

General Statement of Health and Safety Policy

Purpose

The Palace Trust's policy is to provide and maintain safe and healthy conditions, equipment and systems of work for all its employees at The Bishop's Palace and Gardens, and to provide such information, training and supervision as they need for this purpose. It also accepts its responsibility for the health and safety of other people who may be affected by its activities at The Bishop's Palace and Gardens.

The allocation of duties for safety matters and the arrangements which The Palace Trust has made to implement the policy are set out below. To ensure this, the policy and the way in which it is being operated will be reviewed regularly. Any suggestions as to ways in which it could be improved would be welcomed.

The approach of The Palace Trust regarding health and safety can be summarised by the following points:

- All measures are taken that are reasonably practicable, ensuring the safety of visitors and maintaining the historic integrity of the site
- Risk controls balance safety with the historic significance of the site
- Visitors are informed of potential risks that they might reasonably be exposed to, thus allowing individuals to make informed choices about how to access the site
- It is understood that visitors should take a reasonable and appropriate amount of care for themselves and others when visiting the site, not carrying out any activities that might harm themselves or others
- Management of risk and health and safety onsite is an ongoing process requiring constant review and monitoring

Relevant Legislation

- The Health and Safety at Work etc. 1974
- The Management of Health and Safety at Work Regulations 1999 and amendments 2006

Responsibilities

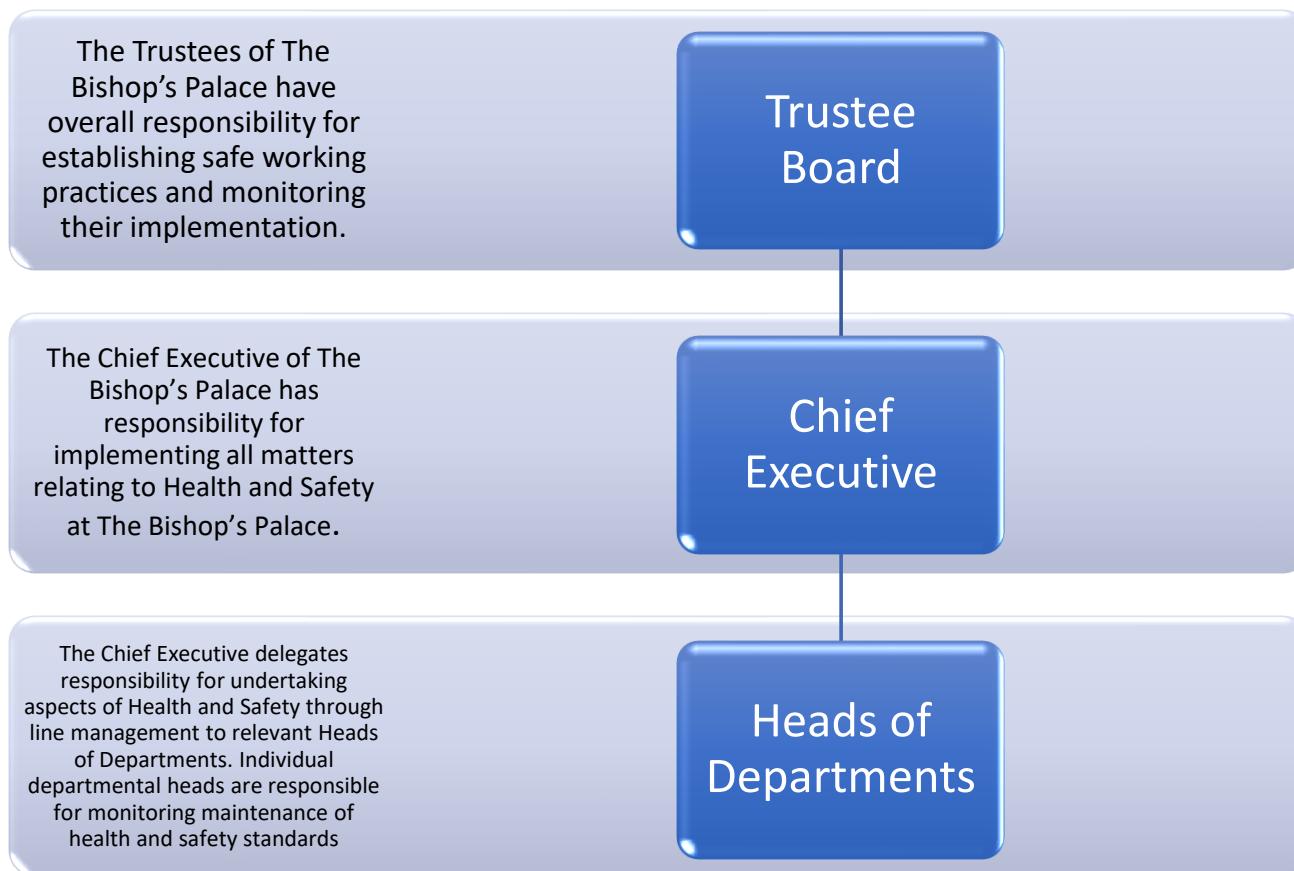
The Trustees of The Bishop's Palace have overall responsibility for establishing safe working practices and monitoring their implementation. The Chief Executive has responsibility for implementing all matters relating to Health and Safety at The Bishop's Palace. The Chief Executive delegates responsibility for undertaking aspects of these duties through line management and relevant Heads of Departments. All staff are responsible daily for this policy being carried out at The Bishop's Palace and Gardens. However, individual departmental heads are responsible generally for monitoring maintenance of health and safety standards including use of equipment within their own departments. All employees have a general

