

# North York Moors National Park Authority

19 March 2018

## Health and Safety

### 1. Purpose of the Report

- 1.1 To update Members on the progress made on the 2017/18 Health and Safety action plan and provide statistical data relating to health and accidents;
- 1.2 To seek approval for the 2018/19 Health and Safety Action Plan.

### 2. Background

- 2.1 Both Members and Officers are keen that health and safety continues to have a high priority and a revised systematic approach to formal reporting to Members was agreed in 2014.
- 2.2 The annual reporting approach is as follows;
- the February meeting of FRASC is presented with a proposed action plan for the Authority's health and safety activity during the coming year;
  - at the other three quarterly FRASC meetings, Members are presented with a paper which gives an update on actions with regard to the action plan and also focuses in more detail on a particular health and safety topic;
  - progress against the action plan is then presented annually to a National Park Authority meeting, thereby enabling all Members to have an input on an annual basis. This meeting is also provided with data regarding the number of accidents and near misses reported, as well as working days lost as a result of workplace accidents.

### 3. Accidents and Near Misses 2017/18

- 3.1 At the time of writing this report a total of 22 accidents to staff/volunteers had been reported since 1 April (the corresponding 2016/17 figure was 23 accidents). 1 accident resulted in 2 days lost time but otherwise no time off has been recorded and all accidents were minor in their nature, involving slips or trips. 9 of the 22 accidents were minor injuries to volunteers. The accident rate for volunteers has been discussed at FRASC and while this will continue to be monitored, Officers do not consider there to be a major issue.
- 3.2 A total of 6 Near Misses have been recorded during the year to date. A potentially serious Near Miss occurred on 11 December when a relatively new member of staff attended an evening meeting with a colleague and the weather deteriorated during the course of the meeting. On the journey home, the staff member's pool vehicle became stuck in snow. The situation was resolved quickly, but the lessons learned were as followed;
- Weather can deteriorate quickly and may not be consistent with weather forecasts;
  - Staff who are new to the area may not be as fully aware of the nature of moorland roads as others (line managers to advise on this);
  - Travel in convoy with other colleagues and routes should be amended to divert to the nearest main road even if this means a lengthy detour.

This incident has been discussed in the Health and Safety Group and the bullet points above shared with other staff.

- 3.3 Mainly over the course of the summer/autumn months an additional 25 accidents or incidents have been reported involving either children/young people attending one of the Authority's activities or visitors to Sutton Bank/the Moors Centre. All were minor in their nature and mainly involved slips, trips or fall or insect stings. These incidents were looked at individually and it was concluded that no action was needed as a result. This number should be seen in the context of the number of visitors (approx. 180,000) to both centres.

#### 4. **Progress on the 2017/18 Health and Safety Action Plan**

- 4.1 The focus of work for the Health and Safety Group each year is the Health and Safety Action Plan approved by Members. Please see below for a summary of progress made to date;

- Share the outcome and develop/implement an action plan resulting from the health and safety attitude survey;

*Survey outcomes have been posted on the Intranet and referenced in the Staff Bulletin; staff reminded of range of options for raising any health and safety issues. CEO emphasises importance of H&S in induction and staff meetings.*

- Adapt the survey and conduct a similar process with regard to Volunteers;

*The health and safety survey was adapted for volunteers and was regularly publicised and available to volunteers in November/December 2017. The survey was completed by 41 volunteers. There were no significant issues raised but, as a result, the Head of the Volunteer Service has agreed actions in relation to ensuring provision of personal protective equipment for volunteers, reminding line managers that they have full responsibility for volunteer health and safety (consistent with the Health and Safety policy) and also including a Health and Safety feature in each edition of Involved – this is the publication sent to all volunteers twice each year.*

- Evaluate the effectiveness of the Volunteer Leader training with particular regard being paid to their ability to lead tasks safely;

*Training has been undertaken and initial feedback has been positive. The training spends a full day on health and safety/leadership matters and a further day on the safe use of hand tools. At the end of the course, the Head of Volunteering was satisfied that the Volunteer Leaders were competent in this regard. Feedback from new Volunteer Leaders when they have had experience has confirmed that they are both comfortable with and have the skills in leading groups safely.*

- Implement the actions recommended in the Veritau audit of the management of volunteer health and safety;

*Recommended actions have been implemented as described in the report presented to the June meeting of FRASC. Volunteer health and safety continues to be an area on which Officers are fully focussed.*

- Develop/implement an action plan for the Authority's buildings and fire evacuation procedure following the Fire Risk Assessment inspections and subsequent reports;

*Action Plans have been completed and will be implemented during the remainder of the financial year. The main issue is the replacement of fire doors which in the Old Vicarage raises some issues with regard to its listed status. A fire drill was held at HQ in July and March, to complement the weekly fire alarm tests.*

- Assess and report back to Members on how the Permit to Work and spot checking systems are working and improving standards with regard to safe working practice;

*The Permit to Work system requires all contractors who are working in the Authority's properties to sign in/to, detail the work that they are undertaking, provide a risk assessment and consult the asbestos register. The Assistant Directors of Park Services and Corporate Services have spot checked the records and satisfied themselves that this system is operating properly. Spot checks on contractors have confirmed that contractors expect this level of checking when they enter a customer's site and that they regard this as an essential part of their day to day work.*

- Review the preventative health surveillance that is undertaken with Rangers and Apprentice Supervisors to ensure that it is fit for purpose;

*Discussions have taken place with the Health and Wellbeing team at NYCC and Officers are satisfied that the correct range of health surveillance is in place for all appropriate members of staff.*

- Arrange for external verification of the Authority's risk assessments via the Service Level Agreement;

*This work is ongoing and will be completed by 31 March following a thorough review of risk assessments undertaken by the Health and Safety Group in October.*

- Work with NYCC's Health and Wellbeing team to develop and implement a range of health promotion initiatives.

