

SCHEDULE 27 – COUNCILS' POLICIES

- 1. Rotherham – Code of Official Conduct – Employee Guide**
- 2. Rotherham – Access to Work Procedures**
- 3. Rotherham – Customer Charter – Customer First**
- 4. Rotherham – Working together to put Customers First – Customer Guide**
- 5. Rotherham – Making reasonable adjustments for Disabled Employees**
- 6. Rotherham – Disabled Employees – Access to Work**
- 7. Rotherham – Eye Tests**
- 8. Rotherham – Health and Safety Policy**
- 9. Rotherham – Risk Management Policy – Strategy Statement 2008**
- 10. Rotherham – Equality Policy**

Customer Charter

Rotherham
Customer
First



Our Promise:

- We will greet you in a polite and friendly manner, you will recognise our staff from their identity badges
- We will attend to you promptly, apologising if we have kept you waiting, and ensure that you are treated with courtesy and respect
- We will provide you with clear, helpful information about our services, and agree at the outset what you can expect
- We will monitor your satisfaction and tell you how we are performing, using your views to make improvements
- We will treat everyone fairly, respecting your privacy, dignity and confidentiality and where necessary provide private interview rooms
- We will ensure that our staff are well trained, efficient and have the appropriate skills and experience to meet your needs
- We will provide information in other formats and languages upon request
- We will identify your needs at the first point of contact

How you can help us:

- Rotherham Council staff appreciate and respect you the customer. In return please treat our staff with the same courtesy. Anyone displaying intimidating, threatening or abusive behaviour may be prosecuted.
- We will not tolerate aggressive behaviour, bad language or racist, sexist and discriminatory comments.

Minimum Standards:

- We will answer enquiries professionally and courteously, and will aim to achieve the following response times:

Telephone calls	Answer within 7 rings
Emails / online requests	Acknowledge within 1 working day, followed by a full response within 10 working days (complaints will be excluded from this and dealt with separately) *
Letters from customers	Acknowledge within 3 working days, followed by a full written response within 10 working days
Appointments	Maximum waiting time of 5 minutes from agreed time
Complaints	If possible, complaints will be sorted on the spot. If this is not possible, complaints will be responded to in line with the Council's Corporate Complaints Procedure. Please note that Adult Social Care and Children's Social Care follow separate procedures as determined by the Government.

* This excludes "personal" email addresses for individuals.

Use of telephone answering machines and voicemail will be kept to an operational minimum. If sufficient information has been recorded we will respond to messages left on answering machines and voicemail within 24 hours (excluding weekends and bank holidays). The Council is committed to improving its customer services and will be monitoring and publishing its performance regularly.

We welcome and value your comments, complaints and suggestions about how we run our services, further information can be found at www.rotherham.gov.uk/customerfeedback

RMBC Equality Policy

Each Directorate has officers and an Equality Steering Group, chaired by their Equality Champion, with specific duties to co-ordinate the implementation of the strategy at a Directorate and service level.

Contractors

We will operate fair contracting, commissioning and procurement policies that monitor compliance with equality requirements and we will encourage and support contractors and partners to develop best practice in equality.

Anti-discrimination Legislation

The Equality Act (2010) is now the principal equality legislation and will be implemented in stages from October 2010 onwards. This means the Acts and Regulations (as amended) listed below will be repealed and replaced by the provisions of the Equality Act:

- Equal Pay Act 1970
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Employment Equality (Religion and Belief) Regulations 2003
- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Age) Regulations 2006
- Equality Act (Sexual Orientation) Regulations 2007

The Council will comply with all anti-discrimination legislation including:

- Human Rights Act 1998
- Carers (Equal Opportunities) Act 2004
- Civil Partnership Act 2004
- Gender Recognition Act 2004
- Work and Families Act 2006
- Equality Act 2010

The Equality Act (2010) refers to “protected characteristics” and this covers:

- Age
- Disability
- Gender reassignment
- Maternity and pregnancy
- Marriage and civil partnership
- Race, ethnic or national origin, colour or nationality
- Religious or other philosophical beliefs (and people without such beliefs)
- Sex (Gender)
- Sexuality/Sexual Orientation

We recognise that some people may experience multiple discrimination and our legal responsibilities towards them under the legislation overlap. The Council will seek to identify where groups or individuals face particular disadvantage and consider how services and employment practices can best respond. Through this policy we aim to ensure good equality and diversity practice for everyone.

Employment law protects employees from being penalised because they are members of a trade union, or for other reasons relating to being a trade union member. RMBC promotes the right of every employee to belong to a trade union of their choice, including the right to participate in trade union activities and hold office. We will not tolerate less favourable treatment of any employee due to their trade union membership or activities.

