



001a: Health and Safety Roles and Responsibilities

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Introduction

NHS 24 recognises the importance of providing a safe working environment to its staff, patients and other members of the public who come into contact with the Service. NHS 24 will ensure that specific responsibilities are fulfilled by carrying out risk assessments of the organisation's activities, controlling identified hazards, providing information, instruction and training to allow staff to carry out their duties safely, and also that auditing systems are in place to ensure that policies and procedures have been implemented.

Purpose.

To define how Health and Safety will be managed within NHS 24.

Scope.

All Departments / Directorates.

RESPONSIBILITIES

Chief Executive

Has overall accountability to make sure that NHS 24 fulfils its legal responsibilities, ensuring that:

1. The Health and Safety policy is effective and appropriate to the Service's risk.
2. The responsibility for Health and Safety is properly delegated and accepted at all levels.
3. Appropriate resources are made available to enable the management of Health and Safety (e.g.: ongoing pay and overhead budget for departments, project work via business case).
4. The Health and Safety Management System is reviewed and audited annually.
5. Health and Safety objectives form part of the organisation's overall objectives.

Executive Directors

Responsible for health and safety within own Directorate.

All directors are responsible for ensuring that:

1. Personnel under their control are trained to work safely, and are fully aware of the hazards and controls in their work place.
2. Appropriate safe systems of work are established within their areas of responsibility.
3. There is adequate supervision to ensure the safety and welfare of all concerned.
4. All accidents and incidents are fully investigated and reported as detailed in NHS 24 accident and incident reporting procedure.
5. All work necessary to maintain the safety of the work place or work equipment is carried out promptly.
6. All machinery or equipment identified as unsafe is removed from service and replaced or repaired as appropriate.

7. Ensure that local risk assessments are completed and reviewed.
8. Staff are made available for Health and Safety related training.
9. Staff are consulted on matters affecting Health and Safety.
10. Health and Safety risk assessments are completed for all aspects of their directorate's work and that these assessments are reviewed in line with NHS 24 policy.
11. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.

Director of Workforce

Has designated authority for the implementation of Health and Safety policy within the organisation and is responsible for:

1. Ensuring that Health and Safety issues are appropriately considered for all Board decisions, and reported to the Executive Team and Staff Governance Committee
2. Ensuring that Health and Safety is appropriately resourced.
3. Ensuring that competent Health and Safety advice is available.
4. Ensuring the Health and Safety system is effective and audited annually.
5. To recommend to the Board corporate strategies for continuous improvement in Health and Safety performance in line with Service goals.
6. Ensuring that there is a common specification for the provision of Occupational Health services, with common protocols and procedures governing access and referral to these services.

Head of HR Business Services

Lead responsibility for ensuring Health and Safety Systems are in place and for communicating the monthly reports to the Staff Governance Committee.

Managers and Team Leaders

Are responsible for ensuring:

1. Their employees are aware of the processes to follow in the event of an emergency (e.g. Fire, Bomb Threat).
2. That any visitors on their premises are aware of the requirements of the Health and Safety Management System.
3. All accidents and incidents are fully investigated and reported as detailed in the NHS 24 accident and incident reporting procedure.
4. All employees under their control are aware of the hazards in their workplace and the controls in place and that these controls are used.
5. All employees wear appropriate Personal Protective Equipment (PPE) whilst at work if required.
6. All employees are adequately supervised (especially young or inexperienced workers).
7. Damaged or unsafe work equipment is removed from service until it is either repaired or replaced. If replaced the equipment must be suitably disposed of.
8. Unsafe work areas are quarantined until they are made safe.
9. Good housekeeping standards are maintained within their area of responsibility, with particular attention to areas used to store equipment, consumables and data.
10. Storage areas should be suitable for the materials being stored and provide no risk to the integrity of the items being stored.

11. Matters affecting Health and Safety are recorded and reviewed at local Health and Safety committees.
12. Health and Safety risk assessments are in place, reviewed and approved in line with NHS 24 policy.
13. All contractors working in their areas comply with national and local control of contractors procedures.
14. Ensuring that all staff are consulted with regard to Health and Safety.
15. Ensuring that all Health and Safety related tasks identified in their areas of responsibility are actioned in a timely manner.

HR Advisor

Advise and assist managers, team leaders, and the health and safety co-ordinators with all occupational health and safety issues at the site.

