

Quest 2012 – Gplus 7

Health & Safety Management



Outcomes

- Customers and Staff participate in a safe environment
- Health and Safety is part of the management culture

PLAN	
How do you commit to the management of health and safety?	
EXAMPLES OF BEST PRACTICE • Health and safety planning • Procedures and policy systems • Health and safety strategy • Industry safety awards	
GUIDANCE • Standards are in place, up to date and reviewed • Procedures and policies are clearly developed, defined and documented as part of an integrated quality management system, for staff and where appropriate customers • Health and Safety actions and targets are clearly defined and included as part of the business objectives • Recognised achievements for the management of Health and Safety have been achieved such as BS 18001, British Safety Council Awards and The Royal Society for the Prevention of Accidents (ROSPA) awards	
DO	
How do you develop a safety culture?	
EXAMPLES OF BEST PRACTICE • Health and safety policy • Induction training • Competent person • Health and safety procedures • Health and safety law poster • Staff communication • Health and safety committee meetings • Consultation • Shared premise agreements	
GUIDANCE • Is a health and safety statement displayed to the staff that acts as a reminder of how seriously the organisation takes health and safety • Are all staff inducted in health and safety, including the policy, responsibilities and arrangements (standards) • Is there a nominated, trained competent person, who is trained, skilled, knowledgeable, experienced and has a good attitude (SKATE) • Are health and safety procedures, including the normal operating procedures and emergency action plan available to staff • Is a fully completed health and safety law poster displayed in staff areas • Is a employee liability insurance certificate displayed for the staff • Does the management communicate with staff on matters related to health and safety on a regular basis • Has the organisation established a health and safety committee/ group, with minutes of meetings circulated to staff • Does the management formally consult with the staff on health and safety matters • Is there evidence of the management of external contractors, for example shared premise agreements	

for third parties

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

EXAMPLES OF BEST PRACTICE

- Management regulations
- Industry best practice and guidance
- Specific risk assessments
- COSHH
- PPE
- Chemical storage
- Chemical spills
- Accident and RIDDOR reporting
- First aid
- Portable appliance testing (PAT)
- Food safety act
- Work equipment
- Working at heights
- Safety signage
- Competent advice

GUIDANCE

- Is Health and Safety Executive (HSE) guidance being used to inform the management of health and safety, for example Managing Health and Safety in Swimming Pools (HSG179)
- Is guidance from sport governing bodies and professional body guidance being used to inform the management of health and safety
- Are specific risk assessments in place, for example first aid provision, noise, display screen equipment, new and expectant mothers, young persons, work experience and manual handling
- Is essential Control of Substances Hazardous to Health (COSHH) data and assessment documentation provided on all pool and other chemicals currently in use
- As a result of COSHH requirements is adequate personal protective equipment (PPE) available for appropriate staff
- Are pool and other chemicals stored safely including segregation of acids and alkalis, bottles clearly labelled and bunds that hold at least 110% capacity
- Is there a plan in place to deal with cleaning chemical spills and other major incidents
- Are accidents and incidents suitably recorded with an investigation process in place
- Do staff understand the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995' (RIDDOR) and are accidents and incidents reported correctly to the Incident Contact Centre (ICC)
- Does the Centre have sufficient HSE approved first aid trained staff and is there suitable and sufficient first aid equipment on site, including first aid boxes, PPE, sharp and clinical disposal provision
- Are appropriate checks and inspections carried out on electrical portable appliances, including user checks, visual inspections and portable appliance testing (PAT)
- Are food hygiene regulations being abided by, including procedures to address food safety such as 'Food Standard Agency (FSA) safer food better business' and food safety risk assessments such as hazard analysis critical control points (HACCP)
- Has work equipment been serviced in line with legislation and manufacturer's instructions, including trampolines, pool hoists, passenger lifts, gas boilers, basketball winches, cricket nets
- Are process in place for working at heights, including ladders and other access equipment including mobile elevated work platforms (MEWPs)
- Has the need for safety signage been identified and suitable safety signage displayed including fire safety, mandatory (PPE), warning, prohibition, hazardous substances and advice and information (First Aid)

- Does the centre have access to competent advice for updates on legislation, regulations and industry best practice, for example corporate health and safety managers, journals, consultants and professional bodies

What training has taken place to deliver this commitment?

EXAMPLES OF BEST PRACTICE

- Training plans
- Procedures and policies
- Qualification matrix
- Mandatory training
- Ongoing and refresher training
- Appraisal scheme

GUIDANCE

- Does the centre have a live corporate and site specific training plan that incorporates health and safety
- Management ensure that staff are trained in any relevant procedures and policies; and any changes are actioned accordingly
- Has a qualification matrix been established to track staff qualification and highlight expiry dates
- Are evacuation drills and training regularly carried out and recorded for all staff, with records maintained on site
- Is appropriate refresher training regularly carried out for all staff
- Does the centre have training and qualification records for all staff
- Are appraisals and personal development plans in place for all staff

How have you allocated resources to deliver this commitment?

EXAMPLES OF BEST PRACTICE

- Budgets
- Time for responsible person to deliver role
- Planned reviews

GUIDANCE

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

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- Accident analysis
- Benchmark
- Internal audits
- Internal monitoring
- External audits
- Staff consultation
- Insurance claims

GUIDANCE

- Is there an understanding at the centre about the location, frequency and types of accidents that occur to identify trends, for example number of accidents per 10,000 visits
- Does the centre divide the accident figure by the number of visitors to provide a number that can be

compared and benchmarked with other similar centres

- Have benchmarking tables been established and understood, both in house or external
- Does the centre carry out internal audits of standards and how well are these standards implemented and measured
- Are internal checksheets counter signed, inspections carried out and spot checks undertaken by senior managers; are these records analysed and measured
- Are external sector specific audits identified to highlight additional considerations, for example client, consultants, Fire Service, HSE and Environmental Health Officer (EHO) visits with findings and actions added to the improvement plan; the findings analysed and measured
- Is there a staff consultation process in place, with findings identified analysed and measured, so that action can be taken
- Are processes in place to deal with insurance claims; are summary findings collated and measured so that the data can be discussed at the health and safety committee and/or meetings

REVIEW

How do you review what you have measured?

EXAMPLES OF BEST PRACTICE

- Updated centre improvement plans and risk reduction plan
- Building alterations
- External support
- Internal objectives
- Investigations
- Enhanced and refresher training
- Procedures and policy systems

GUIDANCE

- Do responsible persons across the organisation meet to share reviews, accident investigations and workload
- Does the centre have a formal process to record and track corrective action or risk reduction actions from risk assessments, accidents and other sources, such as a risk reduction plan (RRP) or an improvement plan
- Have improvements to the building, levels of supervision and additional technology been made as a result of the risk reduction process
- Are external organisations used to provide clear sector specific guidance and support to the management of safety
- Have clear, corporate and centre based objectives been established for the management of health and safety
- Are accidents and near misses a trigger for investigation, review, update and creation of standards
- Is additional training and development implemented to enhance the staff knowledge and compliance
- Do management have a process in place to regularly review and update relevant procedures and policy systems, including the health and safety management system

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- Risk reduction
- Accident reduction
- Areas for improvement (AFI) from audits
- Insurance premiums and claim payments

GUIDANCE

- Is there a reduction in the number of personal injury payments and claims



- Have actions on the risk reduction plan been addressed
- Have the number of accidents per 10,000 customer visits reduced
- Have the areas for improvement identified within audits been addressed and audit scores improved
- Have the number of insurance claims reduced