

Advice and Information

Health and Safety

Policy

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Introduction

Introduction

A community transport (ct) operator like any other organisation has a legal responsibility to ensure that its activities do not have a detrimental effect on the health and safety of its employees, volunteers, passengers and other individuals, such as visitors. A ct operator's commitment to health and safety should go beyond the legal minimum compliance to the regulations. Poor health and safety leads to illness and accidents, which can result in significant costs to the organisation.

Legislation

The **Health and Safety Act 1974** places a general duties that employers have towards employees. It also requires employers to protect people other than those at work, such as their volunteers, services

users and members of the public from risks to their health and safety arising out of, or in connection with their work.

A ct operator has a legal responsibility for the health and safety of everyone affected by the organisation. Its responsibilities include:

- Carrying out a thorough health and safety risk assessment across the organisation
- Drawing up a Health and Safety Policy
- Ensuring that the workplace (including vehicles) meet minimum standards of comfort and cleanliness
- Recording serious injuries, diseases or dangerous accidents in an accident logbook (in some cases reporting them to the relevant authority).

Failing to follow health and safety rules can have severe consequences. An organisation can be fined or its directors/trustees could face a prison sentence. In some circumstances, the operation could be closed down to stop it from acting illegally.

Avoid the costs of illness, accidents and incidents at work

Failing to establish and implement good health and safety policies and procedures could be an expensive mistake. A ct organisation could incur a range of costs, including:

- Wages of the people who are ill or injured, plus the costs of covering their jobs
- Lost service provision caused by disruption to the operation inexperienced replacements
- Damage to the service, equipment or the premises
- Costs of investigating and correcting the problem
- Fines and legal costs if the organisation is prosecuted
- Compensation if the organisation is responsible for accidents that cause injury or damage to individuals or property
- Increased insurance premiums

Ramifications for insurance costs

Insurance provides some protection, though it rarely covers all the costs of accidents or illnesses. As a legal minimum, an organisation must have employers' liability insurance if people are employed. But from a operation point of view the organisation may also need insurance against other risks, such as clean-up costs or public liability. The ability to show that a ct operator has sound health and safety policies and procedures is essential if the organisation wants to get competitive insurance premiums.

Insurers will want to assess the measures the organisation has in place to minimise the risks of an incident occurring (e.g. a comprehensive driver training programme, such as MiDAS.) If the insurer isn't satisfied with the organisation's approach to health and safety then its premiums could increase. At worst the operator might not be able to find an insurer prepared to cover its risks, which could make it impossible for the organisation to continue trading. If the operator can demonstrate that they take risk management seriously, then it may be able to reduce its premiums.

Plan ahead to get measures right

The best approach to managing health and safety in the workplace is to have the right procedures and practices in place from the start and then monitor them regularly to ensure they are being carried out and are still appropriate.

Once the ct operator has conducted a risk assessment, it may want to implement the following:

- To assess all other possible environmental risks
- Update assessments whenever subject to change, e.g. if the organisation purchases a new accessible minibus, then change and train the working practices of relevant staff
- Carry out routine mini-assessments-look for potential health and safety problem
- Involve staff e.g. via a safety representative or committee, and encourage them to give the organisation ideas to improve
- Keep up to date with the latest technology, to develop new ideas to improve health and safety performance

- Carry out regular maintenance to keep equipment and vehicles operating at full efficiency to reduce health, safety and pollution risks
- Carry out regular checks to ensure staff are following safety procedures
- Set up a health and safety management system (this would make it easier for them to keep on top of risk assessments and other safety issues in the organisation)

The Health and Safety Executive's (HSE) website has lots of useful information to help small organisations to ensure they manage their health and safety.

A Health and Safety Policy

A Health and Safety Policy is a plan detailing how an organisation is going to manage health and safety issues. The policy should outline the organisation's commitment to managing risks and complying with legal requirements. The Health and Safety Policy should include the following:

- The statement of intent - which outlines the organisation's commitment to managing health and safety effectively, and what they want to achieve
- Responsibilities - which states who is responsible for what
- Methods - which outlines how the organisation is going to implement the plan to practice

Remember

If an organisation employs five or more people they must have a written health and safety statement and a record of health and safety arrangements. The CTA advises that volunteers should be included in this count of five or more people. A written document is necessary to inform the organisation and its workforce of the policy and who's responsible for what.

If an organisation employs less than five people, it is not legally required to have a written health and safety statement. However, they must ensure that employees work safely-a written policy can help to do this.

