



Bespoke Trainers

Bespoke Care Cheshire Ltd T/A Bespoke Trainers Ltd
General Statement of Policy
Health & Safety

It is the policy of Bespoke Trainers to comply with the terms of the Health and Safety at Work etc Act 1974 and subsequent legislation and to maintain a healthy and safe working environment. Our aim is to minimise the number of instances of occupational accidents and illnesses and ultimately to be an accident-free workplace.

All employees will be provided with equipment, information, training, and supervisions as necessary to implement the policy and achieve the stated objective.

Bespoke Trainers recognises the duty to protect the health and safety of all visitors to the company, including contractors and members of the public.

Bespoke Trainers committed to the health and safety of all learners. We will work in partnership with learning funders and employers to promote and share best practice and will support the raising of standards of health and safety in the learning environment and the workplace. All learners with the company will be informed of the Health and Safety Policy for Learners which is included in the learner handbook.

Whilst doing all in its power to ensure the health and safety of employees, it is recognised that health and safety at work is the responsibility of each individual associated with the company. It is the duty of each employee to take reasonable care of their own and other people's welfare and to report any situation which may be a threat to the well may be being of any other person.

All injuries, however small, sustained by a person at work must be reported to Sheila Goodwin MD.

Accident records are crucial to the effective monitoring and revision of this policy. This policy will be continually monitored and updated, particularly when changes in legislation occur.

The arrangements for implementing the policy and the personnel responsible are detailed below.

Name Sheila Goodwin
Signed S Goodwin
Date 30/11/2021

Title Managing Director



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Safety Personnel. The person for final and overall health and safety in Bespoke Trainers Sheila Goodwin Managing Director.

Consultation

Consultation with employees is important to effective health and safety management. Team meetings are held monthly, and this will be the forum for information to be communicated and for employees to be consulted on health and safety.

These meetings will be used to assess the effectiveness of the policy.

An annual review of the health and safety policy and learning health and safety policy will be held as part of the business planning process.

Bespoke Trainers will promote a health and safety culture and communicate with employees the importance of a safe working environment. This policy will be reinforced through supervision, oral and written directives.

All employees are expected to co-operate with safety representatives and to accept their duty under this policy. Disciplinary action may be taken against any employee who violates safety rules or fails to perform his or her duties under this policy.

Safety Training is regarded as indispensable, and it is essential that every worker in the organisation is trained to perform their job safely and effectively. All workers will be trained in safe work practices and procedures as part of induction or when taking on a new role. Training may include advice on safe practice, guidance on health and safety policy and procedures, informal and formal training.

Training needs will be reviewed yearly at appraisal and any need for update training identified will be actioned.

Workplace Inspections, Regular inspections of the workplace will be conducted for new employers upon registration to programme and then every 12 months and in high risk environments a review will be completed every 6 months. In addition, inspections will be conducted where there are significant changes in the nature or scale of operations.

Work Equipment Bespoke Trainers will comply with the law as set out in the Provision and Use of Work Equipment Regulations 1998. It will endeavour to ensure all equipment is safe and suitable for the purpose for which it is used. All workers will be provided with adequate information and training to enable them to use equipment safely.

All equipment will be maintained in good working order and repair.

Any equipment that could pose a risk to the wellbeing of persons will be restricted to authorised users.



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Any faults found with equipment must be reported to Susan Waterford Assurance Officer.
Personal Protective Equipment It is the policy of to comply with the law as set out in the Personal Protective Equipment at Work Regulations 1992.

All workers exposed to a risk to their health and safety whilst at work will be provided with suitable personal protective equipment. Prior to provision of protective equipment an assessment will be carried out as to its suitability.

All protective equipment provided will be maintained in good working order.

All workers provided with personal protective equipment will be given training and information on its use, maintenance and purpose.

Employees must use all personal protective equipment provided to them in accordance with the training and instruction given to them regarding its use. Employees who have been provided with personal protective equipment must immediately report any loss of or obvious defect in any equipment provided to their supervisor or the Director of Safety.

Manual Handling Operations Regulations 1992 It is the policy of Bespoke Trainers (BS) to comply with the law as set out in the Manual Handling Operations Regulations 1992.

Manual handling operations will be avoided as far as is reasonably practicable. Where it is not possible to avoid manual handling operations an assessment will be made taking account of the task, the load, the working environment and the capability of the person.