responsibility to co-operate to achieve a healthy and safe workplace and to take reasonable care of themselves, fellow employees and visitors. Whenever an employee notices a health or safety problem which they are not able to safely put right in some simple fashion, he or she must inform their head of department or, in their absence, the Chief Executive. If the matter appears serious or urgent, the report should be made immediately.

Suitable and sufficient information about local hazards (other than those related to building fabric and services) are communicated to contractors working at The Bishop's Palace. Staff cooperate with all relevant persons to ensure that The Management of Contractors Policy is implemented effectively.

An audit of Health and Safety practices is carried out annually by relevant staff.

Flow Diagram of Responsibilities



Training

The Chief Executive has overall responsibility to ensure that all staff are provided with appropriate training. Heads of departments are responsibility for ensuring that staff undertake required training. Training needs should be identified during the annual appraisal process. Staff should not undertake any activities for which they do not have the requisite training. This training can include the following: Manual Handling, Use of Chemicals Hazardous to Health, Use of Machinery or Equipment.

All staff and volunteers are given a full induction, including a health and safety briefing as well as Safeguarding Training.

Risk Assessment process and methodology

Risk Assessments are carried out annually by the Property Manager, or where appropriate the relevant Head of Department. Risk Assessments are stored on The Palace Trust Shared Drive. Examples of Risk Assessments include:

- Full Site Risk Assessment
- Fire Risk Assessment
- Events Risk Assessments

Fire Safety

The fire risk assessment is available to all staff in the Risk Assessment folders on The Palace Trust Shared Drive. Responsibility for regular checking of escape routes, fire alarms and other equipment (extinguishers, fire blankets, etc.) are that of the Buildings and Facilities Manager. Fire alarms are tested once a month and the fire instructions are displayed conspicuously throughout the building. The General Emergency and Fire Evacuation Plan can be found on the Share drive and in physical folders in all offices. Care should always be taken to minimise the risk of fire.

Where appropriate Hot Works Permits must be completed by the responsible member of staff or third party. A copy of this can be found in the Appendices.

