St Ives Town Council

Health and Safety Policy

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Policy / File Status

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Responsible Officer	Town Clerk	**Minute Reference**	m.71
Oversight Committee	Staffing Committee	**Review Date**	03.07.24

Version History

Date	Version	Author/Editor	Comments
13.11.19	0.1 Draft	Town Clerk / CC H&S team	Based on H&S action plan
10.12.19	0.1 Draft	Council	Fully revised document adopted by Council.
09.09.21	0.2	Council	Full policy review to reflect additional policies and COVID.
10.11.22	0.3	Staffing and Full Council	Review to take account of staff changes and new fire policies and AssessNET on-line reporting.
03.07.24	0.4	Staffing Committee	Full review to reflect the conclusion of the external health and safety audit

Review Record

Date	Type of Review Conducted	Summary of Actions Taken or Decisions Made	Completed By
03.07.24	full	Reviewed to take into account recommendations in relation to the health and safety audit and for amended staffing responsibilities. And reviews of Legionella, vexatious customers and lone working reviews	Sam Hodge Louise Dwelly

Index

General Statement

Part 1: Statement of intent

Our health and safety policy is designed to:

- Prevent accidents and cases of work-related ill health
- Manage health and safety risks in our workplace
- Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work
- Provide personal protective equipment
- Consult with our employees on matters affecting their health and safety
- Provide and maintain safe plant and equipment
- Ensure safe handling and use of substances
- Maintain safe and healthy working conditions
- Implement emergency procedures, including evacuation in event of fire or other significant incident
- Review and revise this policy regularly

The Council recognises and accepts its statutory responsibilities as an employer and will strive to secure the health, safety and welfare of its employees and stakeholders affected by its activities (for example, members of the public, volunteers, service users, visitors, contractors, etc). The management of health and safety is regarded as an integral part of the Council's business activities and as such will be treated as having equal importance to other business objectives.

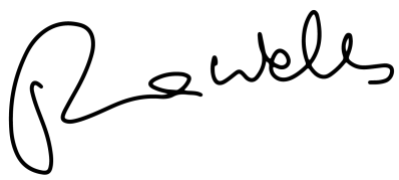
The Council is committed to continuous improvement in health and safety performance and to this end will establish structures and processes to monitor health and safety performance and to verify that the Council's Health and Safety Policy is being implemented and health and safety standards are being maintained and progressively improved.

The Council is committed to the development of a climate in which a positive health, safety and wellbeing culture is developed and maintained.
The Council will achieve this by:

- Clear communications on health, safety and wellbeing matters
- Ensuring competency through training, support and advice, within and available to the council, for all employees and elected members
- Strong leadership and setting clear health, safety and wellbeing objectives
- Proactively working with all parties that may be involved in or affected by the Council's activities

Signed:

Date: 15.05.24



J Wells
Mayor

Town Clerk

Part 2 – Responsibilities for health and safety

Within the Town Council, Councillors and Officers have specific responsibilities for Health and Safety as follows:

- Overall and final responsibility for health and safety: the Town Council as a corporate body
- Day-to-day responsibility for ensuring this policy is put into practice: Town Clerk, supported by the lead officer for health and safety: Premises Supervisor.
- Service specific responsibility (ensuring safe working environment and safe working practices in their service area:

    a. Head of Buildings and Amenities – Facilities (including fabric of buildings and facilities)
    b. Office Manager – Support Services (including uses of Guildhall and Island Centre by third parties)
    c. Head of Culture and Community – Concert Hall and Old Fire Station and including managing safely the wider community's access to and use of the Council's spaces for events, markets and workshops
    d. Cornerstone Manager – the Cornerstone building and all activities taking place within it.

- To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas:

    a. Town Clerk and all Service Managers – carrying out risk assessments as required, and ensuring that employees have received adequate instruction, supervision and training.
    b. Service Managers – overseeing the maintenance of machinery and equipment within their service area, and activities and work taking place within them and completing Risk assessments for their areas of work.
    c. Premises Supervisor -
        i. maintaining the record of risk assessments and scheduling regular reviews
        ii. In conjunction with the Building and Amenities Manager conducting regular audits of all Council-owned property
        iii. Carrying out consultation with employees
        iv. Providing advice and guidance to other managers and staff in relation to safe working practices.
        v. Maintaining training records along with Office Manager
        vi. Maintaining the incident/accident recording on AssessNET system
        vii. Training employees on the AssessNET and Sypol systems and completing mandatory health and safety training

    c. Office Manager– maintaining the training records and scheduling additional training in accordance with an annual training programme
    d. Building & Amenities Manager – monitoring and contributing to a review of health and safety procedures, incident reporting and investigations, emergency procedures and compliance
    e. Building & Amenities Manager – fire and evacuation
    f. Employees using tools and machinery – responsible for visual checks and basic maintenance able to be carried out by operatives, in line with manufacturers instructions and with suitable training.

All employees should:

- Co-operate with supervisors and managers on health and safety matters
- Take reasonable care of their own health and safety including to ensure that they are familiar with and fully understand Council's adopted policies including those within this handbook and

- Report all health and safety concerns to an appropriate person (as detailed within the handbook), at the first opportunity after becoming concerned.

Part 3 – Arrangements for health and safety

As a Council we will

Risk Assessment
- Complete relevant risk assessments on the AssessNET system maintained by Cornwall Council and take all necessary actions and mitigations
- Review risk assessments annually or when working habits or conditions change

Training
- Give staff (including volunteers), and contractors, health and safety induction and provide training as appropriate
- Provide adequate and suitable personal protective equipment
- Provide regular relevant training for all employees
- Ensure suitable arrangements are in place for employees who work remotely and/or out of hours including a buddy system for lone workers

Consultation
- Engage and consult staff routinely on health and safety matters as they arise and when health and safety matters are reviewed.