Facilities Manager

Is responsible for ensuring that:

1. Effective building maintenance and inspection systems are in place.
2. A robust control of contractors scheme is in place
3. Contractors used are competent and are aware of their safety requirements.
4. All "construction" work is correctly licensed and documentation is completed as required by the CDM Regulations.
5. Any extraction systems fitted (e.g. exhaust extraction) is examined as required by the COSHH regulations.
6. A system/framework for all relevant legislation, providing evidence to demonstrate compliance with all relevant legislation, e.g. PUWER, LOLER, Legionella, Asbestos, etc is in place.
7. All new buildings meet at least the minimum requirements or the workplace and other health, safety and welfare regulations.
8. There is a plan in place to bring existing buildings up to the appropriate standards of legislative compliance.
9. Agreeing standards of maintenance for in house and contracted services, ensuring quality and value and that the Health and Safety performance of the main estates contractor and their sub contractors are appropriate and closely monitored for standard and quality of workmanship.
10. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.
11. Operate policies and procedures in respect of permit to work systems, safety alerts and other statutory requirements.
12. Act as main point of contact for all maintenance requirements in relation to building fabric, heating, lighting, power, lifts, fuel pumps and tanks, compressors, generators, motorised doors, fire fighting equipment, fire detection and alarms, intruder alarms, estate wide flexible master key locking system, access control systems and the maintenance of a helpdesk.
13. Ensure that NHS 24 has certificated 'competent persons' for fire safety assessment, and provide assurance to the Chief Executive that fire safety is compliant with all relevant legislation.
14. Fire risk assessments are conducted, reviewed and available for all sites including all areas used to store equipment, consumables and data and that all recommendations made are implemented.
15. Funding is allocated to rectify safety and fire safety related items.

16. Any COSHH item procured meets legislative requirements by having up to date Manufacturers Safety Data Sheets (MSDS) Available.
17. Any equipment procured meets all relevant H&S Legislative requirements e.g. Provision and Use of Work Equipment Regulations.

External Health and Safety Consultant

Is responsible for:

1. Providing comprehensive and professional Occupational Health & Safety advice and an advisory consultancy service to all local management, staff and staff representatives.
2. Leading and developing the organisations Health & Safety Management system and development plan, ensuring the policy framework, monitoring and reporting arrangements are in place and training requirements delivered to meet all Occupational Health & Safety legislative and Scottish Executive objectives.

Fire Safety Advisor

Is responsible for:

1. Providing comprehensive and professional Fire Safety advice and an advisory consultancy service to all local management, staff and staff representatives on all aspects of fire safety,
2. Leading and Developing the organisations Fire Safety Management system and development plan, ensuring the fire policy framework, monitoring and reporting arrangements are in place, completing fire risk assessments, providing advice on emergency procedures and ensuring training requirements delivered to ensure Health and Safety legislative and Scottish Executive objectives are met.

Lead and Deputy Health and Safety Co-ordinators

Are responsible for:

1. Ensuring the implementation of Health and Safety systems in their site
2. Ensuring all staff are aware of fire evacuation plans for their site
3. Ensuring all fire safety arrangements are in place, with adequate numbers of staff trained in appropriate level of course eg fire warden, Nominated officer etc.
4. Ensuring that risk assessments are completed and reviewed as necessary.
5. Ensuring that monthly statistics are collated for their assigned areas of responsibility.
6. Implementing a site Health and Safety plan for action through the local Health and Safety committees and through local Management Teams.
7. Ensuring that all accidents/incidents are appropriately investigated, offering advice and support upon request, and ensuring any corrective actions taken.
8. Ensuring that RIDDOR reportable incidents are reported in line with the timeframes identified in the RIDDOR regulations.
9. Informing their General Manager or Departmental Manager of issues which cannot be resolved locally.
10. Informing the Health and Safety Consultant of issues that may have national significance.
11. Maintaining accident and incident information for their areas of responsibility

12. Providing Health and Safety advice, education and support to all staff and managers.
13. Ensuring all Health and Safety audits/inspections are completed in a timely manner.

Safety Representatives

Safety Representatives, appointed by recognised trade unions or by NHS 24, represent the employees in consultation with NHS 24 on all aspects of Health and Safety at Work.

Safety reps have certain rights and functions including the legal right to:

- represent workers in talks with the employer or the Health and Safety Executive (HSE) or other safety or environmental enforcement agencies
- investigate complaints, possible hazards and dangerous incidents
- carry out regular inspections of the workplace
- take part in workplace risk assessments

In addition to this, reference should also be made to the PIN policy: Facilities arrangements for trade unions and Professional Organisations.