Before writing a Health and Safety Policy

The organisation's Health and Safety Policy should be specific to its operation. It is important to consider the issues facing the organisation before writing the policy.

Legal Duties

The organisation should ensure that its systems for managing health and safety enable the operation to comply with the law. The organisation should appoint a 'competent person' to manage the health and safety responsibilities. Refer to the leaflet on getting specialist help with health and safety from the Health & Safety Executive (HSE) website. The HSE can advise the organisation on what else they may need to do.

Risks

The organisation has a legal duty to carry out a risk assessment to identify any aspects of the operation, its processes or workplace that could cause harm to:

- Employees and others associated with the organisation
- Members of the public including passengers, suppliers and anyone else affected by the operation

The risk assessment must include how the organisation control the risks identified. For more guidance, see the CTA advice leaflet: [Health and Safety - Risk Assessments](#).

CTA Performance Standards and Quality Mark

Both the Performance Standards and the Quality Mark sets out the minimum standard of operation that the CTA believes needs to be demonstrated in order for an organisation to be able to assert that they provide a quality service. Standard 7 of the Standards and the Quality Mark focuses on Health and Safety requirements especially on the legal requirement for organisations to have a written Health

and Safety Policy if they employ five or more people. CTA recommends that even if a ct operator only uses volunteers that they should have a written Health and Safety Policy in place.

Model Health and Safety Policy

Introduction

The Health and Safety at Work etc Act 1974, together with the Management of Health and Safety at Work Regulations 1999, other associated Health and Safety legislation and Codes of Practice impose duties on all employers in respect of Health and Safety at Work. These duties extend to **[Name of Organisation]**, its employees and also other persons who may be affected by our activities. As an employer, we have devised a health and safety statement to include these duties. All **[Name of Organisation]** employees should carefully read this statement.

Objectives

To eliminate or minimise, as far as is reasonably practicable, the risk of injury to:

- All employees and volunteers
- Staff, agency workers and trainees
- All non-employees, including the general public, passengers, visitors to our premises and any other person who may be affected by the activities or undertakings of ours or our employees at work.

Statement of Intent

[Name of Organisation] recognises that the health, safety and welfare at work of all employees, whether on their premises, or carrying out their operation elsewhere, is primarily the responsibility of the organisation. In addition, our duty of care extends to other persons while they are on our premises or affected by our activities. To achieve this effectively, we will implement risk assessments, to:

- Identify hazards of our work activities and assessing the risks to the health and safety of employees and other persons
- Record the management action required to effectively reduce the risks of injury and ill health
- Provide and maintaining safe premises of work
- Ensure safe methods of using, handling, storing and transporting harmful substances
- Provide suitable and sufficient information, instruction, training and supervision

- Provide and maintain a safe working environment with adequate welfare facilities
- Provide and maintain the workplace, to provide safe conditions, with safe access to and egress from a place of work and procedures for evacuation in an emergency
- Providing adequate and suitable personal protective equipment when required
- Identify individuals with responsibility for health and safety management and advice
- Provide codes of practice and systems to cover all aspects on health, safety and welfare matters
- Arrange for the provision of competent technical advice on health, safety and welfare matters

[Name of Organisation] reminds all its employees of their duties under the Health and Safety at Work Act 1974 to take care of their own safety and that of others. They should also cooperate with management to enable them to carry out their responsibilities successfully. A copy of this statement and the following organisation and summary of arrangements will be issued to all employees, as part of the Staff Handbook. All documents will be added to or modified as legislation or the local situation changes.

[Name of Organisation], as the employer, is ultimately responsible in law for:

- The health, safety and welfare of our employees at work
- The conduct of our organisation to ensure the health, safety and welfare of the public and other persons not employed by us

To meet these responsibilities we will ensure that:

- There is an effective overall policy for the health, safety and welfare of employees
- We have adequate funds available to meet any requirements
- Any necessary changes are made to the policy
- The general public are made aware of any situations that arise which may affect their health, safety and welfare and where necessary take steps to eliminate such situations
- Our activities do not have a detrimental effect on the health, safety and welfare of the general public

- We are organised and have sufficient numbers of competent staff to meet s responsibilities for health, safety and welfare

NOTE: Day to day responsibilities for health and safety matters are delegated to managers as set out below.

Health and Safety Management Responsibility

The Nominated Lead for Health and Safety is **[Please Name Specify]** and the Operations Manager's responsibilities are to:

- a) Ensure that we have in place the appropriate arrangements to ensure compliance with legislation and local policies on health, safety and welfare.
- b) Ensure we employ a competent person to provide advice and assistance on health and safety matters, as required by the Management of Health and Safety at Work Regulations 1999 who will, in turn have full access to the Trustees. Ensure the Trustees discuss health and safety matters as and when necessary or as requested by a Safety Representative.
- c) Ensure arrangements are made for joint consultation with all employees.