Rotherham

**Customer
First**



Working together to put Customers First

A guide for customers

A message from the Leader

Around 250,000 people live in Rotherham, and every one of them is either our customer or a potential customer.

The best organisations always put their customers first, and we want to be the best.

We have taken a long, hard look at how we do things to come up with a better way wherever possible. Our aim is to make our service to the public as good and customer-friendly as it can be. Our aim is to put the **Customer First**.

This guide gives you clear and simple advice on what you should expect from us. A summary, called the Customer Charter, is on display in all our buildings.

If you have any questions about anything in the guide, please ask any member of staff.

Our commitment to put the **Customer First**

Our customers come first. To show this, we will:

- ensure that services meet your needs by listening to what you say
- treat you fairly and courteously
- deal with enquiries and complaints thoroughly, promptly and honestly
- give you clear and relevant information
- make our buildings and services easy to find and use
- continuously improve our services by involving staff and customers in setting and monitoring consistent standards
- give staff the skills, training and support they need to put the **Customer First**
- encourage partnership organisations and those we contract with for services to embrace the aims of **Customer First**
- clearly and sensitively explain if we are unable to respond to a particular request

Treat you with respect

We will:

- use the term customer when we deal with you
- treat you fairly and without prejudice
- listen carefully and make a note of the issues
- be sensitive, discreet and respect confidentiality, providing as much privacy as possible if you need to discuss a sensitive matter

Clear communication

We will:

- communicate as clearly as possible
- avoid using jargon and abbreviations
- be polite and patient
- get relevant help as soon as possible if you do not speak English or have a particular communication need

Please tell us if you have special communication needs, for example, if you are deaf, blind or cannot speak or read English.

We will clearly explain anything you are unable to understand. Please ask for help - that is what we are here for.

Meeting you away from our offices

When we need to visit you at home or at your business, we will:

- let you know when we will visit and, where possible, confirm the appointment in writing
- make every effort to keep the appointment and let you know if we are unable to (in some cases it will not be appropriate or possible to make prior appointments)
- always wear our name badge and show our identity card
- explain why we are visiting
- treat you and your property with respect at all times
- leave your property clean and tidy if we have carried out any work to it
- tell you when we are leaving and make sure that you are satisfied with the work
- record any complaints
- always tell you if we need to carry out further work

If we need to visit you again, we will explain why and, where possible, make an appointment or tell you when the visit will take place.

On the telephone

When we deal with you on the telephone, we will:

- be polite, patient, friendly and helpful
- give our name and team name
- make sure we get all the information we need and write the details down
- avoid using jargon and abbreviations
- offer to confirm information in writing if necessary
- offer to ring you back, giving a timescale for our reply, if the enquiry is taking time or we cannot give you an answer immediately
- aim to answer all calls within 7 rings

Writing to you

When we write to you, we will:

- reply to your letters and e-mails in accordance with the Customer Charter
- ensure that we have answered all your questions and sent you all the relevant information
- check that you know who to contact if you require further information

Dealing with feedback

Dealing with feedback in a positive and effective way is an essential part of customer care. It is also an important tool to improve our services.

We will:

- welcome comments, complaints and suggestions and respond to each one appropriately
- make sure you know how to give feedback and who to go to for help
- provide or arrange extra help with feedback procedures for customers such as children and young people, older people, those with disabilities and people whose first language is not English
- develop a positive approach to feedback across all services

- investigate and deal with feedback thoroughly and in accordance with the Customer Charter timescales, and make sure you know what is going on at all times
- monitor, record and analyse customer feedback, ensuring that we use the findings to improve our service
- make sure that we tell you what the outcome is, in writing or in an appropriate format which meets your individual needs

Monitoring and continuously improving our services

To continuously improve our services, we will keep reviewing:

- the information we provide about services
- how and where we provide services
- how easily you can use our services
- how we consult you
- how we respond to you
- our feedback procedures
- how we set standards
- how we monitor and report on services

What we will do

We will aim to make sure that all our customers can get information about our services.

