [Driving for work \(sharepoint.com\)](#).

Line managers and employees need to plan work activities involving travel to minimise risks. Passengers likely to cause distraction must be adequately escorted by someone other than the driver.

Minibuses will be operated in accordance with the requirements of the Driver and Vehicle Standards Agency (DVSA). All drivers will need an appropriate licence and to pass a nationally accredited minibus driving test.

Council policy prohibits any use of mobile telecommunications while driving at work. This includes hands - free equipment, except in an emergency situation and only when it is safe for the driver to take or make a call as defined in [Section D5 Policy - Mobile phones and satellite navigation \(satnav\) \(sharepoint.com\)](#) of the Health and Safety Manual.

Transporting children and young people should be managed in accordance with the Transporting Children and Young People Guidance: [Transporting-children-and-young-people-guidance-V5.1.docx \(sharepoint.com\)](#).

28. Violence, aggression or behaviour-related issues incidents

Incidents of violence, aggression or behaviour-related issues must be reported to the line manager. It should also be recorded on [OSHENS](#). This is to ensure there is an awareness of potential issues and to enable incidents to be investigated, so that the risk can be effectively managed.

Activities that may result in violence, aggression or behaviour-related issues, must be assessed and measures taken to reduce the likelihood of reoccurrence.

29. Visitors

All visitors should report to a reception point and sign in. Where provided, a visitor pass must be worn at all times. Visitors must be informed of the action to take in the event of a fire or other emergency.

30. Working at Height

Suitable risk assessment and work arrangement must be in place, which takes into account The Work at Height Regulations 2005 - [The law relating to working at height - HSE](#)

31. Work experience

Work experience placements must be assessed prior to the placement taking place, in accordance with the revised Health and Safety Executive Young People at Work guidance.

32. Workplace Inspections

Routine inspections will be undertaken by the administrator responsible for the building. A checklist may be used as a guide and a record of the inspection kept. The frequency will be based upon the risks in the workplace. Ad hoc inspections may be undertaken by a member of the CFLL Health and Safety team.

This policy will be reviewed by the CFLL Health and Safety Team in accordance with legislative or organisational changes.