

## Health and safety of support services' staff

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### 1. Scope

This document provides guidance on the management arrangements for the health and safety of Support Services' staff.

### 2. Arrangements

In each division, the Divisional Head is responsible for implementing a suitable system of health and safety management. They may choose to manage the division as one entity (as in the Finance Services division), or may decide that each service area of the division will be independently managed by the head of service (e.g. the division of Sport, Exercise and Health is managed as three separate areas: the Sports Hall; Coombe Dingle; and the Swimming Pool).

The Divisional Head (or the head of service) must put in place:

1. The organisational arrangements for managing health and safety within the division (or service). This includes:
  - i. the appointment of a SSA (Service Safety Adviser), or a team of people to carry out the variety of roles if that is more appropriate;
  - ii. assigning specific roles that might be needed to fulfil a task (e.g. the person assigned the task of carrying out computer workstation assessments);
  - iii. communicating to all staff what is expected of them with regards to health and

- safety;
  - iv. the provision of information, instruction, training and supervision commensurate with staff roles and responsibilities;
  - v. a means of raising health and safety issues and monitoring health and safety performance, through either a health and safety committee for the division, or as a standing item on the agenda of a team meeting. (Where trade union safety representatives are recognised they must be invited to attend);
  - vi. taking remedial action following an accident or incident.
2. A clear system that identifies when a risk assessment is required for a specific activity, and who is expected to carry out that risk assessment.
  3. A set of “local rules” to address the hazards posed by the work of the service (the Health and Safety Office has provided a template (1)).

In addition each member of staff will receive information on the health and safety arrangements within the building from the Facilities Management team. This will include information on fire drills, fire alarm testing, building opening hours, first aid arrangements etc. In Senate House the Facilities Manager will also coordinate the PAT testing (portable appliance testing of plug-in 240V electrical equipment), although it remains the responsibility of the Divisional Head (or head of service) to make all electrical equipment known to the testing team and available on the appropriate date.

As a result all support staff will need to be familiar with two sets of information:

1. the local rules produced by their division or service;
2. the information on the health, safety and welfare arrangements for the building provided by the Facilities Management team.

### **3. Support services’ staff working in school or faculty offices**

The responsibility for the health and safety of staff working remotely in faculty or school offices is shared between the Divisional Head (or head of service) and the manager of the school or faculty office.

The Divisional Head (or head of service) is responsible for:

- providing any specialist equipment required (e.g. ergonomic mouse, keyboard, footrests, orthopaedic chair etc.)
- monitoring the health and safety arrangements in place for their staff at their place of work at a level commensurate with the risk of the work
- providing a clear means of enabling each member of staff to voice any concerns that they may have relating to health and safety e.g through feedback or contribution to the division’s health and safety committee or to the SSA.
- ensuring that risk assessments are carried out for process work activity (see section 4).
- Acting upon reports of accidents or incidents.

The School or Faculty Manager is responsible for providing a safe working environment, including but not limited to:

- an induction for each member of staff to working safely in the school or faculty
- the provision and maintenance of office furniture;
- IT equipment and its ergonomic arrangements, including carrying out computer workstation assessments;
- maintenance and inspection (including PAT testing) of the equipment
- good housekeeping of the working environment;
- commensurate with the arrangements for the building made through the Facilities Manager, a good standard of housekeeping, welfare provision and building safety requirements;
- acting upon reports of accidents or incidents.

As a result support staff working in schools or faculties will need to be familiar with three sets of information:

1. the local rules produced by their division or service;
2. the local rules for working in the school or faculty office;
3. the information on the health, safety and welfare arrangements for the building provided by the Facilities Management team.

#### **4. Risk assessment**

There are two forms of risk assessments. The health and safety of regular or repeated activity should be assessed through a generic risk assessment which must be recorded in the local rules document. Bespoke risk assessments are required for one-off events or activities. The Divisional Head (or head of service) director must ensure that risk assessments are carried out for process work activity, for example:

- the cash handling arrangements under the control of the Director of Finance;
- the arrangements for home visits by Human Resources staff;
- issues arising due to volume of work, potentially leading to excessive working hours, stress or risk from lone working;
- safe working practices for work on electrical equipment by IT Services staff.

#### **5. Accidents and incidents**

All accidents and incidents must be reported to the Divisional Head (or head of service). Where staff from the division work in school or faculty offices all accidents and incidents must also be reported to the school or faculty manager.

## 6. Bibliography

1. Health and safety management guidance. *Health and Safety Office*. [Online]  
<http://www.bris.ac.uk/safety/guidance/#management>.