We will ensure that:

- information is drawn up in line with the Council's Plain Language And Clear Communication Guide, and is well publicised and widely available
- services can be accessed locally and we will look at new and innovative ways of providing them
- we aim to provide services at times convenient to you
- all our buildings are clearly named and signposted, using a range of appropriate languages
- all our buildings have reception areas which meet our customer care standards, with an area for waiting and private interviews
- all our buildings are safe for staff and customers, in compliance with the law
- consultation takes place with you on how our services can be improved
- we use customer satisfaction surveys to find out what people think about specific services
- sample surveys of specific groups of customers are carried out, including focus groups
- frequent 'mystery shopping' exercises are conducted across all services to evaluate how effectively we are putting the **Customer First**
- we consult widely on how well we put the **Customer First**, including consultation with partner organisations and professional agencies
- we seek the views of local communities through Area Assemblies, in line with the Council's Consultation and Community Involvement Framework
- we set standards of service that are published every year in our service plans and corporate plans
- we measure our actual performance against the published standards, and report on our results

What you can do

We will ask you what you think about our services from time to time. Please help us to improve our services by responding to our surveys and questionnaires, and by getting involved in the way we make decisions.

You can also help us by:

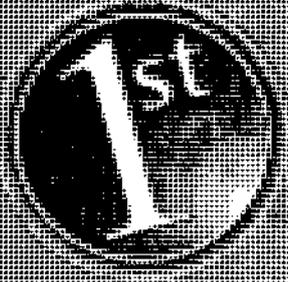
- telling us about your ideas for improvement
- contributing to the customer feedback scheme Tell Us Your Views

Putting the Customer First

We are constantly striving to improve our services to customers. We can all play our part in making sure that we successfully achieve this by:

- being open to change and new ideas
- reacting positively to criticism and feedback
- supporting improvements to services
- recognising the important role of customers and staff
- actively working together to put the **Customer First**.

Customer
First



Guidelines for Departments

Making reasonable adjustments for Disabled Employees

Strategic Human Resources
January 2011

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Guidelines for Managers on making 'reasonable adjustments' for disabled employees

1. Introduction

The Equality Act 2010 places a duty on employers to make reasonable adjustments to working conditions or to the physical working environment where that would help overcome the practical effects of a disability. The Act says that in order to stop discrimination occurring, employers must consider all 'reasonable adjustments' to the selection process, the working environment, the job and the way in which it is done.

The duty to make reasonable adjustments means that an employer cannot say that a particular individual is unsuitable for the job because of certain aspects of his or her disability where reasonable adjustment would have eliminated the problem.

This document gives guidance on the practicalities of deciding on and carrying out reasonable adjustments. The guidelines apply both to prospective and existing employees who need a reasonable adjustment.

2. Definition of a disabled person

The definition of disability given within the Act is:-

"someone who has a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out normal day to day activities".

This formal wording is meant to coincide with a common sense idea of what is a disability i.e. a condition which substantially affects day to day activities and is likely to last for twelve months or longer. As a simple working definition in Rotherham Metropolitan Borough Council we will use the idea of self-definition, therefore a person is disabled if they tell us that they consider themselves to be so.

It is recognised, however, that in certain circumstances, particularly where a disability is not self-evident, a manager may have concerns that an employee has declared themselves to be disabled when they are not, then it may be necessary for the employee/prospective employee to be referred to occupational health for a medical examination.

However, experience shows that many people who are disabled feel uncomfortable about declaring themselves. Managers should be aware therefore that many people who have not declared themselves to be disabled but are known to have some disability will still have the right not to be discriminated against under the Act.

3. Definition of a reasonable adjustment

For disabled people it is not sufficient for legislation to require that they are treated by employers in the same way as anybody else. Where disability creates a difference in the way in which a job can be done, equality of opportunity requires that adjustments are made.

Since the effect of disability varies from person to person, any required adjustment will similarly vary accordingly.

Reasonable adjustments could take the form of:

- making adjustments to premises;
- allocating some of the disabled person's duties to another person;
- transferring the disabled person to another vacant post;
- altering working hours;
- assigning the disabled person to a different place of work;

- allowing absence during working hours for rehabilitation, assessment or treatment, [click here](#) to view the Disability Leave policy for further details;
- providing appropriate training;
- acquiring or modifying equipment;
- modifying instructions or reference manuals;
- modifying procedures for testing or assessment during the recruitment process;
- providing a reader or interpreter;
- providing supervision.

4. How to consider reasonable adjustments for disabled employees

These guidelines apply to current employees with an existing disability and those newly disabled, together with potential employees who have declared a disability and requested an adjustment either for the selection process or employment. For more information about how the process of considering a reasonable adjustment fits within the recruitment and selection process, please refer to the Council's Code of Practice on Recruitment and Selection.

4.1 Identifying the barriers

4.1.1 The first step is to assess whether there is a need to make any changes to the duties and responsibilities of the post, the way in which it is done (methods and procedures) or the actual working environment. This assessment is the responsibility of the line manager in consultation with the employee. A proforma is included at Appendix 2 in this booklet which should be used by the manager as a basis of discussion with the employee requesting a reasonable adjustment.