Evacuation
- Ensure escape routes are well signed and kept clear at all times and review this through regular checks by relevant officers
- Ensure evacuation plans are tested biannually and updated if necessary

Application
This Policy applies to all Council operations, employees, councillors and, where appropriate, volunteers, contractors, service users, students and visitors.

Requirements

The Council will, so far as is reasonably practicable

- Ensure that adequate resources are made available to ensure the effective implementation of this Policy and to ensure the health, safety and welfare of staff and others affected by Council work activities
- Ensure that suitable access to competent persons is available to advise the Council on its legal requirements for health and safety and on current best practice
- Ensure that suitable and sufficient assessments of all significant risks to staff, visitors and other third parties from its work activities are completed and recorded on our online portal
- Ensure that all significant risks are either removed or adequately controlled
- Provide and maintain plant and systems of work that are safe and without risks to health
- Make arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances
- Maintain any place of work under its control in a condition that is safe and without risks to health
- Provide and maintain a working environment for its employees and visitors that is safe, without risks to health, and adequate as regards facilities and arrangements for staff welfare at work

- Provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of its councillors and employees including temporary staff and visitors
- Provide information on risks for visitors and employees of other organisations who are working in Council premises
- Report and investigate incidents and near misses to actively prevent further accidents and cases of work-related ill health
- Consult employees and/or their representatives recognised by the Council in matters affecting their health and safety
- Make arrangements for the provision of a suitable occupational health service for staff
- Ensure that suitable disciplinary procedures are in place for employees who fail to comply with this policy
- Ensure that this policy and any related arrangements are reviewed such as to remain up to date and relevant.

Responsibilities

Councillors
Councillors form the body corporate of the Town Council which has overall responsibility for health safety and wellbeing. They are responsible for planning, resourcing and overseeing the activities of the Town Council and have appointed the Staffing Committee to have oversight of health & safety matters. In addition, they are responsible for reviewing and auditing systems, processes, policies and management arrangements and do so through regular review and audit arrangements. These will verify that the Council's Health and Safety Policies are being implemented and health and safety standards are being maintained and progressively improved.

Councillors, through the lead Staffing Committee and other service committees, where appropriate, are responsible for ensuring that the Council

- Complies with the requirements of this policy and recognise the extent of their own personal liabilities under health and safety law and ensure they are fully conversant with their own health and safety responsibilities
- Receives an adequate induction to the Council that includes a health and safety briefing
- Allocates suitable resources and strategic direction to discharge the Council's health and safety responsibilities
- Considers health, safety and wellbeing as part of day-to-day business and their decision-making process taking care to ensure that all business decisions (including new projects, procurement decisions, contractor selection, office moves etc) fully take into account health and safety considerations and that health and safety risks are considered at an early stage during project design and planning
- Ensures that the responsibilities for health and safety are properly assigned and accepted at all levels
- Ensures the effective implementation of Council health, safety and wellbeing policies and performance standards to ensure that health and safety risks to staff, visitors and third parties are properly controlled, and legal compliance maintained
- Supports the Town Clerk and the Management team to ensure that the organisational structure of the Council is appropriate to deliver effective health and safety management
- Nominates specific Councillors to liaise with the Town Clerk on matters of health and safety
- Provides visible and active leadership pertaining to good health and safety practice and leading by example to promote an ethos of sensible risk management to ensure that the process of systematic risk assessment is promoted throughout the Council
- Ensures that a positive health, safety and wellbeing culture is encouraged, and a pro-active approach to health and safety management is developed across the Council and throughout the services it provides
- Monitors, via reports, the overall performance of the Council's health and safety management systems for both effectiveness and legal compliance and ensure that any decision made is in line with the Council's own policies and procedures as they relate to health and safety
- Ensures that the Council has implemented effective corporate contingency planning arrangements to control potentially serious hazards or situations of imminent danger.

The Town Clerk
Whilst the Council as the body corporate has overall responsibility for health, safety and wellbeing, in practice this responsibility is delegated on a day-to-day basis to the Town Clerk who will:

- Receive an adequate induction to the Council that includes a health and safety briefing
- Ensure their own completion of IOSH "Managing Safely" or equivalent qualification
- Comply with the requirements of this policy
- Provide visible and active leadership demonstrating a strong personal commitment to health and safety

- Work with Councillors to ensure that the organisational structure of the Council is appropriate to ensure effective health and safety management that encourages a positive health and safety culture.

Management Team
The Management Team, led by the Town Clerk and comprising of the Head of Finance, Head of Building and Amenities and Head of Culture and Community, will be responsible for overseeing key tasks as set out below. This will also include working alongside other officers and team leaders with health and safety responsibilities to ensure that they are fulfilling their roles:

