

Quest 2016 – Splus 48

Health & Safety Management

Guidance Notes

Issue 6 – July 2016



Outcomes

- A facility that is a safe place to work and play
- The effective identification and control of risks associated with the facility
- The creation of an effective safety culture across the organisation

Suggested Guidance

PLAN
How do you commit to the management of health and safety?
EXAMPLES OF BEST PRACTICE <ul style="list-style-type: none">• Health and safety policy (includes statement of intent; roles and responsibilities; and management arrangements)• Health and safety arrangements are part of an integrated management system• Health and safety objectives within Business Plan• Industry safety awards
SUGGESTED GUIDANCE <ul style="list-style-type: none">• Is there a comprehensive, up to date, health and safety policy in place that includes:<ul style="list-style-type: none">○ A statement of intent, signed by the senior person within the organisation○ The organisational roles and responsibilities for safety○ The arrangements in place for the management of safety• Are Health and safety arrangements clearly developed, defined and documented as part of an integrated quality management system, for staff and where appropriate customers and partners• Is Health and Safety recognised in the business plan, with clear corporate and site based objectives and targets set and communicated to the team• Have recognised achievements for the management of Health and Safety been achieved such as BS 18001, British Safety Council Awards and The Royal Society for the Prevention of Accidents (RoSPA) awards

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DO

How do you develop a safety culture?

EXAMPLES OF BEST PRACTICE

- Signed health and safety policy statement
- Competent person qualification and support
- Health and safety procedures available to staff
- Health and safety law poster
- Employee liability insurance certificate
- Communication to staff on health and safety matters
- Staff consultation on health and safety, for example health and safety committee meetings
- Management of external contractors, for example shared premise agreements.

SUGGESTED GUIDANCE

- Is a health and safety statement, that has been signed by the most senior person within the organisation, displayed to the staff that acts as a reminder of how seriously the organisation takes the management of health and safety
- Is there a nominated competent person, who is , skilled, knowledgeable, having a good attitude, trained and experienced (SKATE)
- Are health and safety procedures, including the normal operating procedures and emergency action plan available to staff
- Is a fully completed health and safety law poster displayed in staff areas
- Is the employee liability insurance certificate displayed for the staff
- Does the management team communicate with staff on matters related to health and safety on a regular basis, for example, is health and safety an agenda item on all team meetings
- Does the management team formally consult with and actively engage the staff on health and safety matters, for example, has a safety committee been developed, with staff at all levels able to contribute and minutes of meetings shared with staff, do staff surveys on safety matters take place on a regular basis
- Is there evidence of the management of external contractors, for example shared premise agreements for third parties that set out the safety expectations, standards and culture of the organisation

What legislation, regulation & guidance have you considered to deliver this commitment?

EXAMPLES OF BEST PRACTICE

- Comply with relevant health and safety legislation
- Specific and suitably sufficient risk assessments are in place
- COSHH regulations
- PPE regulations

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- Storage of chemicals and substances hazardous to health
- Plans in place for chemical spills
- Accident and RIDDOR reporting
- Sufficient HSE approved first aid trained staff and first aid equipment
- Electricity at work regulations
- Food hygiene regulations
- Provision and use of work equipment regulations
- Working at height regulations
- The need for safety signage identified and displayed
- Health and Safety Executive (HSE) Guidance
- Guidance from national Governing Bodies and Professional bodies
- Access to competent advice on legislation, regulations and industry best practice

SUGGESTED GUIDANCE

- How do management ensure that the arrangements in place comply with the relevant health and safety legislation such as Health and Safety Executive (HSE) guidance
- Are specific and suitably sufficient risk assessments in place, for example fire, first aid provision, noise, display screen equipment, new and expectant mothers, young persons, work experience and manual handling
- Is essential Control of Substances Hazardous to Health (COSHH) data and assessment documentation provided on all chemicals currently in use
- As a result of COSHH requirements is adequate personal protective equipment (PPE) available for appropriate staff
- Are all chemicals and substances hazardous to health stored safely including segregation of acids and alkalis, bottles clearly labelled and bunds that hold at least 110% capacity
- Is there a plan in place to deal with chemical spills and other major incidents
- Do staff understand the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013' (RIDDOR) and are accidents and incidents reported correctly to the Incident Contact Centre (ICC)
- Does the facility have sufficient HSE approved first aid trained staff and is there suitable and sufficient first aid equipment on site, including first aid boxes, PPE, sharp and clinical disposal provision
- Are appropriate checks and inspections carried out on electrical portable appliances, including user checks, visual inspections and portable appliance testing (PAT)
- Are food hygiene regulations being abided by, including procedures to address food safety such as 'Food Standard Agency (FSA) safer food better business' and food safety risk assessments such as hazard analysis critical control points (HACCP)
- Has work equipment been serviced in line with legislation and manufacturer's instructions, including trampolines, pool hoists, passenger lifts, gas boilers, basketball winches, cricket nets

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- Are processes in place for working at heights, including ladders and other access equipment including mobile elevated work platforms (MEWPs)
- Has the need for safety signage been identified and suitable safety signage displayed including fire safety, mandatory (PPE), warning, prohibition, hazardous substances and advice and information (First Aid)
- Is Health and Safety Executive (HSE) guidance being used to inform the management of health and safety, for example Managing Health and Safety in Swimming Pools (HSG179)
- Is guidance from sport governing bodies and professional body guidance being used to inform the management of health and safety
- Does the facility have access to competent advice for updates on legislation, regulations and industry best practice, for example corporate health and safety managers, journals, national governing bodies, consultants and professional bodies

How do you ensure staff are competent to deliver this commitment?