*Discussions have been held with the Health and Wellbeing team at NYCC regarding the options for provision of information and on-site events. All staff have access to Health Assured, a confidential support service, which is publicised regularly via Staff Bulletins and the Intranet. 'Know your Numbers' appointments with Occupational Health staff from NYCC have been held in January/early February with 114 staff taking part. While the outcome of the appointments will be anonymous, the Authority will receive a summary of results.*

## **5. Sickness Absence**

5.1 As Members will be aware Officers were keen this year to undertake a range of actions in relation to health as well as concentrating efforts on safety issues. A number of activities, both practical and provision of access to information, have been completed and are outlined in Paragraph 4.1.

5.2 The Authority's absence rate has a long term target of 4 days per person which continues to compare favourably with other National Parks as well as the rest of the public sector. Despite several long term absences, the absence rate at the end of February was 3.3 days per person (from 1 April 2017) and Officers believe that the target of 4 days won't be significantly exceeded this year.

5.3 In November 2017, the Health and Safety Executive summary statistics for 2016/17 in which it noted that 49% of sickness absence in the UK was caused by stress, depression or anxiety.

5.4 This was the subject of discussion at both FRASC and Health and Safety Group meetings. The Authority has seen an increase in absence caused by mental health issues (within the context of a low overall absence rate) over recent years. In the period 1 January 2016 – 31 October 2017, 20% of the Authority's sickness absence was attributed to mental health problems. This is obviously considerably lower than the national figures, but will continue to be closely monitored. The additional work done this year on health promotion and the availability of free confidential counselling (see Paragraph 4.1) are indicators of the Authority's commitment to provide staff with health related information and practical help. Action in the proposed 2018/19 action plan will continue to focus on health matters.

## 6. **Health and Safety Policy 2017/18**

6.1 The revised Health and Safety policy approved by Members last year was issued to all staff (volunteers were also required to indicate that they had read and understood it) and they were required to sign to say that they had read and understood their responsibilities as outlined in the policy. This process, which will be repeated annually, had the effect of stimulating continued discussion within teams to ensure that staff understand what is required of them.

6.2 Substantial changes to our health and safety policy to reflect revised working practices were made in both 2015 and 2016. This year a number of minor amendments have been made to improve or clarify wording, particularly in relation to responsibility for volunteers. No significant changes are proposed. The revised policy is attached as **Appendix 1** for approval subject to any changes that Members propose.

6.3 Members should be aware that the Policy also includes a paragraph (**3.3 in Appendix 1**) specifically on their health and safety responsibilities.

6.4 As well as disseminating the entire Health and Safety policy in the manner indicated in paragraph 6.1, the responsibilities that all of us have in relation to Health and Safety (para 3.2 of the Policy) will be publicised throughout the year in Staff Bulletins, on the Intranet, staff noticeboards, Health and Safety Bulletins, My Volunteering etc. The purpose of this is to remind all staff/volunteers of their core health and safety obligations.

## 7. **Lone Working Policy**

7.1 A revised Lone Working Policy is attached as **Appendix 2**. The previous policy was largely unchanged with only minor amendments since the early 2000s. This revision is substantial, however, and seeks to establish a clear framework for managers to use whatever the working patterns of their lone workers. The Policy applies equally to paid staff and volunteers and the managerial responsibility for both groups is the same.

7.2 The proposed policy has been cross checked with current Health and Safety Executive best practice and Officers are satisfied that the policy properly complies with this. The Policy has been subject to consultation with the Health and Safety Group and Directors.

## 8. **Draft Health and Safety Action Plan 2018/19**

8.1 The draft action plan was discussed at FRASC in February. The suggested approach for 2018/19 is as follows;

- Implement the action plan arising from Volunteer Health and Safety Survey;
- Investigate how well the revised Lone Working Policy is operating and make further recommendations to amend it if necessary;
- Work with NYCC's Health and Wellbeing team to develop a follow up plan to build on and complement the work done on health promotion in 2017/18;

- From a Health and Safety point of view, monitor the effectiveness of 'contracts' with associate volunteering groups;
- Assess and develop health and safety knowledge in managers at and below Director level;
- Revise the use of the SLA days to ensure that there is regular professional input into the Health and Safety Group;
- Trial the use of 'mental health' first aiders.

8.2 Members' views on these or any other items they feel should be included are very welcome.

## 9. **Financial and Staffing Implications**

9.1 There are no significant additional financial or staff issues related to the contents of this report. Budgetary provision is sufficient to pay for all appropriate Health and Safety training and personal protective equipment.