- Work with Councillors to develop and maintain a Health and Safety Improvement Plan which includes key priorities and areas for improvement **(all members of the management team)**
- Commission and work alongside the Council's external provider of competent health and safety advice (Cornwall Council) and also manage and review the performance of the Council's lead health and safety officer, who is the **Premises Supervisor.**
- Ensure that the ethos of sensible risk management and a process of systematic risk assessment is promoted and embedded throughout the Council and that suitable arrangements are in place to ensure that all significant health and safety risks arising from work activities are properly assessed, recorded and reviewed on the AssessNET portal periodically and that risks are reduced or controlled as far as is reasonably practicable **(management team)**
- Ensure that adequate staff resources are allocated to undertake key health and safety functions within the Council, such as risk assessors, (to carry out display screen equipment, manual handling, hazardous substances, fire or other risk assessments), fire wardens, first aiders etc. and to ensure these individuals are adequately supported and suitably trained **(Town Clerk)**
- Ensure the objectives and content of the Health and Safety Policy are fully understood by all staff and that they are aware of their individual health and safety responsibilities that should be contained in their role profiles **(Town Clerk and Management team)**
- Ensure the Council's recruitment processes embed health and safety and the principles of competency into all management processes including measures for non-compliance **(Relevant member of the Management Team, related to service area)**
- Ensure that all staff receive training and information (including risk assessments and any safe systems of work etc) as may be required for the safe completion of their tasks that will include local health and safety induction with appropriate records kept (**Relevant service manager, with the Office Manager, responsible for maintenance of training records).**
- Ensure that any plant, equipment, chemicals or substances are suitable for the tasks being undertaken, provided with appropriate instruction and risk assessment to facilitate correct safe use, storage and transport and inform any need for inspection or maintenance required as to effect safe operation. **(Head of Buildings and Amenities as lead officer with the Premises Supervisor and all service managers having responsibility where this provision relates to work within their service area)**
- Ensure that employees are provided with adequate and suitable equipment, to ensure their health and safety, as identified through the risk assessment process and that this equipment is properly installed, maintained in a safe condition and that when personal protective equipment is required by risk assessment it is adequate, effective and provided free of charge. (**Relevant service manager, with records of issue of PPE to be maintained by the Support Services Team).**
- Ensure that any work areas are designed and managed such as to be of sufficient size, suitable for the task to be undertaken with clear access and egress, and provided with adequate heating, lighting, ventilation, and welfare and housekeeping arrangements. **(Management Team).**
- Ensure that any works carried out on behalf of the Council or within their premises by contractors or others not in Council's direct employment are undertaken in a safe

manner **(Head of Buildings and Amenities and other commissioning managers as appropriate).**

- Ensure suitable arrangements are in place at all the Council's work areas or premises to maintain the safety of staff and other involved parties in the event of an emergency situation **(Town Clerk and relevant service managers)**
- Ensure that health and safety inspections of workplaces and work activities are undertaken at regular intervals together with any other required monitoring. That suitable inspection records are kept, and the findings of these inspections are reported periodically to the Council and actioned within reasonable timescales, prioritised according to risk (**Head of Building & Amenities and relevant service managers)**
- Ensure that there are adequate arrangements in place for the recording, reporting and investigation of accidents, significant near misses, incidents of violence and aggression (including the possible recording of those who may present a future threat to staff as outlined in Vexatious customers policy June 2024.docx).

- In cases of work-related ill health, ensure that suitable local records are kept and that incidents are reported promptly by all staff on the AssessNET system. With the emphasis on informing preventative action to prevent reoccurrence **(Premises Supervisor)**
- Ensure that adequate health and safety records are kept to satisfy legal and Council health and safety policy requirements and ensure that legal compliance can be readily demonstrated **(Town Clerk)**
- Ensure that adopted policy and good practice are followed in relation to occupational health matters and procedures are in place within both health and safety and staffing policies, accompanied by resources to ensure staff can access support and advice.
- Ensure adequate provision for consultation with employees, including union appointed safety representatives, on health safety and wellbeing matters **(Head of Finance)**
- Ensure that this Policy is reviewed regularly, or when significant changes occur to the business that affects health and safety. **(Town Clerk).**

Staff

All Council Employees will abide by the provisions contained in this policy and

- Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts and/or omissions
- Co-operate fully with the Council on all matters pertaining to their health and safety at work
- Neither recklessly nor intentionally interfere with, misuse or neglect any equipment, safety devices etc. that have been provided in the interest of their health and safety at work
- Report promptly, in the first instance to their manager then directly onto the AssessNET portal any accidents, injury, significant near miss, incident of violence and aggression, cases of work-related ill health
- Report to the relevant manager any identified defect, hazard, damage or unsafe practices or other items that might give rise to an unsafe place of work or cause injury or ill health to others
- Wear any protective clothing or equipment and use any safety devices that have been provided for their health and safety while at work in accordance with guidance and manufacturers instructions.
- Observe safety rules, comply with codes of practice, corporate policies and guidance, and adhere to safe working procedures at all times
- Acquaint themselves with, and comply with, the procedure to follow in case of a fire or other emergency.
- Attend health and safety training including at induction and subsequently, as directed and undertake their work activities in accordance with any health and safety training provided.

Volunteers
The Council recognises that volunteers form an important part of its service delivery model. Whilst health and safety legislation doesn't generally apply to volunteers directly, The Health and Safety at Work Act does impose duties on the Council towards people other than employees and obligations to manage and protect them from risks to their health and safety arising out of, or in connection with Council activities. To discharge these duties, the Council will generally (in terms of health and safety) treat volunteers as if they were employees and in turn expect them to observe and abide by this policy and any other health and safety arrangements. Duties and obligations for all parties will be set out in the volunteers' role profile and addressed through induction and training.

Competent Advice
In order to meet the requirement defined in the Management of Health and Safety at Work Regulations for a 'competent person' to act in all matters of health and safety that directly affects the Council and its employees, St Ives Town Council has appointed Cornwall Council Health, Safety and Wellbeing Service to act from time to time as an external contractor. It will within the remit of a service delivery contract and by virtue of suitably qualified and competent members of staff, support the Council across a range of Health and Safety guidance and legislation.

In addition, the Council will at all times appoint an internal officer with lead responsibilities for health and safety, who will be suitably qualified and professionally trained. They will be the first point of contact for the Council's external advisor and their wider role and responsibilities are set out in this policy. This officer lead is currently the Premises Supervisor.