All steps will be taken to reduce the risk of injury to the lowest level possible.

Manual Lifting and Moving Guidance

Lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand.

The load to be lifted or moved must be inspected for sharp edges, splinters and wet or greasy patches.

When lifting or moving a load with sharp or splintered edges gloves must be worn. Gloves should be free from oil, grease or other agents which might impair grip.

The route over which the load is to be lifted or moved should be inspected to ensure that it is free of obstructions or spillage which could cause tripping or spillage.

Employees should not attempt to lift or move a load which is too heavy to manage comfortably.

Where team lifting or moving is necessary one person should act as coordinator, giving commands to lift, lower etc.



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When lifting an object off the ground employees should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back. These steps should be reversed for lowering an object to the ground.

All staff will receive annual Moving and Handling training. Display Screen Equipment It is the policy of Bespoke Trainers to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

All workstations will be risk assessed to ensure they meet regulations.

The risk to users of VDU screens will be reduced to the lowest extent reasonably practicable.

VDU screen users will be advised to take periodic breaks in their work.

Eyesight tests will be provided for VDU screen users on request.

Where necessary VDU screen users, will be provided with the basic necessary corrective equipment such as glasses or contact lenses.

All VDU screen users will be given appropriate training on the health and safety aspects of this type of work.

Control of Hazardous Substances

It is the policy of Bespoke Trainers to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002.

A risk assessment will be conducted of all work involving exposure to hazardous substance. This will be based on the manufacturers and supplier's health and safety advice and our own knowledge of the work process.

We will ensure that exposure of workers to hazardous substances is minimised and adequately controlled.

All workers in contact with hazardous substance will receive training and information on issue related to that type of work.

New or Expectant Mothers

It is the policy of Bespoke Trainers to comply with the European Directive on Pregnant Workers.

A risk assessment will be carried out for new or expectant mothers. Where a risk is identified working conditions or hours will be adjusted to avoid the risk. Where this is not practical the employee concerned will be suspended on full pay.

Fire Safety Bespoke Trainers fire safety policy and procedures take account of fire hazards and comply with fire regulations

The person responsible for ensuring the maintenance and testing of fire alarms and firefighting equipment is Sheila Goodwin Bespoke Care Cheshire. All workers have a duty to report any fire, smoke or potential fire hazards to the emergency services.

All workers have a duty to conduct their operations in a way that minimises the risk of fire.

Fire Detection Equipment

Battery operated Smoke Detectors are located on each floor throughout the premises.

There is a Stand-Alone Fire Call Point, manually operated, 160 decibels, which can be heard clearly throughout the premises when activated.

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Fire Fighting Equipment

Fire extinguishers are located at strategic points throughout the workplace. Workers are expected to tackle a fire themselves only if it would pose no threat to their personal safety to do so. If the situation is dangerous or potentially dangerous the employee should ring emergency services and evacuate the building.

Fire Exits

Fire exits are located at the front of premises. Exit doors and corridors must never be locked, blocked or used as storage space.

Smoking

Smoking is prohibited within the building itself.

List of designated smoking areas:

Front of Building

Emergency Evacuation Procedure

In the event of the fire alarm being activated, or in any other emergency situation (such as a bomb scare), all employees must leave the building by the nearest available exit and assemble at the designated assembly point.

The designated assembly points:

Front of the building – Stanley Road

Practice fire drills will be conducted every year to ensure employee familiarity with emergency evacuation procedures.

Accident Investigation & Reporting

It is the policy of Bespoke Trainers to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR95).

The company sees accident investigation as a valuable tool in the prevention of future incidents. In the event of an accident resulting in injury a report will be drawn up by Sheila Goodwin or a person appointed by them.

- The circumstances of the accident including photographs and diagram wherever possible
- The nature and severity of the injury sustained
- The identity of any eyewitnesses
- The time, date and location of the incident
- The date of the report

All eyewitness accounts will be collected as near to the time of the accident as is reasonably practicable. Any person required to give an official statement has the right to have a lawyer or a representative present at the company's expense.

The completed report will then be submitted to and analysed by the Management who will attempt to discover why the accident occurred and what action should be taken to avoid a recurrence of the problem.