Local Health and Safety Group

Health and Safety Groups at each main site review Health and Safety audits, inspections, risk assessments, accidents/near misses, and implement actions to meet the requirements of the Health and Safety Policy, for that site and all subservient local and remote centres.

The Health and Safety Group for each site will consist of the Service Support Manager, senior clinician, the HR Advisor, the Lead Health and Safety Co-ordinator, the Safety Representatives and any other relevant people who may attend from time to time - for example – the Health and Safety Consultant.

The Local Health and Safety Group will meet monthly and ensure minutes are taken of the meetings and made available to the Partnership Forum.

Area Health and Safety Committee

Is responsible for:

1. Providing a strategic, functional and accessible forum at which all concerns regarding health, safety and welfare can be objectively discussed and progressed by management, staff side representatives and elected trade union representatives.
2. Advising the senior management team of actions required to ensure legislative, mandatory and regulatory compliance.
3. The co-ordination of all matters affecting employee health, safety and welfare.
4. Recommending Health and Safety policies and objectives, setting priorities and performance standards and overseeing implementation of these.
5. Promoting a Health and Safety culture across NHS 24.
6. The periodic review of said policies and procedures.
7. The review of NHS 24 generic risk assessments.
8. Monitoring incident rates and initiating corrective actions to address root causes.

9. Provide advice on new policies and procedures required to comply with new or pending legislation.
10. Report on any significant findings from accidents or incidents where policy or procedure has been found to be insufficient.
11. Report on any significant findings from Health and Safety audits and inspections (internal and external) and make recommendations for improvements.
12. Advising departments on appropriate corrective actions for issues that are outstanding on local Health and Safety Committees.
13. Advising departments on appropriate corrective actions for issues which may have wider implications or which the local Management Team cannot resolve.

All Employees.

All employees of NHS 24 should approach health, safety and wellbeing with a positive attitude to encourage a safe working environment that we all can be proud of.

All employees must comply with the duties placed upon them by the Health and Safety at Work Act 1974.

It is the responsibility of all employees to familiarise themselves with the contents of NHS 24 Health and Safety Policy:

1. To co-operate with their employer and line manager as far as is necessary to enable the Service to comply with its duty of care.
2. To accept their responsibility and their duty of care to themselves and colleagues and to co-operate actively in achieving the aims of the Health and Safety Policy.
3. To take reasonable practical care for the health, safety and welfare of themselves and of others who may be affected by their acts or omissions; including persons not employed by NHS 24. This duty not only relates to avoiding obvious reckless behaviour, but also includes taking positive steps to understand the hazards in the workplace, to comply with safety rules and operational procedures and to ensure that nothing they do or fail to do places others at risk.
4. To inform their supervisor / manager of any shortcomings in the Safety Management System.
5. Not to interfere with or misuse anything, which is provided in the interests of health, safety and welfare.
6. To report and co-operate in the investigation of all incidents and near misses that have led to or may lead to serious injury.
7. To see that the quantities of hazardous materials on site are minimised and that they are properly stored and handled.
8. To report any damage or defects to premises, equipment and NHS 24 vehicles promptly to their manager or supervisor and that any unsafe machinery or area is properly isolated and reported to their supervisor.
9. To wear Personal Protective Equipment provided for their safety.
10. To conform to any cautionary or other safety signs.
11. To refrain from any act that will damage or render unfit for use, safety equipment.
12. Perform duties in accordance with training/instruction provided and use appropriate safety devices relating to their particular job/task.
13. Participate in all health, safety and welfare related training.
14. To familiarise themselves with and comply with all other NHS 24 policies and procedures introduced in the interest of health, safety and welfare.

GOVERNANCE

Governance arrangements will be ensured by upward reporting of issues from local Health & Safety groups through to the Board of Management.

Local H&S Representatives will report to the Local Partnership Forum (LPF) on a regular basis by having health and safety as a standing item on the monthly agenda.

As Health & Safety Lead Coordinator to the Staff Governance Committee (SGC), the Head of HR Business Services will provide quarterly updates to the SGC. In addition to the minutes from the Area Health and Safety Committee will be placed on the SGC agenda.

An annual report will also be provided to the SGC to give to provide the assurance to the Board that structures are in place to ensure appropriate H&S management arrangements are in place and operating effectively.

Supporting operational arrangements will include representation at the local clinical governance groups with input provided on Health & Safety to ensure linkage with the Clinical Governance agenda.