Responsibilities

The person with overall responsibility for health and safety is the Chair of the Management Committee, who acts on behalf of the **[Name of Organisation]**.

The Operations Manager

The Operations Manager will be responsible for all matters relating to health, safety and line management within their depot. They will ensure that guidance and instructions, relating to health and safety, are practised and information relating to regulations and codes of practice are disseminated to those employees for whom they are responsible. They will also ensure that safe working practices are used at all times (and any necessary controls maintained).

Others with Responsibilities

- The person to whom all incidents relating to the use and location of the office-based fire extinguishers should be reported to is **[specify the name]**
- The person to whom all incidents relating to the use and location of vehicle-based fire extinguishers should be reported to is **[specify the name]**
- The person to whom all vehicle related safety hazards and all motor accidents, occurring in the course of our operation should be reported to is the Operations Manager
- The person to whom all non-motor accidents occurring in the course of operation should be reported to **[specify the name]**
- The person to whom all other safety hazards should be reported is **[specify the name]**
- We are entitled to elect a safety representative and we incur a legal duty to consult with that person on all issues affecting health and safety in the work place

All Employees

Employees have a duty to co-operate with their employer as far as is necessary to enable the employer to comply with their legal obligations. All safety rules and arrangements relating to our activities will fall within the framework of legal obligation and all employees will be required to:

- Comply with any procedures, safe working practices or instructions that have been initiated by management for their health, safety and welfare
- Take reasonable care for their own health and safety and the health and safety of any other person who may be affected by their actions or omissions at work
- Not mis-use or damage any article provided in the interests of health and safety
- Report to the Operations Manager all injuries and hazards or defects in equipment without delay

Failure to comply with these responsibilities may lead to appropriate action being undertaken using our disciplinary procedure.

Summary of Arrangements

The following health and safety arrangements apply to all of our operations and activities. The Director/Operations Manager must ensure that the following arrangements are adhered to.

Accident/Incident and Near Miss Reporting

We will provide a system for recording all accidents, dangerous occurrences, diseases, this will include reporting of violence and other incidents that occur in premises, work areas and through activities controlled by **[Name of Organisation]** involving employees, appointed contractors, visitors, member of the public and others.

First Aid at Work

We will provide suitable first aid facilities and equipment should employees or other persons become ill or injured whilst at work, or due to any work activities carried out by the Organisation.

Fire

We will take all reasonable steps to prevent or minimise the possible occurrence of fire within the premises that it owns and controls and will provide detection/warning systems and establish emergency and evacuation procedures (where necessary). Fire Risk Assessments will be carried out of premises and this will highlight activities where there is a risk of fire. Suitable instructions will be displayed and training and information on fire prevention will be issued to all employees.

Risk Assessment

We will ensure that a systematic approach towards risk assessments is carried out to control and identify hazards and those at risk from those hazards. It will include the identification of all activities, the hazards and risks associated with them and a review of the method by which they are controlled.

Safe Working Practice

Safe Working Practices and formal procedures are provided for controlling risks associated with the work activities, identified through the risk assessments.

Control of Substances Hazardous to Health

We will ensure that a systematic approach is carried out to identify and control hazardous substances that occur as part of the work activities, and to reduce the risk of injury or ill health to employees and others who may be exposed to the substances.

Electricity Safety

We will ensure that arrangements are in place to cover electrical safety for portable equipment, fixed installations, appliances and electrical work activities and the disposal of unwanted electrical equipment.

Office Workstations

We will ensure that arrangements to identify and assess office workstations and the working environment, including display screen equipment and their users, are established. Arrangements will include eye or eyesight tests for users of display screen equipment.

Personal Protective Equipment

We will ensure that suitable personal protective equipment is provided for employees, where work carried out presents health and safety risks that cannot be adequately controlled through other means. Employees will be instructed and trained in the safe use of their personal protective equipment and the arrangements for maintenance, cleaning and replacement.

Communicable Disease Control

We will provide arrangements to identify those employees who may be exposed to communicable diseases and ensure that adequate control measures and procedures are provided to reduce the risk of infection.

Noise at Work

We will establish the way in which noise exposure to employees and others is controlled whilst work activities are undertaken.

Young Persons at Work

We will provide arrangements to ensure the health, safety and welfare of young persons who are employed or on work experience with them.