## 10. **Recommendation**

10.1 That Members;

- Note the contents of the report and approve the draft action plan contained in paragraph 8.1.
- Approve the revised Health and Safety Policy attached as **Appendix 1**.
- Approve the revised Lone Working Policy attached as **Appendix 2**

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### **Background documents to this report**

### **File ref.**

NPA Reports, December 2013, 2014, 2015  
 FRASC Reports 2012, 2014, 2015, 2016, 2017



## North York Moors National Park Authority Health and Safety Policy

### 1. Introduction

- 1.1 This revised document contains a statement of our general health and safety at work policy, and the responsibilities for carrying out that policy.
- 1.2 Health and safety is a key element in all of our daily work tasks. This policy applies to all of us as individuals whether we are paid staff, volunteers or Members. While it is very important (and a legal requirement) to have a written health and safety policy, its success depends upon the active involvement of everybody.
- 1.3 I expect that all of you should be aware of the health and safety policy **and** specific health and safety requirements that apply to your jobs. You must report any potential hazards in the premises, work methods or equipment to either your line manager, Director or Head of Corporate Services. I can assure that all health and safety issues will be taken very seriously.
- 1.4 This document is available on every notice board, the Intranet, included in the new starter induction pack, and should be given to and brought to the attention of everybody who works for the Authority, whether they are paid or unpaid.

Signed:

Date March 2018

A handwritten signature in black ink that reads "Andy Wilson". The signature is written in a cursive, flowing style.

Andy Wilson  
Chief Executive

## 2. **General Policy Statement**

- 2.1 The Health and Safety at Work Act 1974 places legal responsibilities on the Members of the Authority and all of its employees/volunteers. The Authority recognises and accepts these responsibilities for providing a safe and healthy workplace and working environment.
- 2.2 The Authority will take all reasonable steps to meet its responsibility by;
- (a) Providing adequate control of the health and safety risks arising from its work activities;
  - (b) consulting with staff/volunteers on matters affecting their health and safety;
  - (c) providing and maintaining safe plant and equipment;
  - (d) ensuring the safe handling and use of substances;
  - (e) providing information, instruction and supervision for all staff/volunteers;
  - (f) ensuring all staff/volunteers are competent to do their tasks, have adequate training and personal protective equipment;
  - (g) preventing accidents and cases of work related ill health;
  - (h) maintaining safe and healthy working conditions; and
  - (i) reviewing and revising this policy at regular intervals.

## 3. **Responsibilities for Health and Safety**

- 3.1 All staff/volunteers have broad responsibility for health and safety as well as the specific tasks listed below. While the Authority's general approach to health and safety is to seek a joint approach, any member of staff who does not comply with their personal responsibilities will be subject to disciplinary action.

### 3.2 **All Members, staff, volunteers and students on work placement have responsibility for the health and safety policy by:**

- (a) Taking reasonable care for the safety of themselves (including properly following the Lone Working Policy), their work colleagues and the public;
- (b) making themselves familiar with and following, the Authority's health and safety policy statement at all times;
- (c) co-operating with the Authority regarding any legal duty imposed by legislation or associated codes of practice;
- (d) always using the correct equipment and abiding by the operating instructions/regulation;
- (e) wearing appropriate personal protective equipment issued for specific tasks or for use with certain equipment;
- (f) following all risk assessments and CoSHH (Control of Substances Hazardous to Health) information relating to day to day duties and work tasks;
- (g) using the correct tools and materials for the job, ensuring these are safe and practicable, and reporting any defects to their line manager immediately;
- (h) reporting all accidents involving injury, damage or loss and 'near misses' with the potential to cause any of these;
- (i) reporting any shortcomings which could represent a serious and immediate danger to health and safety;
- (j) following established emergency procedures for fire evacuation.

3.3 **Members of the National Park Authority** have responsibility to ensure that;

- (a) The Health and Safety Policy is fit for purpose, identifies roles and responsibilities, and defines how health and safety is managed, communicated to all and periodically reviewed;
- (b) they receive regular reports on health and safety performance;
- (c) appropriate training is in place and funds made available for it;
- (d) the Authority has got access to the right advice from competent health and safety professionals;
- (e) risk is managed sensibly by reducing the most serious and common risks and taking a balanced view between the benefit and risk of activities; and
- (f) Health and Safety is a consideration in decision making and setting a good example themselves.

3.4 **The Chief Executive** is accountable to the North York Moors National Park Authority for health, safety and welfare at work for all employees and volunteers, and will:

- (a) Apply and support the Authority's policy for a safe and healthy work place and working environment for all of its staff/volunteers;
- (b) advise the Authority of priorities for health and safety, particularly through the allocation of resources to preventative measures, training and other relevant health and safety matters;
- (c) assign particular duties and responsibilities to designated staff with the aim of ensuring:
  - Observance of the requirements of the Health and Safety at Work Act 1974 and other relevant regulations;
  - that staff/volunteers receive appropriate training and instruction as may be considered necessary;
  - that safe working procedures are adopted at all times;
  - that suitable safe plant, vehicles and equipment where provided are maintained and safe to use.