All reports will be submitted to the company lawyers who will advise on liability, proceedings and quantum of damages. The lawyers will then submit the report to the company's insurance risk advisors for assessment.



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A follow up report will be completed after a reasonable period of time examining the effectiveness of any new measures adopted.

Accident Procedure

The persons holding a current first aid certificate is responsible for the proper use and maintenance of each first aid kit.

The first aid kit is located in the kitchen cupboard.

Qualified first aiders are:

Name Sheila Goodwin /Susan Waterford

All cases of accident and disease must be reported to the line manager

Accident records are compiled and stored by Sheila Goodwin, who is responsible for reporting cases of accident and disease to the relevant enforcing authority under the RIDDOR 2013

Regulations where applicable.

General

- All employees should be aware of, respect and adhere to the rules and procedures contained in this policy statement.
- All employees shall immediately report any unsafe practices or conditions to the relevant authority.
- Horseplay, practical joking or any other acts which might jeopardise the health and safety of any other person are forbidden.
- Any person whose levels of alertness and / or ability are reduced due to illness or fatigue will not be allowed to work if this could jeopardise the health and safety of that person or any other person.
- Employees shall not adjust, move or otherwise tamper with any electrical equipment, not within the scope of their duties, unless instructed to do so by a senior member of staff.
- All waste materials (PPE) must be disposed of carefully and in such a way that they do not constitute a hazard to other workers.
- No worker should undertake a job which appears to be unsafe.
- All injuries must be reported to the Operations manager or a delegated representative.
- Work shall be well planned.
- Suitable clothing and footwear will be always worn. Personal protective equipment shall be worn wherever appropriate. On visits to learners if required by the Employer.

Working Environment

- Work sites must be kept clean and tidy.
- Any spillage must be cleaned up immediately.
- Waste materials and rubbish must be removed routinely.

Walkways

- Walkways and passageways must be kept clear from obstructions at all times.
- If a walkway or passageway becomes wet it should be clearly marked with warning signs and / or covered with non-slip material.
- Trailing cables are a trip hazard and should not be left in any passageway.



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- Any objects are stored in or around a passageway, care must be taken to ensure that no long or sharp edges jut out into the passageway in such a way as to constitute a safety hazard.

Safe driving

- Awareness of safe driving behaviour is provided to all staff at induction.
 - Must be in possession of an appropriate current class of license.
 - All staff driver license status is reviewed at scheduled intervals.
 - Drivers must do a visual check of their vehicle before the start of each journey.
 - All drivers must comply with the highway code.
 - Staff must use hands-free devices for mobile phones while driving. Call times should be minimized while driving.
 - When refuelling drivers must adhere to the Health & Safety regulations displayed
 - Staff shall not attempt to put a vehicle in motion while under the influence of alcohol or any other drug.
 - Staff who use their own vehicle for company use must ensure the vehicle is in a road worthy condition.
 - Staff who are provided with a company vehicle are responsible for keeping regular checks condition of tyres, brake fluid levels, oil and water, windscreen wash etc.
 - Bespoke Trainers is responsible for the maintenance and repairs to all company vehicles.
 - All company vehicles are insured by a mini fleet insurance and all staff are given the relevant details, policy number, telephone contact numbers in case of a breakdown or emergency. This information must be kept in the company vehicle at all times.
 - Accident report form in place to record data that relates to breakdowns, collisions and other safety incidents.
 - Staff must plan in advance any work that requires extending driving.
 - For periods of extending driving staff to ensure they take regular rest breaks.

 - Lone Workers
 - Staff must complete a forecast on Outlook to be accessed by the office by Friday for the following week stating all their movements, appointment times and the location of all visits, it is their duty to notify the office of any changes that occur to their schedule, by telephone call to the office or direct into outlook.
 - All staff are provided with a mobile phone. Which must be switched on at all times and any missed call to the office must be returned as soon as possible.
 - ICE (in case of emergency, all staff must have a minimum of 2 ICE numbers recorded on their mobile phone.)
 - Staff are responsible for following the rules and procedures for lone working
 - Staff must report or identify any concerns they might have in respect of lone working.
- Recruitment Bespoke Trainers (BS) Ltd work with vulnerable learners and service users, to comply with safeguarding the following procedures are in place: -



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Applications Forms

- The application form states that any person applying for a position within Bespoke Trainers (BS) Ltd must declare any criminal record
- The application form states that any person applying for a position within Bespoke Trainers (BS) Ltd that will have contact with vulnerable learners will be subject to a DBS check.