Specific Health, Safety and Wellbeing Policy Procedures

Risk Assessment
The Council will use a sensible and systematic approach to risk assessment overseen by the Town Clerk to identify, monitor, review and control significant hazards and identify those that may be at risk from those hazards.

Risk assessments will be pro-actively developed for newly identified risks and or activities and then reviewed in the event of an incident, annually or where there has been significant change.

Where staff members complete their own individual risk assessments these will be reviewed with their line manager and reviewed annually during the normal staff appraisal process to ensure they are accurate, up to date and comprehensive.

Risk assessments may be used to inform and develop safe working procedures which must be followed by all staff. Copies of risk assessments and any safe working procedures must be made available by the service manager responsible for the works. The register of risk assessments will be maintained by Cornwall Council through the AssessNET System available to all employees through their individual log ins. Any member of staff carrying out works or activities should ensure that they are familiar with the relevant risk assessment and know where to locate it. A request for a copy of the assessment should be made to the individual's line manager prior to the commencement of any activities.

Fire
The Council will endeavour to prevent fire in Council owned and controlled premises and anywhere where employees of the Council work. For those premises rented or sub-let, the fire safety responsibilities may be shared and will be defined in any lease agreement.

The Council will provide suitable and sufficient procedures (including evacuation arrangements) and equipment to minimise the risk to life or injury should a fire occur on its premises together with any associated test or maintenance regimes.

The Council will undertake fire risk assessments for all of its owned, rented and leased properties. These risk assessments will be conducted by an independent fire assessor and reviewed annually and in any case of change of use or significant alteration to the fabric of the premises.

Where employees occupy premises under the control of a third party, the Council will ensure that the findings of the relevant risk assessment by the third party are appropriately shared and actioned.

Premises owned or controlled by the Council will be periodically inspected for fire hazards and any fire hazards identified will be notified to the responsible person for the premises and the Town Clerk.

The Council will ensure that information related to fire and any associated procedures will be circulated to all employees at induction with posters, signs and other relevant material issued/displayed as required. The adopted policy is available through this link. Guildhall Fire Policy 6.2.24 (1).docx

Posters, signs and other relevant materials will be issued as appropriate and displayed on notice boards and/or at fire alarm call points, fire fighting equipment and primary means of escape.

The Town Clerk will generally carry out the duties of the responsible person as defined within the Regulatory Reform Fire Safety Order although they may further delegate this duty to others to provide appropriate cover across the premises occupied as part of the Council's business.

Training
The Council will provide adequate information, instruction, training and supervision to all employees and others as required ensuring sufficient knowledge of task related hazards and appropriate levels of competence to ensure safe task completion. This will include health and safety induction for all councillors, employees and volunteers.

Training needs will be identified by risk assessment, task analysis, recruitment and normal staff appraisal processes.

The Office Manager / Premises Supervisor / Head of Buildings and Amenities are responsible for arranging suitable training and refresher training courses and maintaining records and certification. Training needs will be addressed through regular review and the annual appraisal process and developed through an annual training plan. Progress against the plan will be reported to the Staffing Committee and as required to the Council.

First Aid
The Council will ensure that an up to date first aid needs assessment is in place for all services, work sites and spaces occupied by staff and volunteers. This assessment will inform the provision and maintenance of appropriate equipment and trained personnel.

Display Screen Equipment
Under the Display Screen Equipment Regulations 1992, employers are responsible for their employees' health, safety and wellbeing when working with DSE. Employers are required to undertake risk assessments, to ensure safe working conditions for their staff.

To comply with the law, the Council will identify affected staff as being those who use display screens, laptops, computers and workstations as a significant part of their normal work (defined as being on a daily basis and or for periods of at least an hour or more). It will then

- Use the AssessNET system to ensure that all affected employees analyse their workstations to assess and reduce risks

- Complete an assessment of each workstation, taking into account the DSE, the furniture, the working environment and the employee's individual needs
- Take action to remedy any risks found as a result of the assessment
- Take steps to incorporate changes of task within the working day, in order to prevent extensive periods of on-screen activity
- Review any software to ensure suitability for the task
- Adopt arrangements and budgetary provision for eye tests for all designated users
- Where appropriate and necessary, consider arrangements for the supply of special corrective appliances (glasses) where required specifically for working with DSE
- Provide advice to existing employees, temporary or agency staff, and all persons applying for work with DSE, of the risks to health and how these are to be avoided.
- Make provision within the annual budget process for assessments, training, specialist equipment.

The workstation assessment process will be coordinated by the Premises Supervisor and Office Manager and all relevant staff must complete an assessment at induction and this must be kept under regular review, taking into account for example changes in work environments and the physical needs of individual staff members.

Manual Handling
The Council will provide arrangements to ensure that any significant risk arising from manual handling activities (lifting, moving etc) by employees or volunteers is avoided or eliminated. Where this is not possible, a manual handling specific risk assessment will be carried out to consider any hazards or implications associated amongst others with

- The task
- The load
- The working environment
- Individual capacity
- Handling aids and equipment
- Work organisation

This will enable those at risk to be identified and inform suitable controls to mitigate or remove the risk.

All staff will receive a manual handling awareness briefing as part of their initial induction and the need for any further training will be informed by the above process.

Risk assessments may be used to inform and develop safe working procedures which must be followed by all staff. Copies of risk assessments and any safe working procedures will be made available by the service manager through AssessNET for the works.
Risk assessments should be requested (and obtained) from any contractors or others working on Council sites as part of their Risk and Method Statement.

