

# Health and Safety Policy Version 11.0 November 2023



This is the statement of general policy and arrangements for **The Humberside Group of LMCs**. The activities of the LMC are to provide advice to GPs and their practice(s) within the Humberside LMC locality, assist in the development of services for the benefit of the GPs and their practice(s), represent the interests of GPs within Humberside in local matters relating to GMS, PMS, APMS and any such successor contracts and to arrange, organise and provide continuing professional development and educational activities for GPs and their practices. The Humberside Group of LMCs (LMC) will endeavour to create and monitor an environment that is both healthy and safe, as far as is reasonably practicable. All employees, associates, clients, visitors to the building and people at events can expect that LMC has made the necessary arrangements/adjustments to ensure a safe and healthy environment and will provide adequate welfare facilities. LMC will have due regard to the Health & Safety at Work etc Act 1974, carry out annual risk assessments, be aware of the current regulations, hold the required documentation for the Employer's Liability Act (1969), will comply with RIDDOR and any future legislation with regard to Health & Safety. LMC will encourage all its contractors, associates and clients to comply with Health & Safety legislation and to provide an ethos which will ensure the Health, Safety and Welfare of all persons in training.

**The Board of Management** has overall and final responsibility for health and safety and Zoe Norris (**Chief Executive Officer / Medical Director (CEO MD)**) has day-to-day responsibility for ensuring this policy is put into practice. All persons directly employed by the LMC will have appropriate training in Health & Safety and all staff, associates and contractors will have access to the written policy.

**LMC first aiders** are Jonathan Appleton and Rolan Schreiber. The First-aid box and accident reporting book are located – **to be updated** -.

Statement of General Policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	Zoe Norris (CEO MD)	<ul style="list-style-type: none"> <li>Fully explain Health &amp; Safety responsibilities and expectations as part of every staff member's induction training including stress management, manual handling safely and working at heights.</li> <li>Ensure cleaning company comply with safety requirements such as signalling wet floors and locking away chemicals.</li> <li>Ensure other third-party contractors are aware of hazards and comply with safety requirements.</li> </ul>
Provide clear instructions, information, adequate training and supervision to ensure employees are competent to do their work	Zoe Norris (CEO MD)	<ul style="list-style-type: none"> <li>Complete a full induction programme with each new member of staff.</li> <li>All breaches of Health, Safety and Welfare regulations from employees, subcontractors, contractors, and all other clients should be reported to the Chief Executive as soon as possible.</li> </ul>
Engage and consult with employees on day-to-day health and safety conditions	Zoe Norris (CEO MD) Maddie Clifford-Roper & Alison Evans (Operations Managers)	<ul style="list-style-type: none"> <li>Ensure through induction programme that all staff are encouraged to report any Health &amp; Safety concerns at weekly planning meetings.</li> <li>Ensure that all staff members have read and understand the Health &amp; Safety Policy.</li> <li>Review the Health &amp; Safety Policy annually (or more frequently if required) and invite staff members to input into that process.</li> <li>Weekly team meetings.</li> </ul>
Implement emergency procedures – evacuation in case of fire or other significant incident	Zoe Norris (CEO MD) Maddie Clifford-Roper & Alison Evans (Operations Managers)	<ul style="list-style-type: none"> <li>Provide instructions to follow in the event of an evacuation.</li> <li>Escape routes well signed and kept clear at all times.</li> <li>Weekly testing of a break point.</li> <li>Biannual test evacuations.</li> </ul>