Plant Machinery and Work Equipment

We will ensure that all plant, machinery and work equipment is suitable for its proposed use, and is inspected and maintained by a competent person to ensure that it is safe when used in accordance with the manufacturer's instructions. The Operations Manager will keep records of all maintenance. It is important that all operators of such equipment will be suitable, trained and competent.

Violence and Aggression at Work

We will take all reasonable steps to ensure employees are not subjected to violence or aggression during duty. Arrangements will be established to minimise the risk of violence and aggression. These will include the means of monitoring employees in potentially dangerous situations, a system for reporting incidents, safe working practices, adequate training for all employees at risk and for the provision of support facilities i.e. counselling.

Management of Water Systems

We will ensure that arrangements are in place to manage and control its water based systems and equipment, within its buildings. In doing so it will prevent and control the possible risk of exposure to employees and others of Legionella, the hazards from high temperature water and ensure the provision of drinking water.

Contractors and Contracted Works

We will ensure that persons carrying out contracted works on [Name of Organisation] premises, land or structures are assessed in respect of their competence, with special attention taken towards their compliance to health safety matters.

Arrangements will be established for the management of contracted works, which will include the provision of information to contractors, monitoring of the contract and the contract's systems and performance for health and safety.

Manual Handling

We recognise the latent and inherent risk of manual handling injuries in many work activities. Arrangements will be made to ensure that when identified through risk assessment any risks of injury from lifting and carrying operations will be eliminated or reduced so far as is reasonably practical. Reviews of safe working practices and additional training will be carried out (where necessary).

Audits, Monitoring and Inspections

The monitoring of compliance with Health and Safety legislation and the our own policies and arrangements will be carried out by various audits and inspections.

Lone Working

We will ensure procedures are established to minimise the risks to persons working alone. Where necessary, means of communication and information will be provided to employees and systems of monitoring, both during normal working hours and outside those times will be arranged.

Training

We will ensure that suitable and adequate health and safety training is provided for all employees within their authority to ensure that they can carry out their responsibilities and work activities in a competent and safe manner.

When allocating work to employees, we shall ensure that the demands of the job do not exceed the employees' ability to carry out the work without risk to themselves or others. We will take account of the employees' capabilities and the level of their training, knowledge and experience. If additional training is needed, we shall determine ways in which this can be provided.

Review

The Health and Safety Policy will be reviewed annually or as a result of any changes either to the legislation or within our operations that have an effect upon its arrangements for health and safety. Reviews will be conducted by the Management Committee. Amendments will be circulated and all employees will be part of the consultation process prior to the finalised policy.

[Staff member's name] understands and accepts this policy adopted by our organisation.

[Name of Organisation] policies are reviewed annually and their effectiveness is measured during day to day monitoring of our work and any changes are made and communicated as necessary.

Signed on behalf of **[Name of Organisation]** Management Committee:

Signed:

Dated:

Review Date:

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About the Community Transport Association

The Community Transport Association is a national charity that represents and supports providers of community transport: thousands of other local charities and community groups across the UK that all provide transport services that fulfil a social purpose and community benefit. We are for, and about, accessible and inclusive transport.

We help our members remain relevant and responsive to key areas of public policy and to make a big difference for the people and families in the communities in which they work. Our vision is of a world where people can shape and create their own accessible and inclusive transport solutions and our mission is to achieve this through championing accessible and inclusive transport, connecting people and ideas and by strengthening our members and raising standards.

Keep up to date with CTA via our website or by signing up to our monthly [News Brief](#).

About CTA's Advice Service

The CTA's Advice Service is available to CTA members, community and other voluntary groups, local authorities and other statutory bodies. It offers information and support on any aspect of non-profit transport operations. The CTA's Advice Service covers the whole of the UK and is supported by national governments. We will only ever explain the most accurate and commonly accepted interpretation of regulations and best practice. We do this by providing support and information on a wide range of community transport related topics such as permits and licensing regulations and by signposting to other agencies. The Advice Service does not exist to provide legal advice on any topics. If you are still unsure you will need to seek [legal advice](#).

For more information, contact

advice@ctauk.org | 0345 130 6195 | www.ctauk.org

This leaflet has been primarily produced for members of the CTA. If your organisation has benefited from using it but isn't a member please consider joining us, for more details please see: <https://ctauk.org/why-become-a-cta-member>.

Disclaimer:

The Community Transport Association has made every effort to ensure the accuracy of the information contained in this leaflet, but it should be noted that this is only a guide, and should be treated as such.