4.1.2 The line manager, together with the disabled employee, should analyse the requirements of the job, breaking them down into tasks. It is important to examine how each task is to be done and to what standard.

The aim is to identify those tasks which will present barriers in the way of the disabled person doing the job effectively.

4.1.3 If it is necessary to identify barriers, it may be helpful to consider the following examples which are likely to arise for a disabled employee:-

- for someone who uses a wheelchair, the barriers might be tasks which involve going to inaccessible places or long periods of time spent away from an accessible toilet. Other barriers might include inaccessible routes within the workplace, the need to get to shelves or cupboards which are too high, routes with too narrow doors, inaccessible lift buttons.
- for someone who is deaf, the barriers will arise out of communication and may include communicating with people who are not in the room, when the only standard option is a regular telephone. The need to take part in meetings or to communicate with customers from time to time.
- for someone who is blind or partially sighted, the barriers are likely to be around communication, getting around and finding things. The usual large amounts of print documents will be inaccessible as will the standard computers and other work equipment. Barriers to doing the job effectively may arise out of having to travel to new places, or in the rush hours, or working in an environment where things do not remain in the same place.
- in some cases, barriers may arise out of the complicated language which is often used within a Council. They may also arise out of the expectation that tasks will be learnt very quickly.

4.2 Determining any adjustments

Once those tasks or ways of doing the job where adjustments will be needed have been identified, you will need to decide what type of adjustment is best. It may help to look at the list of further examples of adjustments and guidance given in Appendix 1 of this document. Council policy requires that in all cases where reasonable adjustments are necessary, Strategic Directors/Director consult with HR Consultants from the HR Service Centre, to ensure consistency of approach across the Council as a whole. (Minute C.276). It is recognised, however, that many minor adjustments can be made at little or no cost and should be introduced as part of good management practice, and the duty of care. In such cases there would be no real need for discussion with HR Consultants in the HR Service Centre e.g. a change in working pattern or start/finish times within the limits of the flexi time scheme; additional training; minor physical alterations to workplace or equipment etc. It is important that the Authority has an overall picture of the more significant reasonable adjustments which have been made. The proforma at Appendix 2 should be used to record adjustments and consultation with HR where an adjustment is outside Council policy or the potential cost is in excess of £500. A copy of the completed proforma should be given to the employee and a copy retained on their personal file.

4.2.1 The first step is to ask the disabled employee whether they can think of any useful changes as a result of identifying the barriers. You should then make your own judgement as to whether you feel there is any need for change to enable the employee to work to the level of effectiveness that you require.

4.2.2 If both you and the employee are satisfied with things as they are, then there is nothing more to do other than keep a written record of the decision which should be placed on the employees personal file.

4.2.3 Where changes have to be made, one single adjustment may not be sufficient to eliminate any barriers and consideration may need to be given to a range of different and overlapping solutions covering different aspects of the job and working environment. The ability to approach the issues in an imaginative and flexible manner is a key factor in successfully implementing the requirements of the Act. The aim is to achieve a package of situations which are capable of removing the barriers and which are as cost effective as possible.

Many adjustments can be made at low or no cost and should be introduced as part of good management practice.

4.2.4 Remember that all the processes that you go through and all the assessments you make will need to be recorded properly and kept in the employee's personal file. This information would then be available should you need to defend your actions in an Employment Tribunal.

5. Circumstances in which adjustments may not be required

There are some circumstances in which employers may be justified in not making adjustments.

- (a) if the disabled person only experiences a minor disadvantage, or
- (b) if the manager does not know that a person has a disability (and it is reasonable that they do not know)
- (c) if the adjustment required to overcome the disadvantage is not "reasonable".

In determining reasonable, the following factors need to be taken into account:-

- how much an alteration will improve the situation for the disabled employee or prospective employee;
- how easy it is to make the adjustment;
- the cost of the adjustment, both financially and in terms of the disruption it will cause;
- the extent of the employer's financial or other resources;
- financial help, or other help, that may be available, for example, financial assistance may be available from a Government Programme - HR Consultants of the HR Service Centre will advise in such cases.

6. Paying for "reasonable adjustments"

Current Council policy is that the cost of making "reasonable adjustment" is contained within Department budgets (Min C.276).

If, however, it is considered that it may be necessary to obtain additional funding for equipment, to access improvements or for a support worker, this may be possible through the Government's 'Access to Work' schemes run by the Disability Service Teams within the Employment Service. You should obtain advice on this from HR Consultants of HR Service Centre.