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Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	Zoe Norris (CEO MD) Maddie Clifford-Roper & Alison Evans (Operations Managers) Landlord	<ul style="list-style-type: none"> <li>• Providing access to Occupational Health Services for all staff members</li> <li>• Providing workplace adjustments required for an individual to avoid work-related ill-health e.g., specific keyboard, mouse, chair etc.</li> <li>• Ensure equipment (e.g., air conditioning units) is annually serviced.</li> <li>• Ensure electrical equipment is PAT tested annually.</li> <li>• Ensure working environment is safe, suitable and well lit by daily visual inspections.</li> <li>• DSE risk assessments are carried out at the induction and if the positioning of desks should change. <u>This applies to workstations both at home and in the office.</u></li> </ul>
Building Responsibilities	Zoe Norris (CEO MD) Maddie Clifford-Roper & Alison Evans (Operations Managers) Landlord	<ul style="list-style-type: none"> <li>• LMC are responsible for the internal maintenance of their parts of the building.</li> <li>• LMC are responsible for annual fire extinguisher checks and reporting any building and equipment hazards or defects as they occur.</li> <li>• Our landlord, <b>UPDATE Willerby Properties (01482 325221)</b>, is responsible for maintenance of common parts of the building, external parts of the building and external areas, fire alarms and detection equipment and testing, electrical equipment and annual testing and PAT testing and security (in communal/external areas).</li> <li>• Fixed installation electrics to be checked every 5 years as per BS7671 18<sup>th</sup> addition (Landlord responsibility).</li> </ul>
Driving	Zoe Norris (CEO MD)	<ul style="list-style-type: none"> <li>• Ensure all staff have access to and have read the LMC Driving for Work policy – <u>last reviewed by the Board and circulated to staff October 2022 on a two-yearly basis.</u></li> </ul>
Accidents and First Aid	Zoe Norris (CEO MD)	<ul style="list-style-type: none"> <li>• All staff are made aware of the need to record accidents in the relevant Accident Book and to report all accidents to their First Aider in the first instance. Emphasise this includes accidents in the home-work place.</li> <li>• The First Aid appointed persons will be responsible (jointly) for the checking and restocking of the First Aid boxes and the maintenance of the Accident Book.</li> </ul>
External Environment	Zoe Norris (CEO MD)	<ul style="list-style-type: none"> <li>• Staff are made aware that large vehicles regularly pass the entrance to the building car park and that they should stop and give way at all times.</li> <li>• Staff are made aware that the waste compound and adjacent landfill site are attractive habitats for rodents and pests. A pest control contractor is responsible for monitoring and controlling pests (in the LMC offices and loft). Staff should report any issues with pests or rodents to the Chief Executive.</li> </ul>

**Commented [MC1]:** Should we update this to Seneca Properties in the interim? Or just wait until we move?

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**Commented [MC2]:** Again, should we update this to include some details of area around Biz Hub? Or just wait till we get to Hessewood?

Signed:	Zoe Norris (CEO MD)	Date:	November 2023
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# Risk assessment

## The Humberside Group of LMCs

Date of risk assessment: 15 July 2022

What are the hazards?	Who might be harmed and how?	What are we already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Working at height Filing on top shelves, putting up decorations etc	Falls from any height can cause bruising and fractures.	<ul style="list-style-type: none"> <li>• Stepladders are provided for staff use.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that step ladders are available and how to use them safely.</li> </ul>	Chief Executive	<a href="#">August 2022</a>	Team <a href="#">planning</a> meetings
Stress	All staff could be affected by factors such as lack of job control, bullying, not knowing their role etc.	<ul style="list-style-type: none"> <li>• Staff understand what their duties and responsibilities are.</li> <li>• Staff can talk to their manager if they are feeling unwell or ill at ease about things at work.</li> <li>• All staff are aware of the Employee Assistance helpline which they can access confidentially.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that they can speak confidentially to their manager (on a no-blame basis!) if they are feeling unwell or ill at ease because of work.</li> </ul>	Chief Executive	<a href="#">August 2022</a>	Standing agenda item at weekly team <a href="#">Planning</a> Meetings
Electrical	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> <li>• Staff trained to spot and report (to Team Administrator) any defective plugs, discoloured sockets or damaged cables/equipment.</li> <li>• Defective equipment taken out of use safely and promptly replaced.</li> <li>• Staff told not to bring in their own appliances, toasters, fans etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Diary reminder to commission PAT testing in January 2023</li> <li>• Remind staff to report any issues to landlord immediately by phone 01482-<del>325224</del> 638400.</li> </ul>	Chief Executive Operations Managers	<a href="#">January 2023</a>	Annual PAT testing next due <a href="#">February 2023</a> . <a href="#">March 2024</a> . Installation test due every 5 years. Electrical issues to be reported immediately to landlord by phone and or email.

What are the hazards?	Who might be harmed and how?	What are we already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Fire	If trapped, staff could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> <li>Working with landlord, fire risk assessment done, see <a href="http://www.fire.gov.uk/workplace+safety/">www.fire.gov.uk/workplace+safety/</a> and necessary action taken.</li> <li>Evacuation plan updated and displayed and staff directed to this.</li> <li>Fire extinguisher checks carried out and recorded.</li> <li>Fire systems checks carried out and recorded.</li> <li>Full fire evacuation drill carried out 9 August 2022 (<a href="#">Albion House</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the actions identified as necessary by the fire risk assessment are done.</li> </ul>	Chief Executive	July 2022 (see section below)	Complete
Lone Working	Staff could suffer injury or ill health while out of the office (e.g., when visiting clients' offices) or while working alone in the office or at home.	<ul style="list-style-type: none"> <li>Staff record visit details in shared Outlook diary and provide their mobile number.</li> <li>Staff not returning to the office after a visit ensure their colleagues are aware.</li> <li>Staff provide emergency contact number.</li> <li>Staff to use buddy system to call or text when leaving office and buddy to follow up if this is more than 15 mins after advised time.</li> <li>Last staff member checks all areas, including toilets, before locking up at night.</li> <li>All staff to follow Lone Worker &amp; Building Security Policy.</li> </ul>	<ul style="list-style-type: none"> <li>Whereabouts of staff 'out of the office' to be monitored by office-based staff.</li> <li>Follow up by phone within one hour of staff expected to be in work that day.</li> </ul>	All office-based staff  Chief Executive	August 2022	Ongoing process
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> <li>General good housekeeping is carried out.</li> <li>All areas well lit, including stairs.</li> <li>No trailing leads or cables.</li> <li>Staff keep work areas clear e.g., no boxes left in walkways, deliveries stored immediately.</li> </ul>	<ul style="list-style-type: none"> <li>Remind staff to check areas regularly and report or correct any hazards.</li> </ul>	All staff Chief Executive	August 2022	Planning Meeting 28 September 2022