3.5 **Head of Corporate Services** is responsible to the Chief Executive for:

- (a) Acting on the Chief Executive's behalf as may be necessary in his absence on issues regarding Health and Safety,
- (b) co-ordinating the Authority's organisation and arrangements for health and safety, including ensuring that this Policy is updated/reissued annually and that the December or January meeting of the Senior Management Team reviews all Risk Assessment and CoSHH (Control of Substances Hazardous to Health) Safety Data Sheets,
- (c) organising and chairing meetings of the Health and Safety Group every 2 months,
- (d) issuing instructions, information and guidance to assist the implementation of the Authority's Health and Safety policy.
  - Arising out of the Health and Safety at Work Acts as they affect the Authority's employees/volunteers;
  - initiated by the Authority on any of its Committees;
  - initiated by the Health and Safety Group;
  - originating from the Health and Safety Executive,

- (e) ensuring that statutory documents and forms are available and that necessary reports and records are completed and maintained,
- (f) operating the accident/near miss reporting procedure,
- (g) organising Health and Safety related training for staff (The Volunteering Team has its own budget and organises training for volunteers),
- (h) reporting to Members at each FRASC and annually to the NPA on health and safety matters. This will include details of the number of accidents/near misses, together with information regarding working time 'lost' due to accidents. Members will also be presented annually with the Authority's health and safety plan for the coming year,
- (i) general supervision of health and safety arrangements, but specifically including fire and security precautions in the premises and grounds of the Authority headquarters in Helmsley,
- (j) ensuring that the Pool vehicles are:
  - Serviced, maintained, tested and used correctly;
  - defects are reported and recorded promptly;
  - repaired promptly by authorised agents when damage or defects occur;
  - driven only by staff/volunteers whose driving licences are checked in advance.
- (k) Ensuring that the Authority has a service level agreement with another body (currently NYCC) to ensure that there is easy access to higher level health and safety expertise.

3.6 **Directors and Other Nominated Officers** are to apply and support the Authority's policy for health and safety and are responsible to the Chief Executive for:

- (a) Managing their staff/volunteers and buildings/land ensuring that:
  - The instructions given in the Health and Safety and Lone Working policies are followed by all staff/volunteers;
  - ensuring that documented risk assessments (including CoSHH assessments) are undertaken where required;
  - safe working procedures are adopted at all times;
  - unnecessary risks to staff/volunteers and others, including visiting members of the public, are avoided;
  - Health and Safety is a standard item on all Departmental/Team Leader meeting agendas and includes discussion on – accidents/near misses, reports on spot checks made to ensure safe working practices; confirmation that risk assessments are being followed by staff, volunteers and contractors, and updates on the potential risks to Lone Working staff.
- (b) Issuing, sufficient and clear instructions appropriate to the particular task to:
  - Safeguard staff/volunteers and other persons involved;
  - ensure that materials and equipment including vehicles, plant and machinery are used correctly and safely.
- (c) Informing the Head of Corporate Services of any health and safety matters which require investigation,
- (d) ensuring that adequate risk assessments are completed and recorded before any site work is carried out, whether or not contractors are involved,
- (e) directors have specific responsibility for undertaking spot checks (in addition to those required of managers properly carrying out their duties) to ensure that the safety policies and procedures within their departments are properly adhered to.

The following staff have specific responsibility;

3.7 **Head of Recreation and Ranger Service** is to apply and support the Authority's policy for health and safety and is responsible to the Director of Park Services for:

- (a) Managing accommodation in the Sawmill Lane Offices and depot, Castleton depot and mobile display units, including any necessary fire and safety precautions.
- (b) Ensuring, that materials and any vehicles, plant, equipment and machinery hired or obtained and directly controlled in connection with the Ranger Service's work, are serviceable, correctly guarded, equipped as necessary with safety devices and are properly used with due regard to the safety of staff/volunteers and the public.
  - Ensuring that all tasks are covered by a site specific or generic risk assessment before work commences;
  - issuing, in the cases of work on projects, sites and outdoor locations, sufficient and clear instructions to safeguard staff and any other persons involved;
  - ensuring that Contractors either provide their own or are assisted in developing their own risk assessments prior to any activity commencing on the Authority's behalf;
  - informing the Head of Corporate Services of any health and safety matters, including any need for staff/volunteer training, which require investigation.
- (c) Supervising Ranger Service staff and volunteers ensuring that:
  - The instructions given in the Health and Safety and Lone Working policies are followed by all staff/volunteers;
  - ensuring that documented risk assessments (including CoSHH assessments) are undertaken where required;
  - safe working procedures are adopted at all times;
  - unnecessary risks to staff/volunteers and others, including members of the public, are avoided;
  - Health and Safety is a standard agenda item on all Ranger meeting agendas and includes discussion on accidents/near misses, reports on spot checks made to ensure safe working practices; confirmation that risk assessments are being followed by staff, volunteers and contractors, and updates given on the potential risks to Lone Working staff.
- (d) Carrying out regular spot checks on work activities undertaken by the Ranger Service.

3.7.1 **Senior Rangers** are to apply and support the Authority's policy for health and safety and are responsible to the Head of Recreation and Ranger Service for:

- (a) Applying and supervising health and safety arrangements and issuing any necessary local instructions.
- (b) Informing the Head of Recreation and Ranger Service or the Director of Park Services of any health and safety matters, including any need for safety training, which require investigation.
- (c) Ensuring that Park Services staff/volunteers are adopting safe working practices in the tasks for which the Senior Ranger is responsible. .
- (d) Ensuring that Rangers' vehicles, mobile display units and equipment are:
  - Serviced, maintained, tested and used in accordance with the manufacturers' or other relevant operating instructions;

- defects are reported and recorded promptly;
  - repaired promptly by authorised agents when damage or defects occur;
  - fitted with appropriate guards and any safety devices as are necessary;
  - driven and/or operated only by authorised persons who are competent , and who have received appropriate training.
- (e) Assigning duties and responsibilities to the Maintenance Rangers, Assistant Rangers, Voluntary Rangers, other volunteers and National Park Apprentices under their control, particularly in the case of work in outdoors locations, with the aim of ensuring that:
- All local instructions, information and guidance issued by the Head of Corporate Services are understood and acted upon;
  - safe working procedures are adopted at all times and that all tasks are fully risk assessed, including site specific risk assessments if necessary, prior to work being commenced;
  - all necessary protective clothing/equipment is provided and properly used;
  - all dangerous chemicals are stored, and used only in accordance with manufacturers' instructions.
- (f) Carrying our regular spot checks on practical work being undertaken in their Ranger area.