Working at Height
The Council recognises that there is the potential for injury or loss that maybe associated with working at height. Utilising the definition that "a place is at height if a person could be injured falling from it" the Council accepts that some staff or others involved with the Councils work maybe at risk of injury or loss. The Council will in such situations ensure a risk assessment process is followed to inform a safe system of work and ensure all reasonably practicable actions, are taken to prevent anyone falling. To achieve this, the following hierarchy will be adopted

- Avoid work at height
- Work upwards (not downwards) where possible
- Where work at height cannot be avoided, use work equipment or other measures to prevent falls
- Where the risk of a fall cannot be eliminated, use work equipment or other measures to minimise the distance and consequences of a fall should one occur

Risk assessments and safe working procedures must be followed by all staff and contractors working on Council premises. Copies of risk assessments and any safe working procedures will be made available by the service manager responsible for the works.
Risk assessments should be requested (and obtained) from any contractors or others working on Council sites as part of their Risk and Method Statement. No employee will be permitted to work at height unless they have been certificated as having completed the necessary training.

Hazardous Substances
All substances which may be considered hazardous to health should be assessed in accordance with the requirements of the Control of Substances Harmful to Health regulations (COSHH). COSHH is managed through the application of the Cornwall Council managed Sypol system. All employees have access to this system. All staff are individually responsible for checking that products which they intend to use are registered, and that the controls for use (including the identification and switch to less harmful products) are understood and implemented in full, before they are used in the workplace.

The Premises Supervisor and Head of Buildings and Amenities (together with the Support Services Team), are the appointed COSHH coordinators. The Council subscribe to Cornwall Council's SYPOL CMS database to source datasheets and support the completion of job sheets as necessary. Using SYPOL, they are responsible for ensuring that:

- Hard copies of datasheets are available at both Trewyn depot and Guildhall offices
- That, before any new substance/chemical is used, a COSHH assessment is obtained using the SYPOL database.
- That they act on any notifications of changes in the product guidelines including identifying and sourcing any substitute, less harmful product.
- COSHH assessments (including any updates) are seen and understood by those staff who are exposed to the products/substance and the COSHH file is kept up to date
- That COSHH assessments are also obtained from any contractors or others working on Council sites with regards to substances or materials they may use or store on site

All staff are responsible prior to using any substance or chemical to ensure an appropriate assessment is in place and that they are familiar with its requirements, if no assessment is available, the substance should not be used, and an assessment requested from the service manager responsible for the works.

Stock and store cupboards at the Guildhall, Cornerstone Library building and Trewyn should be reviewed quarterly and stocks of half-used or old products removed on a regular basis.

Work Equipment
The Council will ensure that any equipment provided or purchased for use at work complies with all relevant legislation and best practice and is

- Suitable and safe for the intended use
- Installed and maintained (with appropriate storage if applicable) in a safe condition and in certain circumstances formally tested and inspected to ensure this remains the case by a suitably competent person with records kept
- Assessed for any potential of related causes of ill health e.g. noise, vibration, dust, fumes etc
- Used only by people who have received adequate information, instruction and training
- Accompanied by suitable safety measures, e.g. protective devices, markings, warnings

The service manager responsible for the service or works being carried out, will oversee any provision or procurement process to ensure the above conditions are met and that suitable arrangements are in place for any required maintenance or inspection regimes with records of these and any specific risk assessments kept and made available as required to equipment users and others.

Electricity
The Council will ensure that arrangements are in place to inspect, test, and otherwise maintain to ensure the electrical safety of portable equipment, fixed installations, electrical tools, appliances and electrical work activities.
Staff and others must not use any unauthorised electrical appliances (including extension leads) and must visually and operationally check all equipment before use. Any defective equipment should not be used, and defects reported to the Head of Buildings and Amenities.

The Premises Supervisor and Support Services will maintain records of any tests or maintenance schemes, defects reported, and remedial actions taken.

Personal Protective Equipment
The Council will ensure that suitable personal protective equipment (PPE) and /or clothing is provided for employees and volunteers, where identified by the process of risk or COSHH assessment together with any specific storage or maintenance arrangements.

Employees when issued with PPE will be required to wear it as identified in any assessments or by instruction, keep it clean, store it correctly and report any faults so that replacements can be provided.

The relevant service manager will coordinate the issue and purchase of PPE ensuring it is of the correct type, suitable for the purpose and of the correct size to ensure the fit is comfortable for the wearer (with specialist PPE competent advice may be required eg Face Fit Test).

Working Alone/Violence at Work
The Council recognises that some staff may, on occasion, be required to work alone or in situations or locations without immediate recourse to direct supervision or assistance. Wherever possible, lone working should be avoided. Where lone working cannot be avoided, all individuals must follow the Council's adopted Lone Working Policy (2019) Revised sept 2022.docx.

Staff and volunteers may also further be exposed to the risk of violence and aggression (which can include physical, verbal, written, electronic threats etc) as a result of their work activities. In such circumstances, the Council's policy in relation to Vexatious customers policy June 2024.docx should be adhered to.

Staff should refer to the Council's detailed policies on lone working and the management of unreasonable, vexatious and aggressive customer behaviour.

In such circumstances a risk assessment process will be followed to consider factors such as:

- Is the task suitable for lone completion
- Is there a risk of violence associated with the task considering activities such as
    - Giving advice
    - Cash transactions
    - Delivery/collection services
    - Controlling or enforcing situations
    - Representing authority

- Does the person completing the task have any relevant medical condition or illness?
- Is any additional training required?
- How will monitoring and supervision be achieved
- Emergency procedures (considering illness, injury, fire etc)

Risk assessments may be used to inform and develop safe working procedures which must be followed by all staff and volunteers. Copies of risk assessments and any safe working procedures will be made available by the service manager responsible for the works.