**Commented [AE3]:** Some duplication with the next section - suggest remove this and cover it in the 'Fire risk assessment' in next section.

Manual handling of paper, office equipment etc	Staff risk injuries or back pain from handling heavy/bulky objects e.g. deliveries of paper, setting up at events.	<ul style="list-style-type: none"> <li>• High shelves for light objects only.</li> <li>• Break up loads into manageable units before carrying.</li> </ul>	<ul style="list-style-type: none"> <li>• Remind staff that they should not try to lift objects that look or appear too heavy to handle.</li> </ul>	Chief Executive	August 2022 <del>3</del>	<a href="#">Reminded Risk assessment carried out in August 2023 and all staff during home assessment in July 2022 completed moving &amp; handling online training delivered by the British Safety Council</a>
<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are we already doing?</b>	<b>Do you need to do anything else to control this risk?</b>	<b>Action by who?</b>	<b>Action by when?</b>	<b>Done</b>

Display screen equipment	Staff risk posture problems and pain, discomfort or injuries e.g., to their hands/arms from overuse or improper use or from poorly designed workstations or work environments. Headaches or sore eyes can also occur e.g., if the lighting is poor. This applies to office and home working environment.	<ul style="list-style-type: none"> <li>• DSE training and <u>self</u>-assessments of workstation carried out by all new starters early on in induction. Any actions to be carried out as soon as possible.</li> <li>• <u>DSE risk assessment of home workstation performed by trained DSE assessor for all new starters early on in induction.</u></li> <li>• <u>Self-R</u>assessment to be carried out at any change to work feature e.g., equipment, furniture or the work environment such as lighting. <u>This applies to workstations at home and in the office.</u></li> <li>• Workstation and equipment set to ensure good posture and to avoid glare and reflections on the screen.</li> <li>• Shared workstations are assessed for all users.</li> <li>• Work planned to include regular breaks or change of activity.</li> <li>• Lighting and temperature suitably controlled.</li> <li>• Adjustable blinds at window to control natural light on screen.</li> <li>• Noise levels controlled.</li> <li>• Eye tests provided for those who need them, LMC to pay for basic spectacles specific for VDU use (please refer to Expenses Policy for more information).</li> <li>• When laptops used, laptop should be used with docking station, screen, keyboard and mouse.</li> </ul>	<ul style="list-style-type: none"> <li>• Managers to monitor to ensure staff continue to get breaks away from the computer.</li> <li>• Check that identified actions from self-assessments are followed up as soon as possible.</li> <li>• Tell staff that they are to inform their manager of any pain they have that may be linked to computer use.</li> <li>• Remind laptop users to carry out regular DSE assessments to avoid problems and identify any issues.</li> <li>• Remind <del>temporary</del> home working staff that <del>regular</del> DSE <u>self</u>-assessments should be carried out <u>if any changes occur</u>. Discuss with manager at one to ones.</li> <li>• <u>DSE assessor (Maddie Clifford-Roper) to repeat training annually as per best practice</u></li> </ul>	Chief Executive Operations Managers SMT	<a href="#">July 2022–complete</a> <a href="#">September 2023 on arrival at BizHub</a> <a href="#">February 2024 on arrival at Hesselewood</a>	DSE assessments completed for changes of desk and equipment due to temporary <a href="#">move to Bizhub.</a>  <a href="#">home working for each staff member and also for home working environment</a>
<a href="#">Driving for work</a>	<a href="#">Staff at risk of being involved in a road traffic accident.</a> <a href="#">Staff at risk of breaking down whilst on work business.</a>	<ul style="list-style-type: none"> <li>• <a href="#">Revising the ‘Driving for work’ policy every two years and bringing it to the attention of staff.</a></li> <li>• <a href="#">Collecting MOT and insurance proof from staff annually.</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Discuss the risks of travel for business at regular team meetings.</a></li> </ul>	Chief Executive  Operations Managers		

Health and Safety Law poster is displayed at:	On the notice board in the main entrance to the building – <a href="#">to be updated</a> .
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Accidents and ill health at work reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) <http://www.hse.gov.uk/riddor>

You should review your risk assessment if you think it might no longer be valid (e.g., following an accident in the workplace or if there are any significant changes to hazards such as new work equipment or work activities).