**3.7.2 Maintenance Rangers** are to apply and support the Authority's policy for health and safety and are responsible to the Senior Ranger for:

- (a) Ensuring that practical work tasks that they are undertaking, either on their own or when responsible for others, are carried out safely by carrying out or using appropriate risk assessments. In most cases, the generic risk assessment will be sufficient, but a site specific risk assessment will need to be prepared whenever a significant hazard or risk has been identified over and above those covered in the generic risk assessment,
- (b) wearing the PPE defined in risk assessments as being mandatory for the task or activity,
- (c) making sure that volunteers who they are working with follow risk assessments, use equipment/tools in a safe manner and wear PPE as appropriate.

**3.7.3 Head of Volunteering Service** is to apply and support the Authority's policy for health and safety and is responsible to the Director of Park Services for:

- (a) Applying and supervising health and safety arrangements and issuing any necessary local instructions,
- (b) setting up and maintaining systems which adequately manage the health and safety of all volunteers, groups and associate groups,
- (c) informing the Director of Park Services and/or the Head of Corporate Services of any health and safety matters, including any need for safety training, which require investigation,
- (d) Ensuring that staff and volunteers who line manage volunteers are fully trained and understand their health and safety responsibilities,
- (e) Ensuring that the Volunteering Teams' vehicles and equipment are:
  - Serviced, maintained, tested and used correctly and safely in accordance with the manufacturers' or other relevant operating instructions;
  - defects are reported and recorded promptly;
  - repaired promptly by authorised agents when damage or defects occur;

- fitted with appropriate guards and any statutory safety devices as are necessary;
- driven and/or operated only by authorised persons who are competent to do so, and who have received appropriate certificated training where applicable.

(g) Carrying out regular spot checks on work activities undertaken by volunteers.

3.7.4 **The Head of Education and Youth Engagement** is to apply and support the Authority's policy for health and safety and is responsible to the Director of Park Services for:

- Informing the Head of Corporate Services of any health and safety matters, including any need for staff/volunteer training, which require investigation,
- ensuring that risk assessments are undertaken and regularly reviewed,
- ensuring that the Authority's policies on child and vulnerable adult protection are kept up to date, periodically reviewed and advice taken from external 'experts' where necessary,
- Supervising the Education staff/volunteers to ensure that:
  - All instructions, information and guidance issued by the Head of Corporate Services are understood and are acted upon;
  - safe working procedures are adopted at all times and that all tasks are fully risk assessed prior to work being commenced;
  - issuing, sufficient and clear instructions to safeguard staff and other persons involved;
  - DBS and other checks are undertaken in accordance with the Authority's Child Protection Policy with regard to working with children and vulnerable adults.

3.7.5 **The Assistant Director of Park Services** is to apply and support the Authority's policy for health and safety and is responsible to the Director of Park Services for:

- Applying and managing health and safety arrangements including fire and security precautions and issuing any local instructions for the Sutton Bank National Park Centre and The Moors National Park Centre (in consultation with the Head of Corporate Services),
- informing the Head of Corporate Services of any health and safety matters, including any need for safety training, which require investigation,
- Assigning duties and responsibilities to the Sutton Bank/Moors Centre Caretakers ensuring that:
  - All local instructions, information and guidance issued by the Head of Corporate Services are understood and acted upon;
  - safe working procedures are adopted at all times and that all tasks are fully risk assessed prior to work being commenced;
  - ensuring that Contractors either provide their own risk assessments prior to any activity commencing on the Authority's behalf;
  - all protective clothing and equipment that is considered necessary is provided and is properly used;
  - all dangerous chemicals are stored and used only in accordance with manufacturers' instructions. That all such chemicals are recorded in accordance with CoSHH.

3.8 **All Staff with responsibility for other staff, apprentices, volunteers and/or contractors** are to apply and support the Authority's policy for health and safety and are responsible to their line manager as detailed in (a) to (d) below. In addition, staff

who instigate a task undertaken by volunteers are responsible for ensuring that all necessary health and safety arrangements for that task are in place and acted upon.

- (a) Applying and supervising health and safety arrangements including the Lone Working policy for their staff/volunteers. This will include;
  - On at least an annual basis discussing risk assessments and CoSHH safety data information face to face with staff/volunteers and making appropriate changes to documentation;
  - carrying out regular spot checking to ensure that staff/volunteers are working in accordance with risk assessments and the Authority's wider health and safety policies.
- (b) Setting a positive example to volunteers with regard to health and safety by;
  - Demonstrating thorough knowledge of this policy and risk assessments associated with the task being carried out;
  - Wearing PPE at all times while working or supervising others;
  - Adopting a 'zero tolerance' approach to volunteers or contractors who will not want to abide by the Authority's arrangements for health and safety.
- (c) Effectively managing contractors ensuring that:
  - Contractors either provide their own or are assisted in developing their own risk assessments prior to any activity commencing on the Authority's behalf;
  - regular spot checks are carried out to ensure that contractors are working in accordance with their risk assessments and any other health and safety responsibilities stipulated in their contractual documents.
- (d) Informing the Head of Corporate Services of any health and safety matters, including any need for safety training, which require investigation.