Vehicles
The Council recognises that many of its employees, councillors and volunteers drive a vehicle or bike in the course of their work or in carrying out Council-related activities.

Driving, by its very nature, exposes these individuals and others to the risk of minor or major injury and possible fatality. The Council will endeavour to ensure that all individuals who drive or ride a vehicle as part of their duties do so in a competent, legally compliant, and considerate manner to minimise any potential for injury, loss or damage.

The Council expects that all individuals, driving for or on its behalf, will meet the legal requirements of the Road Traffic Act and any other associated legislation including The Health and Safety at Work Etc Act and regulations made thereunder.

In consideration of this the Council will

- Ensure that all vehicle users are made aware of their responsibilities for their own safety, that of their passengers and of all others who may be affected by their acts or omissions whilst carrying out driving/ riding activities at work or whilst otherwise engaged with the Council.
- Ensure all vehicles are legal and fit for their purpose
- Observe specific requirements, where relevant, to monitor and regulate driver hours and performance
- Ensure all individuals are aware of their duties under health and safety and road traffic legislation
- Provide drivers with all necessary information and any training relevant to their driving duties
- Ensure that risk assessments, where required, are completed and those journeys are planned and allocated in accordance with the findings of these assessments
- Ensure, so far as is reasonably practicable, that all those driving on Council business are competent and fit to do so
- Encourage a sensible and mature attitude towards motor vehicles and bikes and their use in all individuals
- Maintain, where provided, additional tools and equipment (including journey information) necessary for the purposes of the journey

The Head of Buildings and Amenities will initiate processes and keep such records as are required to meet these operational needs with support services.

Noise
The Council recognises that exposure to excessive noise can cause temporary or permanent hearing loss and/or tinnitus and will take reasonable steps to eliminate or control employee exposure to excessive noise whilst at work. As part of a risk assessment based process to limit any risk of harm the Council will

- Comply with existing legislation and adopt a best practice approach to the control of noise
- Use a positive plant purchasing policy which also considers the risks associated with noise in relation to the use and location of plant and equipment
- Maintain all plant and equipment on a regular basis to the manufacturer's recommended specification
- Where exposure cannot be eliminated, ensure that the risk from noise is assessed and that controls are identified and implemented to minimise exposure and prevent injury
- Provide appropriate hearing protection and undertake a health surveillance programme for all employees exposed to noise above the Upper Exposure Action Value
- Ensure staff have sufficient information and training and that appropriate warning or need for hearing protection signage is displayed as required

- Ensure contractors have an effective noise control policy and control measures are demonstrated and submitted as part of their Risk and Method Statement.
- Ensure those involved in noise assessment and controls are suitably competent

The service manager responsible for the works will ensure that risk assessments have been completed and these should be used to inform and develop safe working procedures which must be followed by all staff. Copies of risk assessments and any safe working procedures will be made available by the service manager responsible for the works.

Vibration
The Council recognises that exposure to excessive vibration can cause severe injuries to the hands, arms or whole body and will take reasonable steps to eliminate or control employee exposure to excessive vibration whilst at work. As part of a risk assessment based process to limit any risk of harm the Council will:

- Comply with existing legislation and adopt a best practice approach to the control of vibration
- Use a positive plant purchasing policy which also considers the risks associated with vibration in relation to the use and location of plant and equipment
- Maintain all plant and equipment on a regular basis to the manufacturers recommended specification
- Identify those staff likely to be affected by Hand Arm Vibration (HAVs)
- Where exposure cannot be eliminated, ensure that the risk from vibration is assessed and that controls are identified and implemented to minimise exposure and prevent injury. The risks should be assessed on a case by case basis, taking into account the individual's physical and health profile.
- Provide appropriate control systems and, utilising a HAVs calculator, undertake a health surveillance programme for all employees exposed to vibration above the Exposure Action Value
- Ensure the Exposure Limit Value is not exceeded
- Ensure staff have sufficient information and training and that appropriate warning signage is displayed on equipment as required
- Ensure contractors have an effective vibration control policy and control measures are demonstrated as part of their Risk and Method Statement.
- Ensure those involved in vibration assessment and controls are suitably competent

The service manager responsible for the works will ensure that risk assessments are completed, and any necessary calculations and these may be used to inform and develop safe working procedures which must be followed by all staff. Copies of risk assessments and any safe working procedures will be made available by the service manager responsible for the works.

Asbestos
The Council will ensure that arrangements are in place to identify, record, manage, inspect and review the type and location of any asbestos material in all Council owned or managed premises. All at risk asbestos containing materials shall be identified. This shall include (but not be limited to) the most appropriate level of up to date survey, commissioned by suitably qualified professionals, as follows:

- Management
- Refurbishment
- Demolition

Electronic copies of surveys shall be saved on the server and hard copies shall be held at the Guildhall and be available for regular inspection and review to aid risk assessments and the engagement of contractors.

In addition, no works shall proceed without confirmation that these comply with the relevant survey. All intrusive and large scale works will require the review / and/ or commission of an asbestos refurbishment and / or demolition survey, as appropriate.

Information on asbestos and a copy of the relevant survey must be conveyed to any employee, contractor or other person who may be exposed to asbestos fibres in the course of their work or cause others to be so exposed.

This is done by the signing by contractors of an asbestos register for all buildings. This information will inform suitable risk assessment process such that suitable safe systems of work may be evolved.

Periodic visual inspections will be carried out to ensure any asbestos containing material remains in good condition and is undamaged.