Learner Health and Safety

Bespoke Trainers is committed to ensuring through assessment and monitoring that all learners work is in as safe an environment as possible.

All workplaces will have a safety check prior to induction to ensure public liability insurance is in place and the workplace complies with all statutory health and safety requirements.

For learners funded by ESFA this will involve the completion of the HASPS documentation Standards 1- 9 for Employer workplace assessments. The outcome of assessment can be accepted, accepted with action plan or rejected.

A central database will be maintained and monitored for Employer HASPs. This will state the level of risk and date for renewal; high risk 1 year, medium risk 2 years and low risk 3 years.

The completed HASPSS documentation will be sent to team managers. Team managers will be responsible for ensuring quality assuring the documentation and ensuring those employers with actions are reassessed.

For learners funded by ESFA a HASPS document will be completed for each learner.

An audit trail will be used to ensure SFA health and safety requirements are met. At a minimum this will include a record of each employer showing date of HASPS assessment, date of any action plan to be completed, date of reassessment, level of risk, date approved to have learners to, all learners with an employer, date HASP document completed, date of any action plan to be completed, date of reassessment and actions closed off.

All learners will be assessed on their understanding of health and safety, signing in/out, fire, first aid and accidents procedures during induction and throughout the qualification and within the review process.

All learners will have an assessment of their learning or training needs in relation to health and safety through the skill scan and health & safety check.

Any needs identified will be recorded, action agreed as to how these are to be met and learner's responsibility to inform their manager

All learners will be assessed on their understanding and practical application of health and safety during the course of their learning.

Learners with any concerns about health & safety practice within their workplace must report these to their manager.

Assessors or centre staff who have concerns about a learners health & safety practice must discuss this with the learner and agree how practice will be improved.

Assessors or centre staff with concerns about health & safety practice in a learner's workplace must report these their team manager. Under the concerns procedure next steps will be agreed and a record kept of these and the outcome.



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Where there is a statutory duty to report Bespoke Trainers will comply with this. Health & safety of learners will be reviewed at the centre standardisation meeting.

Bespoke Trainers has policies in place for learners in relation to bullying and harassment and safeguarding.

Accident and Investigation Procedure Scope:

This procedure monitors the way in which accidents, involving learners on programmes managed by Bespoke Trainers under Government / public funding, are reported and investigated. It also covers accidents involving visitors and staff.

Responsibility: The Quality Assurance Officer has overall responsibility for accident reporting and investigation for learners.

A report is compiled and forwarded to the Managing Director.

Where the accident is reportable under RIDDOR, the following action will be taken:
ESFA Funded Programmes On receipt of information that a fatal accident or major injury has occurred the Quality Assurance /Contracts Manager should be informed immediately. The Skills

Funding Agency will be notified

For all other RIDDOR events the completed forms will be sent to the ESFA within 10 days of the accident being reported to Bespoke Trainers.

The learner progress and review form includes a question on accidents to enable assessors to identify if learners have had a work related illness or accident.

The Quality Assurance /Contracts Manager will compile an internal report for Managing Director. This will identify the causes of the incident and any lessons to be learnt.

Sub-contracted provision

Where Bespoke Trainers acts as subcontractor for another organisation, we will notify the contracting organisation of any accident involving learners.

We will investigate the accident in accordance with the contracting organisations requirements.

Where Bespoke Trainers subcontracts to another organisation the contracting organisation must notify us immediately of any fatal accident or major injury to learners.

For all other RIDDOR events we should be notified within 3 working days.

The Quality Assurance /Contracts Manager will investigate the accident in accordance with ESFA requirements and follow HSE guidance.

The Quality Assurance Officer will compile an internal report for the Managing Director. This will identify the causes of the incident and any lessons to be learnt



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Other Programs, Visitors and Staff

On receipt of information that an accident has occurred the Quality Assurance Officer for Bespoke Trainers should be informed immediately.

If the accident is reportable; the Quality Assurance Officer under RIDDOR will notify the RIDDOR centre.

They will also compile an internal report for the Managing Director; this will identify the causes of the incident and any lessons to be learnt.