This Policy should be read in conjunction with the current Health and Safety strategy action plan.

INFORMATION, TRAINING, CONSULTATION AND SUPERVISION

Health and Safety Notice Boards & Information Sites

Each site has a Health and Safety notice board displaying the Statutory Health and Safety Law Poster, the Health and Safety Arrangements Document, and minutes of the most recent Local Health and Safety Group meetings. All Health & Safety Policies and Procedures are available to all staff via the Intranet.

Health and Safety Induction

All new staff will receive Health and Safety e-learning mandatory Induction Training during the first week of employment which will be arranged by the Team Leader or Manager of the new employee and a record of this training retained.

Workstation Self Assessment Questionnaire

All new staff will undertake the health and safety training available within their induction period via e-learning modules.

Job Related Health and Safety Training

Any further Health and Safety training necessary due to equipment or processes used, the nature of a person's job, will be arranged by the Team Leader or manager and a record of this training retained.

Health and Safety Consultation

Consultation on all issues affecting the health and safety of NHS 24 employees takes place at the Area Health and Safety and Local Health and Safety Group Meetings and the Local Partnership Meetings, and informally through the routine management of Health and Safety by Managers, Team Leaders, Lead Health and Safety Co-ordinators and the Health and Safety Consultant.

Health and Safety Complaints

Health and Safety Complaints should be dealt with through the existing arrangements, these are detailed below:

- Hazards and risks can be recorded using the *AIR form*
- Accidents and Incidents can be recorded using the *Accident, Incident and Near Miss Form*
- Line Managers and/or Health and Safety Coordinators will deal with and close out the issue
- If this is not resolved staff can involve your local partnership representative who will communicate with the manager and coordinator and close out the issue
- If this is still not resolved staff should contact the HR Business Partner/H&S representative at their site

MONITORING, AUDITING AND INSPECTING

Annual Audits

The Health and Safety Consultant {in conjunction with the Lead and Deputy Health & Safety Coordinators} will complete the Annual Health and Safety Performance Audits for each of the main sites and the resultant action plans are implemented and progress reviewed at the Area and Local Health and Safety Group meetings.

Workplace Inspections

The Lead Health and Safety Co-ordinators {and other designates} will complete safety Inspections at each of the sites on a regular basis. Inspections are recorded on the Workplace Inspection Checklist, any necessary actions are implemented, and progress reviewed at the Area and Local Health and Safety Group meetings.

Monitoring Health and Safety Performance

The Lead Health and Safety Co-ordinators {and other designates} at each site will complete a Monthly Health and Safety Report for the Head of HR Business Services and the Health and Safety Consultant. Every quarter the Head of HR Business Services completes a report for the Staff Governance Committee

HAZARDS AND RISKS

Hazard Identification

Hazards are anything that have the potential to cause harm and are identified formally through risk assessments, inspections, and audits and informally as a routine responsibility of the Lead Coordinators, Managers and Team Leaders within their area managed.

Employees will bring to the attention of their Lead Coordinator, Team Leader or Manager any hazards they identify and it is the responsibility of the Team Leader or Manager to take action to eliminate the hazard or minimise the risk of harm from the hazard by implementing appropriate control measures.

Some examples of hazards and control measures currently in place are:

Display Screen Equipment – Staff will complete a Workstation Self-assessment Questionnaire and may request an eyesight test to assess any need for wearing glasses when using Display Screen Equipment.

Electricity – All portable electrical equipment is safety tested annually. Staff will be expected to report any faults with equipment to their Lead Coordinator, Team Leader or Manager in order that the appropriate action can be taken.

Fire – The alarms and extinguishers are tested and evacuation drills are completed to test the emergency procedures.

Hazardous Substances – This will normally be limited to cleaning materials used by contract cleaners on our sites and will be kept in locked cleaning cupboards only accessible by Contract Cleaning staff.

Risk Assessment and Management

All Risk Assessment procedures and management control processes will be developed and operated in accordance with NHS 24 Risk Management Strategy.

Risk Assessment Procedure - Outlines the arrangements which apply for the completion of all general and specific risk assessment requirements. See Section 10 Reference Documents for separate Risk Assessment Procedure.

Manual Handling Risk Assessment – Each site will have a manual handling risk assessment completed annually and all Service Support Team staff will have Moving and Handling (Objects) Training. Other staff identified by risk assessment will be provided with this training.

Fire Risk Assessment – Completed annually for each site and informs local evacuation procedures.