Where necessary the Council will use only suitably licensed and competent contractors to work on, remove and dispose of asbestos containing material.
The Head of Buildings and Amenities will maintain and make available records to facilitate effective arrangements at each premises.

Radon
The Council recognises its duty to protect occupants of workplaces it owns or manages from the risk of exposure to ionising radiation such as may be present as a result of the presence of radon gas. As the Council's premises fall within geographical areas identified by the Health Protection Agency as radon affected areas the Council will:

- Risk assess and manage radon in any property owned or managed by the Council
- Monitor and record the location and condition of any Radon control measures
- Provide information as required with regards to the risks from radon and local control measures in place to anyone who is liable to work within affected Council premises
- Prepare and action a plan that details how the risks from Radon will be managed and have regard to the action plan in the commission or completion of any capital works, which could introduce mitigation measures
- Periodically review and monitor the plan and the arrangements to ensure effectiveness and relevance

If monitoring indicates radon levels in excess of 400Bq/m³ that cannot, with the aid of competent advice and suitable controls be immediately mitigated, then the Council will need to assume the role of a radiation employer and appoint a Radiation Protection Adviser (RPA).

Legionella
The Council is aware that certain water-based systems and equipment in its premises or within its control can present conditions suitable for the propagation of the pathogenic bacterium Legionella. This can be transmitted to people via the inhalation of contaminated atomised water droplets and cause legionnaires disease which can have fatal consequence.

The Council will adopt a risk-based approach to ensure arrangements are in place to identify, manage and control any water-based systems or equipment that could be a potential source for the growth and spread of Legionella.

The Head of Buildings and Amenities and the Premises Supervisor will be responsible for ensuring that legionella risk assessments are carried out, and for making arrangements as set out above. In addition to the completion of legionella surveys for relevant premises, the Head of Buildings & Amenities shall ensure that regular testing is carried out on a monthly basis by cleaning contractors in the public toilets and staff in the Council's buildings.

All practices shall be in accordance with the Council's adopted legionella policy (2023).

Housekeeping
The Council recognises that slips, trips and falls are a significant cause of workplace injury and, often related to poor standards of housekeeping. Whilst the Council will take reasonable steps to ensure the adequacy of its housekeeping arrangements all staff are required to:

- Keep traffic and circulation routes clear of obstruction
- Take positive action to clear up any spills or barrier the affected area and request cleaning assistance
- Avoid the use of trailing leads where possible utilising fixed points and cable management systems
- Keep any storage well organised
- Dispose of waste to avoid build ups
- Monitor the condition of flooring, steps, handrails, lighting, furniture etc and report any concerns to the Head of Buildings & Amenities or Premises Supervisor

The Office Manager, Cornerstone Manager and Premises Supervisor will ensure the provision of adequate cleaning services and that any reported defects are recorded and actioned in a timely manner.

Accidents, Incidents and near-Misses
The Office Manager/Premises Supervisor are responsible, together with the Support Services and Cornerstone administrative teams, for the collection and logging of all information related to any reportable incident. In such circumstances staff should both record the incident locally and report it using the AssessNet system. Recording should be contemporaneous or as soon as reasonably possible after an incident occurs.

- Local recording consists of entering the incident onto the Council's local recording system AssessNET. A copy should be issued to the individuals involved.

- All reportable incidents including near misses involving anyone on Council premises (including staff, councillors, volunteers, contractors and members of the public) shall be reported using the Council's AssessNET system.

In addition to the Council's premises, all incidents (including near misses) must be reported in the following circumstances:

- Incidents involving staff outside of Council premises, whilst on duty
- Incidents involving anyone, (including staff, councillors, volunteers, contractors and members of the public) which involve Council-owned assets (signage, equipment, vehicles etc)

- Should the reporting staff not be clear as to whether the incident is relevant and reportable, they should first seek guidance from their line manager or the Premises Supervisor.

- Staff should refer to the guidance and training manual for the AssessNET system.
- All staff are required to register and maintain a log-in to the system and response promptly to any system instructions, for example to carry out investigations, escalate to managers or complete or review risk assessments.

RIDDOR
It is a legal requirement that some kinds of incident must be notified to the Health and Safety Executive. The relevant regulations are known as RIDDOR – the reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. Once an incident is reported through AssessNET, the system will automatically escalate and report any RIDDOR notifiable incident. For this reason, it mandatory for staff to report any incidents or near-misses through the AssessNET system within 24 hours or the next working day. Failure to do so is a disciplinary offence.

The following types of incident must be recorded and reported using the on-line incident reporting system of the Health & Safety Executive under the RIDDOR. This will be executed automatically through the AssessNET system. There is detailed guidance on whether types of incident are reportable or not: https://www.hse.gov.uk/riddor/key-definitions.htm. If any employee believes that an incident or near miss does constitute a reportable incident, they should review the detailed guidance, discuss it first with their manager or seek advice.

- Specified Dangerous Occurrences (see on-line guide)
- Specified Diseases (see on-line guide)
- All employee accidents (including verbal abuse)
- All contractors' accidents

Council as a Landlord and Land Owner
The Council recognises that as the owner or manager of premises that are made available by virtue of lease, rental, hire or other arrangement for use by the public and others, that they have specific responsibilities with regards to the health and safety of those persons.