Overnight security

There are three residences at The Bishop's Palace, of which two have related security responsibilities. The Palace Resident(s) is the first point of contact for overnight security issues, including setting alarms and notifying the emergency services in case of an incident. The current occupants of the Gatehouse provide overnight security cover in the absence of the Palace resident(s). It is required that at least one person is on site at all times to ensure the security of the site.

Locking and Unlocking

The Visitor Operations Team are responsible for locking and unlocking the Palace and Gardens during normal opening hours. When the site is closed, the Duty Resident is the first point of contact.

Signage and information

Visitors are provided with the following information on the Entrance Ticket or as part of their Membership Pack:

“These grounds contain hazards including uneven paths, steps and fragile historic structures and deep open and fast flowing water. The water is not suitable for swimming, paddling or drinking. Visitors are responsible for the children in their care and their own safety at all times.”

Additional signage is located at point across the site at which a specific hazard has been identified, for example at the base of the Rampart Walk. Signage is reviewed periodically.

Management of Contractors

Contractors working at The Bishop's Palace and Gardens must ensure that they adopt safe working practices, producing risk assessments, liability insurance details and method statements where appropriate.

Accidents

First Aid Boxes are kept in the Bevy Room, Workshop, The Palace Trust Office, The Bishop's Table Cafe, Community Garden Room and in the Ticket Office. The Buildings and Facilities Manager is responsible for

the boxes, and any persons using any of its contents are asked to let her know so that the box may be quickly replenished. Further bandages/dressings are to be found in The Palace Trust Office.

There are qualified first aiders who have completed the First Aid at Work Course and first aid appointed persons. They should be contacted in the first instance in any emergency. They are identified at daily briefing meetings every morning.

On finding a problem, an individual should alert a first aider who should immediately visit the injured or ill person and make a decision about what other help is required, in particular whether an ambulance should be called. If the matter is obviously extremely urgent, then the individual coming across the problem should call an ambulance immediately. As soon as possible Duty Manager and Ticket Office should be informed of the position and also the Chief Executive.

The Accident Books are kept in The Palace Trust Office, Cafe Kitchen and in the Ticket Office with the first aid boxes. All accidents should be reported as soon as possible, no matter how trivial it may seem, so that the management team can identify any patterns that may be emerging. Under the Health and Safety (First Aid at Work) Regulations the following details must be entered into the Accident Book:

- Full name, department/address of casualty;
- Occupation of casualty;
- Date and time of incident;
- Place and circumstances of incident;
- Details of injuries and treatment given;
- Date and time entry made in the Accident Book;
- Signature of person making the entry (anyone can make the entry).

If a member of the public chooses not to give information to be recorded in the accident book the member of staff should complete as much information as possible.

Once an accident form has been completed, please remove it from the accident book and leave it on the Buildings and Facilities Managers desk.

Injuries coming under the following categories must be reported to the Health and Safety Executive (HSE), telephone number 0845 30 99 23:

- Deaths;
- Major injuries;
- Over 3-day injuries – where an employee and self-employed person is away from work or unable to perform their normal work duties for more than 3 consecutive days;
- Injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital;
- Some work-related diseases;
- Dangerous occurrences – where something happens that does not result in an injury but could have done.

Not all incidents are reportable to the HSE. All incidents must be reported to the Chief Executive who will contact the HSE where appropriate.

The nearest hospital with a Minor Injuries Department is:

West Mendip Community Hospital
Old Wells Road,
Glastonbury,

Somerset,
BA6 8JD

Tel: 01458 836450

There is also the Shepton Mallet Community Hospital (01749 342931 – 24-hour service).

Reporting dangerous diseases, incidents or near misses

Employees have a duty to report any dangerous/contagious diseases which they may have come into contact with and a note should be made in the Accident Book.

Should anyone experience a 'near miss' (e.g. a filing cabinet falling forward, shelves falling down) a report should be made by email to the Buildings and Facilities Manager to ensure that precautions are taken for future safety.

Manual handling and lifting

Injuries can be caused through lifting and handling objects whilst at work, not necessarily because of the weight of the object, but rather because of the wrong movements being used.