Night Work Health Screening – Part of the Pre-employment health questionnaire is to assess a candidate's suitability for night work. Existing night workers (i.e. working at least 3 hours between 11pm and 6am) will be sent by the HR team a night work self assessment questionnaire annually for completion and return to Occupational Health to assess suitability for night work.

New and Expectant Mothers Risk Assessment – New and Expectant Mothers will have a risk assessment to be completed {in conjunction with their line manager} when they inform NHS 24 that they are pregnant and on their return to work.

Individual Stress Risk Assessment – Any Employee who reports work related stress or pressure which is causing ill health to their Team Leader or Manager will have a Stress Risk Assessment completed. Advice is available from local HR Advisors

Lone Working Risk Assessment – Any employee identified as a lone worker will have access to a risk assessment and guidance aimed at raising their awareness of risk and personal safety.

Young Persons Risk Assessment – Any employees between the ages of 16 and 18 years will have a young person's risk assessment completed for them on starting by the Health and Safety Co-ordinator.

ACCIDENTS AND FIRST AID

Accident Reporting and Investigating

Accidents and Incidents will be reported and investigated in line with the Accident Reporting Procedure.

Accident forms are available for all staff in key designated areas and via the intranet...

All accidents at work must be recorded using the **Incident, Injury and Near Miss Form** by the employee involved or by a first aider and the completed form must be passed to the Lead Health and Safety Co-ordinator for the site.

The Lead Co-ordinator will investigate all accidents and near misses, ensure the final completion of the Incident, Injury and Near Miss Form and advise the Health and Safety Consultant and the Head of HR Business Services - who will inform NHS 24 Insurers as appropriate.

If the incident falls within the scope of the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 1995 (RIDDOR) the Manager or the Health and Safety Co-ordinator will report the incident via the web site (<http://www.hse.gov.uk/riddor/>) and will be sent by the centre a copy of the report to retain.

For complete list of incidents to report see <http://www.hse.gov.uk/riddor/>

First Aid

The names and contact details of the trained First Aiders at each of the sites are displayed on the Health and Safety notice boards.

The contact centres and HQ each have a first-aid room {or designated area} with a first-aid box and a list of the first-aiders and their contact details.

FIRE & EMERGENCIES

What to do in an Emergency

If you discover a fire

- Sound the nearest fire alarm
- Do not attempt to fight the fire
- Telephone the fire service from a safe location
- Leave the building by the nearest staircase (Do not use the lifts)
- Go to your assembly point until instructed to return. The location of your assembly point is on the fire evacuation signs at the exits.
- Follow the instructions of your Fire Warden [who will be wearing a high visibility vest]

If you hear the fire alarm sound – You should leave the building immediately by the nearest staircase (do not use the lifts), and go to your assembly point until instructed to return.

Other Emergencies, e.g. bomb alerts and gas leaks, may be handled differently due to the circumstances and separate instructions to evacuate are available for all staff to familiarise themselves with.

Fire Drills

Fire drills will be conducted twice yearly on those sites which NHS24 control. For all other sites local risk assessment in conjunction with the host organisation will define the process

Fire Alarm Testing

The fire alarm systems are tested weekly on each of the sites by sounding the alarm for around 5–10 seconds at a prearranged time that is communicated to everyone and a procedure and record of testing are kept at each reception.

If the fire alarm sounds at any time other than the prearranged test time or if the alarm sounds continuously at the time of the test (more than 45 seconds) it should be reacted to as an emergency as above.

Fire Extinguisher Testing

Fire extinguishers at each of the sites are tested and serviced by contractors in accordance with the suppliers' recommendations and a record of the test and service is kept at reception and noted on each of the fire extinguishers.

VISITORS AND CONTRACTORS

Visitors

All visitors to any of the sites will sign in at reception and wear an identification badge. The host will be responsible for their visitors safety at all times when they are on the site, and if the building is evacuated will ensure they leave the building.

Contractors

Contractors working at any of the sites must have satisfied the requirements of the contractor approval process for the building before starting any work on site. The Lead Health and Safety Co-ordinator will liaise with the managing agents or facilities management for the building to make necessary arrangements.

Safety is everyone's responsibility and all Employees have an important role to play in creating and maintaining a safe and healthy workplace.

Review History

Issue No	Reason for review and brief description of changes made	Effective Date
1	Initial Issue	June 2012
2	Roles and responsibilities changed to reflect organisational structure	July 2015
3	Review – no changes	October 2018

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