EXAMPLES OF BEST PRACTICE

- Qualification matrix
- Training plans
- Procedures and policies
- Induction and ongoing training
- Competency Tests
- Evacuation drills and training
- Staff training and qualification records
- Appraisal scheme

SUGGESTED GUIDANCE

- Has a qualification matrix been established to define the qualifications for each role
- Does the facility have a live corporate and site specific training plan that incorporates health and safety
- Do management ensure that staff are trained in any relevant procedures and policies; and any changes are actioned accordingly
- Is an appropriate induction training programme in place that outlines staff responsibilities for safety, the safety policy and the arrangements for safety. Is appropriate refresher training regularly carried out for all staff
- Does the organisation carry out competency test staff after training to ascertain the levels of comprehension achieved
- Are evacuation drills and training regularly carried out and recorded for all staff, with records maintained on site
- Does the facility have training and qualification records for all staff, are staff qualifications tracked and expiry dates highlighted
- Do appraisals and personal development plans include a focus on safety training

How have you allocated resources to deliver this commitment?

EXAMPLES OF BEST PRACTICE

- Health and Safety Budget

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- Time allocated for staff training in health and safety
- Time for responsible persons to deliver role
- Planned reviews

SUGGESTED GUIDANCE

- Is there a defined budget for the management and training of Health and safety, for example replacement of PPE, new equipment, servicing equipment, emergency procedure and critical incident management refresher training
- Has the time and resources to train all staff in health and safety been allocated
- Is time allocated to assist management and the responsible person to carry out their duties
- Are planning reviews, updates and actions delivered on a regular basis, for example appraisals, safety meetings, training programme, budget, procedure review, check sheet review, accident records and risk assessments

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- Proactive monitoring arrangements (for example: internal and external safety audits; safety inspections; safety surveys; safety tours; and safety sampling)
- Reactive monitoring arrangements (for example: accident and incident analysis; near misses analysis; monitoring of insurance claims; and monitoring of complaints)
- Safety policy objectives and KPIs
- Benchmarking

SUGGESTED GUIDANCE

- Has the organisation defined and delegated a programme of proactive monitoring to help reduce accidents, including:
 - Safety audits - including the completion of internal audits and audits by external specialists (for example, EHO audits, fire audits, client audits, audits by health and safety industry specialists)
 - Safety inspections – appropriately completed, with counter signatures and spot checking by senior management
 - Safety surveys involving staff at all levels, customers and stakeholders
 - Safety tours undertaken by senior management
 - Safety sampling of the arrangements in place
- Has the organisation defined and delegated a programme of reactive monitoring following accidents, including:
 - Accident analysis
 - Incident analysis
 - Near misses
 - Monitoring of insurance claims – defined systems in place and known by senior management on how to handle any claim
 - Monitoring of complaints concerning health and safety

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- Has the organisation developed a series of KPIs to help measure performance against the safety objectives
- Are KPIs used to benchmark safety performance, both internally within the organisation and externally through schemes such as the Quest benchmarking, HSE & ROSPA Statistics

REVIEW

How do you review what you measure?

- Safety review meetings
- Updated facility improvement plans / risk reduction plan
- Actions from the monitoring process added to improvement plan.
- Accident, incidents and near miss investigations
- Additional training and development
- Procedures and policy systems

SUGGESTED GUIDANCE

- Do responsible persons across the organisation meet to share reviews, accident investigations and workload
- Does the facility have a formal process to record and track corrective action or risk reduction actions from risk assessments, accidents and other sources, such as a risk reduction plan (RRP) or an improvement plan
- Are the findings following the programme of monitoring analysed and consistently added to an improvement plan to ensure actions are implemented
- Are accidents and near misses a trigger for investigation, review, update and creation of standards? Are there subsequent actions to reduce repetition
- Is additional training and development implemented to enhance the staff knowledge and compliance following reviews
- Do management have a process in place to regularly review and update relevant procedures and policy systems, including the health and safety management system

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- Results from staff and stakeholder surveys
- Safety objectives are achieved
- Audit scores and safety inspection results
- Risk reduction actions addressed
- Accidents statistics improving
- Improvement actions are completed
- Insurance Claims
- Reduced insurance premiums payments

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- KPIs are improving

SUGGESTED GUIDANCE

- Are the results from staff and stakeholder surveys improving and giving evidence of a positive safety culture
- Is the organisation on target to achieve the safety objectives
- Are safety audit scores improving. Are safety inspection results improving
- Have actions on the risk reduction plan been addressed
- Have the number of accidents per 10,000 customer visits reduced. Have reportable accidents reduced
- Have the areas for improvement in the improvement plan been addressed and contribute to improved monitoring scores
- Is there a reduction in the number of personal injury payments and claims
- Have insurance premium payments been reduced
- Are health and safety KPIs improving.