**Risk Assessment Review Date:** ~~July 2022~~ [September 2023](#)

**Next Review Date:** ~~July 2023~~ [February 2024 \(following office move to Hesslewood\)](#)

# Fire risk assessment

The Humberside Group of LMCs

Date of risk assessment: 21 November 2023

What are the hazards?	Who might be harmed and how?	What are we already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
<ul style="list-style-type: none"> <li>The plans of the building are not to scale but intended to show where fire equipment and exits are located.</li> </ul>	<ul style="list-style-type: none"> <li>Staff and visitors evacuation using incorrect routes.</li> </ul>	<ul style="list-style-type: none"> <li>Fire exit signs are displayed above each exit and use of fire extinguisher labels are above each extinguisher. Additional signs are located at various points to highlight hazards and restricted areas.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure signs are maintained and clear.</li> </ul>	Chief Executive	Constant monitoring of escape signs and routes are undertaken by the Bizhub manager with regular reminders to businesses about keeping the corridors clear	Fire extinguishers last serviced January 2023, next due January 2024.
<ul style="list-style-type: none"> <li>Failure of electricity to the building.</li> </ul>	<ul style="list-style-type: none"> <li>Staff and visitors cannot navigate the correct evacuation route.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure emergency lights are tested recorded, maintained and clear.</li> </ul>		Chief Executive	Every 3 months or as needed by the Bizhub Manager	Last checked 12 September 2023



What are the hazards?	Who might be harmed and how?	What are we already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
<ul style="list-style-type: none"> <li>Fire</li> </ul>	<ul style="list-style-type: none"> <li>Staff and visitors cannot evacuate the building and may be harmed by smoke and flames.</li> </ul>	<ul style="list-style-type: none"> <li>In the event that the doors are not available as an evacuation route, instruct staff to evacuate through the windows or to remain in a room furthest from the fire and call the Fire Service. Close doors and windows.</li> </ul>	<ul style="list-style-type: none"> <li>Remind staff of this procedure and include in an induction.</li> <li>Remind staff that assembly point externally is to the front of the building.</li> <li>Remind staff of the need to keep fire exits and doors clear, dispose of rubbish regularly and not to work in a way which may cause a fire to spread easily. LMC will check regularly that good housekeeping is maintained.</li> </ul>	Chief Executive	At December 2023 Team meeting	
<ul style="list-style-type: none"> <li>Lack of egress due to fire on the stairs.</li> </ul>	<ul style="list-style-type: none"> <li>Staff and visitors cannot safely tackle small fires.</li> </ul>	<ul style="list-style-type: none"> <li>Both foam and carbon dioxide extinguishers on the ground-floor corridor. All extinguishers are clearly labelled and are to be used to exit the building if required.</li> </ul>	<ul style="list-style-type: none"> <li>Fire extinguishers are maintained under contract and checked by a competent person.</li> </ul>	Chief Executive	Checks organized every six months by Bizhub Manager	Fire extinguishers last serviced January 2023, next due January 2024.
<ul style="list-style-type: none"> <li>Smoke</li> </ul>	<ul style="list-style-type: none"> <li>Fire event is not detected in time and staff and visitors cannot evacuate safely and are harmed by fire or smoke.</li> </ul>	<ul style="list-style-type: none"> <li>Smoke and heat detectors are to be found in all areas of likely fire hazard throughout the building including storerooms.</li> </ul>	<ul style="list-style-type: none"> <li>Fire detectors and alarms are maintained under contract.</li> <li>Ensure emergency lights are tested recorded, maintained and clear.</li> </ul>	Chief Executive	Checks organized by Bizhub Manager every six months or more frequently as needed.	Emergency lights last tested 12 September 2023.

<ul style="list-style-type: none"> <li>• Panic in the event of a fire</li> </ul>	<ul style="list-style-type: none"> <li>• Fire hazards and evacuations present an unacceptable risk of harm to building occupants during a fire.</li> </ul>	<ul style="list-style-type: none"> <li>• Fire wardens for LMC are Maddie Clifford-Roper and Alison Evans (Operations Managers)</li> <li>• Display evacuation drill and plan and routes in the foyer of Bizhub. Test evacuations will be carried out biannually and recorded.</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm named wardens are still employed and available to carry out their duties.</li> <li>• Remind staff of evacuation procedure at team meetings.</li> </ul>	Chief Executive		Bizhub Fire Drill last took place in November 2023
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**Risk Assessment Review Date: 30 November 2023**

**Next Review Date: 01 February 2024**