No person should be required to lift, carry or move a load so heavy as to be likely to cause injury. The number of accidents caused through lifting without due regard for the possible dangers may be reduced if the following principles are observed:

- assess the load and ensure the person lifting is capable;
- relax both knees;
- keep a good balance;
- keep arms as close to the body as possible;
- take a firm grip on the object being moved, using the whole hand not just fingertips;
- raise the head as the hands take the load, this will automatically straighten the back at the moment of lifting;
- make sure your path is visible and clear of obstruction;
- obtain help if the load is too heavy to be carried alone.

Condition of premises

Minor repairs

Items requiring repair should be reported as soon as possible to the Buildings and Facilities Manager. An online spread-sheet is kept for all repair and maintenance jobs to be recorded.

Temperatures and ventilation

The temperature in the office should not be less than 16 degrees centigrade. This minimum temperature must be reached (and maintained) after the first hour of work. Adequate ventilation should be available at all times.

Cleaning and storage

Any member of staff who finds deficiencies within the standards of cleaning should report them to the Buildings and Facilities Manager. Members of staff should ensure that offices, stairs and corridors are kept clear of obstructions (such as boxes or equipment) which could cause an accident or impede an evacuation in an emergency. Particular care should be taken in the storage of combustible materials such as paper and aerosols which must not be stored near sources of heat.

Control of Substances Hazardous to Health

Care should be taken when using hazardous substances. Manufacturers' instructions for use should be followed carefully.

COSHH assessments are carried out by the Buildings and Facilities Manager.

IOSH assessments are carried out by the Buildings and Facilities Manager.

Cash Handling

A Cash Handling Policy is in place to outline how staff and volunteers should treat cash. The Cash Handling Policy can be found in the Emergency Grab Pack in every office.

Electrical appliances

All electrical equipment is tested periodically to ensure its compliance with statutory safety standards. All newly obtained items of electrical equipment should be recorded on the inventory to make sure that all items are covered by the annual inspection.

All members of staff should take care to prevent electrical cables trailing in such a manner as to constitute a hazard. A cable tidy is available and must be used where required. Electrical work may only be carried out by appropriately qualified and authorised personnel. Any item thought to be faulty must not be used until checked by a qualified engineer.

Machinery and equipment

Machinery and equipment must only be operated by a trained operator. All machinery is regularly serviced as recommended by the manufacturer. Machinery is only operated by those with relevant and appropriate training and only when safe to do so. Appropriate safety equipment is worn when machinery is being operated. Records and certification of relevant training are retained by the relevant Head of Department.

Computer Workstation

Computer users sometimes experience discomfort such as back pain, stiff neck and shoulder, sore hands and wrists. Much of this discomfort can be prevented by improving the setup of the workspace and by avoiding the following:

- sitting in awkward or twisted positions;
- maintaining the same posture for too long;
- reaching frequently;
- using too much muscular effort even for relatively easy tasks;
- pressing on the soft tissues of your body, for example leaning against a hard desk edge.

Exercises

Using the monitor, like other close work, places such demands on your eyes that it is important to take brief but frequent pauses throughout the time you are working with your computer. The recovery pause gives your eyes a chance to recover from fatigue.

Do these exercises to help your eyes feel refreshed:

- yawning and blinking can help to keep your eyes lubricated;
- changing focus can help to relax the muscles of your eyes. To do this look at your fingertip with your arm stretched in front of you, then to a point far away from you then back to your fingertip.

Do these body exercises during breaks:

- deep breathing can help relieve tension in your muscles;
- hand and finger massages can help to keep your hands warm and reduce cramping and stiffness;

- clasp your hands behind your head and gently stretch your elbow back while taking in a deep breath;
- shoulder shrugs can help to reduce tension or stiffness in the upper back and neck. To try this gently pull your shoulders up towards your ears and then relax your shoulders downwards.