For each letting or other use arrangement for an individual site, the relevant manager has the responsibilities and duties set out below:

The following managers:

Premises Supervisor and / or Office Manager (the Guildhall and Island Centre)
Cornerstone Manager (for the Cornerstone)
Weddings and Civic Events Officer (Blockhouse and Chapel)
Head of Culture and Community / General Manager (Concert Hall and old fire station)
Head of Building and Amenities (Open Spaces and Parks)

will ensure that

- Premises and any equipment or facilities are suitable for the planned activities
- Use agreements are in place that define responsibilities on all parties
- Event management plans/risk assessments are in place as required
- Emergency arrangements are in place with details shared to all involved
- Systems are in place to ensure appropriate competences, information, instruction and the sharing of relevant risk information as may be related to the premises or safe operation of contained plant and equipment
- Premises and any plant or equipment are maintained, insured, inspected and assessed as required to ensure safe condition is maintained with appropriate systems of defect reporting and rectification
- Suitable arrangements for cleaning, waste collection and disposal are in place
- A suitably trained fire warden is on site at all times.

Contractors
The Council will ensure that any contractors or others carrying out works on behalf of the Council are assessed prior to the commencement of any works in respect of their health and safety competence, and in particular their arrangements for working safely. This should include checks of their policy statements, risk assessments, method statements, safe systems of work and previous accident records and enforcement history.

Checks on contractor health and safety competence can be accessed under contract with Cornwall Councils Health, Safety and Wellbeing Team via the Safety Schemes In Procurement (SSIP) programme.

Support and reception staff should ensure that all contractors attending on site sign into the building, sign the asbestos register if necessary, wear suitable ID and are accompanied at all times.

Events
The Council recognises that where it organises an event or has sufficient management, commercial or promotional input to be deemed the event organiser in law, then there is a duty to plan, manage, insure and monitor the event to make sure that any health and safety risks are adequately controlled and managed. Specifically, the Council recognises its responsibility for the health and safety of its employees, volunteers, performers, and contractors, members of the visiting public and others who may be affected.

In order to mitigate any risk of harm, injury or loss the Council will engage in a risk assessment based process to include consideration of:

- Competence of involved staff and the need for training and/or competent advice
- Scale, type and scope of the event
- Activities involved
- Type and size of audience
- Location
- Duration of the event
- Time of day and year the event will be held

And use this information to ensure:

- Health and safety plans and arrangements are prepared and in place to control risks
- Co-operation and proper co-ordination of organisations, people and activities
- The provision of relevant information on health and safety risk to both staff and others
- Appropriate emergency plans are in place
- Monitoring of health and safety compliance
- The review of health and safety arrangements including after event debriefs

The Head of Culture and Community and Guildhall General Manager will designate an events coordinator or duty manager for a specific event or activity for the Council and ensure the appropriate health and safety management plans are in place for each event.

Young or Vulnerable Persons

The Council may through employment, volunteering or other means engage with persons who by virtue of age, illness, mental health, disability, sensory impairment or other vulnerability have a different perception and / or comprehension of, and ability to manage risk. Examples may include, but not be limited to, children and young people at events and workshops, vulnerable adults and older people seeking to access services based in Council buildings, customers with limited mobility using public conveniences.

The Council will follow a risk based approach, to ensure the adequacy of existing risk assessments and this will inform the need for any additional control measures.

The relevant service manager will ensure that risk assessments are completed and any finding communicated to all involved persons. Copies of risk assessments and any related safe working procedures will be made available by the service manager responsible for the activities or works.

All customers, staff and / or service users who have limited mobility shall have an agreed personal evacuation plan completed when attending meetings, events or other activities within a Council premises.

All staff, and those involved in the planning and organising of events and activities or in service delivery shall follow the Council's adopted safeguarding policy and Equalities Policy at all times. All staff have responsibilities under the policy for reporting.

Safeguarding

The Council adopts a risk based approach to safeguarding and will ensure that all staff, councillors and volunteers involved in the planning and delivery of services, events and activities where there is any unsupervised access with children and vulnerable adults, shall first have the relevant DBS check completed (disclosure and barring service). The Council subscribes to the Cornwall Council on-line safeguarding team DBS service. Service managers are responsible for providing vetting details and ID for individuals subject to checking and the Town Clerk is authorised to validate ID, prior to checks being completed. Current policy for checking is as follows:

Events Management staff and volunteers – standard DBS check

Relevant individual job roles - standard DBS check
Cornerstone staff and volunteers – enhanced DBS check
Mayor and Deputy Mayor – enhanced DBS check
Third parties operating workshops and events in Council premises – evidence of a completed DBS check for all relevant individuals.

Partnerships
The Council has areas of work that may involve operational partnerships with other employers, agencies or organisations and other arrangements formal or otherwise where organisations including the Council share a workplace.

The Council will follow a risk based approach to ensure health and safety risks are identified, assessed and controlled jointly by organisations involved in working arrangements such as the above to:

- Ensure any new risks associated with the joint working or shared workplace arrangements are addressed
- Identify any potential gaps in the overall partnership or shared workplace safety management system
- Avoid any misunderstandings amongst organisations involved over shared health and safety responsibilities
- Avoid the assumption that the Council will always have the lead responsibilities for health and safety in any operational partnership or shared workplace arrangement

This process is not intended to cover traditional client/contractor arrangements, where health and safety arrangements should be fully specified in the contract or for those situations where health and safety is managed by other means such as the Construction (Design & Management) Regulations 2007 (CDM).

The Council will utilise this process to ensure a partnership agreement, protocol or other such "memorandum of health and safety understanding" is developed such that all health and safety responsibilities are appropriately identified, considered and discharged.

The service manager responsible for the activities or works will coordinate such efforts between involved agencies and ensure appropriate records are kept and any relevant information is shared amongst staff, volunteers and others.

Occupational Health
As part of the service delivery contract with the Cornwall Council Health, Safety and Wellbeing team, St Ives Town Council can access:

- Occupational health advice
- Health surveillance, as may be required by risk assessment or legislation
- A range of occupational health and staff wellbeing services
- On line counselling.