#### 4. **Arrangements for Health and Safety in the Authority**

##### 4.1 **Communication**

- (a) Noticeboards, for the display of health and safety information, are located in Headquarters, Helmsley; Sawmill Lane Depot, Helmsley, The Moors National Park Centre and Sutton Bank National Park Centre,
- (b) there is a health and safety area on the Intranet where all up to date health and safety policies and activity risk assessments are kept. Line managers are responsible for ensuring that staff without easy access to the Intranet are provided with updated documents at least annually,
- (d) all members of staff/volunteers should be familiar with the contents of the policy statement, risk assessments and CoSHH assessments relating to their roles and any information and guidance that is publicised. Staff should make a regular practice of consulting information on the health and safety notice boards and intranet,
- (e) issues of policy, organisational and procedural arrangements will normally be discussed through the Health and Safety Group and the Directors' meetings,
- (f) discussion of Health and Safety matters is a standing item on all Directors', Departmental and Team meetings,
- (g) the Authority's Members are updated five times per year via formal reports to agree annual health and safety plans and review performance/progress,
- (h) the Volunteering Team communicate health and safety issues and updates to volunteers in a variety of different formats. Line managers of volunteers keep volunteers informed about the health and safety issues and risk assessments

relevant to their role and task leaders keep volunteers informed about local conditions.

#### 4.2 Consultations with Staff Representatives

- (a) It is the Authority's policy to cooperate fully with staff in the implementation of safety issues through the staff Joint Consultative Forum,
- (b) the Health and Safety Group meet every 2 months and each Department has at least one representative. This group will discuss and make recommendations on all matters with regard to health and safety. This will include reviewing accidents and near misses. The notes from these meetings will be available on Health and Safety notice boards, via the intranet and through discussion at Departmental meetings,
- (c) staff should raise, either with their immediate supervisor, their Health and Safety Group representative or with the Head of Corporate Services, any relevant health and safety matters for discussion and investigation,
- (d) volunteers should raise and health and safety issues with their line manager, task leader or the Volunteering Team.

#### 4.3 Supervision

- (a) Effective supervision of work is essential to ensuring a successful health and safety policy. Line managers should, in consultation with staff/volunteers they supervise, identify potential hazards (risk assessment) and take preventative measures. They should familiarise new employees with the safety aspects of their work and set a good example by working in a safe way themselves,
- (b) there may be occasions when individuals from two or more Departments are required to work together on a joint task. In all such cases the Director who sponsors the task must establish who is to be responsible for safety supervision at the site of the joint task before the work begins.

#### 4.4 Training

- (a) The Authority is very positive about providing a good level of health and safety training. The induction programme outlines training that is mandatory for all staff, but job specific training will be provided as well where:
  - The need has been identified either through the Line Manager, Performance Appraisal or Risk Assessment process,
  - refresher training is required in accordance with the agreed time periods for health and safety training;
  - it meets the specific needs of the individual.
- (b) Should an urgent requirement for health and safety training arise then the matter should be raised through the Director for discussion with the Head of Corporate Services,
- (c) it is important that new starters demonstrate safety competence before undertaking any work task.

#### 4.5 Personal Protective Equipment (PPE)

- (a) Line Managers are responsible for ensuring that PPE, where it has been identified as mandatory in the relevant risk assessment, is worn by staff/volunteers,
- (b) where articles of safety clothing and equipment are provided by the Authority employees and volunteers are expected to wear them and ensure they remain fit for use and are available at all times. Failure to wear PPE as detailed in risk assessments will be treated as misconduct,
- (d) PPE will be replaced as soon as it becomes unfit for use or when its 'use by' date has passed. Directors are responsible for ensuring that PPE is replaced in a timely fashion.

#### 4.6 Risk Assessments

- 4.6.1 Each Department is responsible for fully risk assessing its own activities. The risk assessments are available to staff/volunteers at all times and it is important that staff are fully aware of the contents **before** they undertake a specific activity. A new activity must not be undertaken until it has been risk assessed.
- 4.6.2 In most cases, the generic risk assessment for a task will be sufficient, but a site specific risk assessment will need to be prepared whenever a significant hazard or risk has been identified over and above those covered in the generic risk assessment. It is the responsibility of the Officer who is undertaking the task to ensure that a site specific risk assessment is prepared if necessary.
- 4.6.3 It is recognised that Officers undertake work activities in fluid environments, for example very changeable weather. In these cases Officers need to satisfy themselves that all significant hazards have been identified in either the generic or site specific risk assessment. If they have not, then a dynamic risk assessment should be undertaken before the task starts.
- 4.6.4 Directors are responsible for ensuring that Risk Assessments are reviewed on an annual basis and ensuring that individual line managers formally discuss risk assessments with their team on an annual basis as a minimum requirement.

#### 4.7 Accident Recording, Reporting and Investigating Procedures

- (a) In accordance with the "Reporting of Injuries, Disease and Dangerous Occurrences" (RIDDOR) regulations, specified injuries resulting from accidents at work must be reported to the HSE, as must specified dangerous occurrences and notifiable diseases. If an accident is reported, the Head of Corporate Services should be contacted as a matter of urgency,
- (b) an Accident and 'Near Miss' Book is kept at each workplace or base, in an obvious and accessible location, so that all accidents or incidents involving potential injury may be recorded,
- (c) records, of accidents and dangerous occurrences are kept for 3 years. An accident record book is kept, by the Officers nominated at each of the following locations:
  - (1) Head of Corporate Services at The Old Vicarage;
  - (2) Visitor Centre Manager at Sutton Bank;
  - (3) Head of Education and Youth Engagement/Visitor Centre Manager/Senior Ranger (North) at The Moors National Park Centre;
  - (4) Senior Ranger (South) at Sawmill Lane, Helmsley,
  - (5) Senior Ranger (Coast) at Castleton Depot.

- (d) The Officers nominated are to ensure that the following information about a reported accident/incident is recorded in the accident book:
- Date, time and place of accident or dangerous occurrence;
  - name, sex, age, occupation of person injured and nature of injuries;
  - brief description of circumstances;
  - names and addresses of witnesses;
  - signature of the person making the entry.
- (e) If an accident/incident occurs away from Authority premises, for example on project or site work, the required information should be recorded in the accident book held in the premises at which the report is received,
- (f) **in the event of a fatal or major injury causing accident or a notifiable dangerous occurrence whether or not anybody is injured, the Officer to whom the incident is reported must ensure that the Chief Executive and the Head of Corporate Services are informed by telephone as soon as possible,**
- (g) any accidents that result in injuries defined under RIDDOR as “major injuries” and “notifiable” dangerous occurrences require.
- The Director responsible for the place of work where the incident occurred, to inspect and take all possible measures to isolate the scene; to put out of use any equipment/machinery involved and to ensure that evidence is not disturbed or removed;
  - The Director in consultation with the Head of Corporate Services, to carry out a formal investigation as soon as possible and complete an accident/incident report;
  - Further action to be initiated, by the Head of Corporate Services depending on the circumstances.
- (h) A report must also be completed when an employee is involved in an accident which results in absence from work for seven consecutive days.

#### 4.9 Health and Safety Advice

The Authority currently has a Service level Agreement with North Yorkshire County Council to ensure that Officers have access to qualified, expert health and safety advice at all times.

## North York Moors National Park Authority

### Key Health and Safety Personnel (April 2018)

- |     |   |   |
|-----|---|---|
| 1.  | Chief Executive (National Park Officer)   | Andy Wilson   |
| 2.  | Director of Park Services   | Richard Gunton  |
| 3.  | Head of Recreation and Ranger Service   | Debbie Trafford   |
| 4.  | Senior Ranger (North)<br>Senior Ranger (South)<br>Senior Ranger (West)<br>Senior Ranger (Coast)                     | Naomi Green<br>David Smith<br>Simon Bassindale<br>Bernie McLinden |
| 5.  | Maintenance Ranger (North)<br>Maintenance Ranger (South)<br>Maintenance Ranger (West)<br>Maintenance Ranger (Coast) | Andy Holtby<br>Matt Fitzgerald<br>Gez Marshall<br>Martyn Williams |
| 6.  | Head of Volunteer Service   | Joan Childs   |
| 7.  | Head of Corporate Services  | Ian Nicholls  |
| 8.  | Head of Education and Youth Engagement  | to be confirmed   |
| 9.  | Assistant Director of Park Services   | Michael Graham  |
| 10. | Director of Conservation  | David Shaw  |
| 11. | Director of Planning  | Chris France  |
| 12. | Director of Polyhalite Projects   | Briony Fox  |
| 13. | Head of Health and Safety (NYCC)  | Dominic Passman*  |

\*Service level agreement provider

# North York Moors National Park Authority



## Lone Working Policy

## **Lone Working Policy**

### **1. Introduction and Scope of Policy**

- 1.1 This policy applies to all staff, both paid and unpaid, who may from time to time work on their own. For the purposes of this policy, the term 'staff' includes volunteers. The policy will outline principles for managing lone working effectively, but it is the responsibility of each manager to apply these principles in a way that suits the particular working circumstances of their team members.
- 1.2 In our Health and Safety Policy it is recognised that staff working on their own need to take precautions to ensure their own safety and that managers are responsible for having an effective lone working system in place.
- 1.3 The Authority has responsibilities for the health and safety at work of its staff and those affected by its operations. A significant duty within this responsibility is to carry out risk assessments of all activities, and lone working should form part of this.
- 1.4 Managers are responsible for ensuring that, as a result of risk assessment, measures are in place to safeguard the health and safety of staff who are working alone or in situations where a limited number of people may be isolated from effective communication channels. Staff should be fully briefed and aware of lone working systems, including the requirement to have a nominated buddy who will raise the alarm if the lone worker doesn't return when expected.
- 1.5 On-site dynamic risk assessments by staff are likely to form a vital part of implementing the lone working policy. The individual on site is sometimes the only one who can effectively assess day-to-day variations in factors that affect the risks associated with an activity.
- 1.6 Once a task has been risk assessed as being safe to carry out in a lone working environment, the lone worker should be confident to assess such factors and know that they have the authority to take appropriate action to control their risk exposure.
- 1.7 It should be stressed that where lone workers find themselves in situations, which, in their opinion, pose a risk to their safety or health, then they should leave the task or request assistance. The conditions that give rise for concern must be reported to their line manager and the risk assessment reviewed appropriately. If in any doubt, lone workers should take another member of staff on site with them.

### **2. Identifying Lone Workers**

- 2.1 It is important to be aware that the risks associated with lone working are not associated only with individuals. Small groups working in remote locations can experience some of the risks of lone working. Detailed below is a table to assist in deciding who is a lone worker. This list is not exhaustive – if in any doubt, staff should ask their line manager.

## Who Is A Lone Worker?

Lone Worker	Not A Lone Worker
Visiting people you do not know	Visiting people you know
Potential confrontational situation, even when accompanied.	Visiting a manned site or office where the site is known.
Visiting isolated locations alone/in small groups where assistance is not readily available.	Travelling between offices
Working at potentially dangerous locations, e.g. edge of deep water	Visiting a site with a colleague where confrontation is not anticipated
Site visits or entry into empty buildings at any time	
Working alone at premises, e.g. out of normal working hours in the office	
Working in a geographically remote area	
Travelling home outside of normal commuting hours	

### 3. Buddy System

- 3.1 Staff fitting the definitions in the left hand column of the table above are lone workers and it is a requirement of this policy that they use the Buddy System.
- 3.2 Your Buddy is somebody who knows where you are going, what task you are undertaking and when you are likely to return to your base. Your Buddy can be a work colleague (most likely for office based staff working in the standard working week) or your partner, neighbour or relative (more useful for weekend working or if you don't normally return to an office base).
- 3.3 You should provide your Buddy with a Buddy Card (blanks are available via your line manager) which should contain your contact details as well as those for the most appropriate people to contact in case of an emergency. These people are likely to be your line manager, team leader, Director, or the lead person for the Volunteering Team (currently Joan Childs) or the Head of Corporate Services who has overall responsibility for Health and Safety (currently Ian Nicholls). For staff working at weekends, one of the contacts can be the Duty Ranger but this should not be the first point of contact.

## **4. Responsibilities of the Lone Worker**

4.1 At all times lone workers should:

- (i) Have nominated a Buddy and provide them with a Buddy Card, complete with details of who to contact if they do not return at the expected time;
- (ii) Carry a fully charged and switched on mobile phone;
- (iii) If meeting an unfamiliar person on site, ask for a telephone number and ring back to confirm the arrangement and, if in any doubt, take a colleague;
- (iv) Ensure that they have the appropriate risk assessment(s) and mandatory PPE needed for the task/visit, together with knowledge of an up to date weather forecast;
- (v) Be aware of the weather and be prepared to leave the task/visit early if it worsens and is likely to affect your travel arrangements;
- (vi) Organise meetings and tasks during daylight hours and park the vehicle where it cannot be blocked in. If at all possible - avoid working outside daylight hours, although it is accepted that some meetings can only be undertaken in the evenings;
- (vii) Not enter or go near derelict or partially demolished buildings except in accordance with the appropriate risk assessment;
- (viii) Keep a record of locations to be visited (with contact details, if appropriate) and likely return time, ensuring that these details are left so that they are easily accessible by your Buddy;
- (ix) Contact their buddy to inform them of revised plans if these change during the day.

## **5. Responsibilities of the Buddy**

5.1 The Buddy should ensure that they know:

- (i) Where the person they are 'buddying' is going and when they are likely to return;
- (ii) Who to contact in the event that they become concerned.

## **6. Responsibilities of the Buddy Card Contacts**

6.1 In the event of a Lone Worker failing to report in after being in a potentially hazardous situation or routinely at the pre-arranged time, the Buddy should make contact with one of the named colleagues on the Buddy Card. This colleague will then;

- (i) Attempt to contact the lone worker on their mobile phone or any contact numbers on their work schedule. If contact is not established immediately, the contact person will wait 5 minutes and then attempt to contact the Lone Worker again;
- (ii) If no contact is made, escalate the call to the most senior available person on the list. They will take charge of the situation at this point unless they cannot be reached, in which case the Contact Person will need to decide on the next step;
- (iii) Continued attempts should be made to contact the Lone Worker, but if contact has not been established after 30 minutes, then a call should be made to the emergency services to express concern for the safety of the Lone Worker. The police/mountain rescue/coastguard should be provided with all the details of action taken, a personal description and information of the vehicle being used, potential locations and contact phone number;
- (iv) No attempt should be made to make a search unless advised to do so by the police/mountain rescue/coastguard.

6.2 If, for any reason, the Buddy cannot contact the named colleagues and they are unable to contact the Lone Worker they should contact the emergency services as outlined in (iii) above.

## **7. Responsibilities of Line Managers and Directors**

- 7.1 Line Managers are responsible for ensuring that all of their staff have sufficient Buddy Cards, that they fully understand how the system applies to them and that the system works for their particular working circumstances.
- 7.2 Directors are responsible for ensuring that the Lone Working policy operates effectively within their Departments and to carry out periodic spot checks to satisfy themselves that this is the case.

## **8. Questions and Review**

- 8.1 Please contact Ian Nicholls ([i.nicholls@northyorkmoors.org.uk](mailto:i.nicholls@northyorkmoors.org.uk)) if you have any queries. This policy has been reviewed and significantly updated in March 2018, so will be reviewed again in March 2019 and at two yearly intervals after that.