EXAMPLES AND GUIDANCE ON MAKING ADJUSTMENTS

1. Changes in the usual ways of working in the work-place

For some disabled people, the "normal" systems, arrangements and ways of doing things within the work-place may be inaccessible. This may mean that the job becomes impossible to do, even though the individual tasks do not really cause a problem.

It may be possible to change the "norm" within the work-place so that it includes every employee. This is the best way of approaching the adjustments, not as special and individual to the disabled employee. **Think of it as finding the most effective way for the whole work-place to function together.** These types of change may also be the most cost-effective. For example:

- 1.1 using a different type-style of print in your general work-place communications;
- 1.2. work colleagues of a deaf employee learning basic sign language;
- 1.3. changing the lay-out of the work-place so that gaps between desks, machinery, etc are big enough for someone in a wheelchair;
- 1.4. changing where things are kept so that they are more accessible;
- 1.5. re-arranging the lighting to provide better general contrast or a higher or lower overall level of light;
- 1.6. when re-decorating, using bolder colours giving a clearer contrast for doors, light switches, etc.
- 1.7 modifying the filing system so that it is easier to use or to read. An example of this would be enabling it to be used by blind or partially sighted people by using large print or Braille labels, bold or raised letters or numbers on the files or using colour or shapes. For people with dyslexia or learning difficulties, using pictures or colours could distinguish between files;
- 1.8 making sure that when new work-place equipment is bought, it meets the needs of all the employees. For example, computer systems which are compatible with braille software, telephones which have induction couplers to link to a hearing aid, fax machines with clear buttons and read-outs etc;
- 1.9 adopting a general office policy of removing clutter and keeping gangways clear of boxes, open drawers, etc.
- 1.10 having a range of chair styles in the work-place, including chairs with and without arms.

Before making any changes, talk them through with the disabled employee and everyone else who will be affected.

If you do decide on a change, make sure it is properly planned and implemented as a piece of management action, not as a favour or concession to the disabled employee. **Treat it like any other piece of management action and monitor its effectiveness and review it from time to time.** Take full responsibility for the change and deal with any enquiries or concerns yourself.

2. Reasonable modifications to the job

The Equality Act says that we should consider modifications to the job itself, provided such modifications do not affect the job in any material or substantial way. For example, we would not be expected to eliminate the requirement that a Pest Control Officer should be able to inspect cellars and attics.

However, there may be a small part of the job which is inaccessible to the disabled person but which:

- is not essential;
- could be done differently;
- someone else could easily do;
- could be done by redistributing work-load activities in a team.

Examples of this are:

- 2.1. A certain work-place always used a particular form to record events or transactions of a particular type. The arrival of a blind employee for whom these forms were inaccessible led to the realisation that the forms were not providing any useful management information and they were scrapped.
- 2.2. Telephone duties were included on a Job Profile for a typing job. However, when a deaf person applied for a job the manager looked again at the duties and discovered that answering the telephone was a minor part of the job. The team of typists was big enough to enable this small telephone duty to be exchanged with another administrative task.

It is reasonable to make slight changes of this kind to the job but this must be discussed and agreed with the disabled employee and then recorded. She or he may prefer to do the inaccessible part of the job by finding an alternative solution. If such an alternative is reasonable, then you should consider it.

No significant changes should be made to a job without going through all the usual processes which apply when a job is re-designed. Consultations would also need to take place with other employees if tasks are to be exchanged or new ways of working introduced. This type of adjustment may impact upon the grade of the post and you should consult with HR Consultants of the HR Service Centre prior to such an adjustment being agreed.

3. Modifications to travel arrangements

Some jobs contain an element of travel or moving between work-places. This travel may usually be carried out by, for example, the employee using their own car, public transport or walking. For some disabled employees, the usual transport means may be inaccessible and so alternatives should be considered.

Some disabled employees may need support during these travel arrangements. In some circumstances, the most effective arrangements may be for the disabled employee to be driven by car by a Support Worker.

Examples of other modifications which managers could consider are:

- 3.1. Travel by public transport, by taxis or by using lifts from another member of a team. It is important to look at the convenience and effectiveness of these alternative forms of transport so that they do not put the disabled employee at an unfair disadvantage when carrying out their duties. Ways to make such travel effective may require authorising the use of and payment for taxis or, providing a travel pass, as an alternative to the payment of a car user allowance. Further advice on this should be obtained from HR Consultants of the HR Service Centre.
- 3.2. Providing a conveniently located, designated parking space near the usual place of work.
- 3.3. There may be problems with parking, particularly in places other than the usual place of work, which do not arise for non-disabled employees. If these problems could be solved by using the disabled employee's parking permit or 'Blue Badge' (where he or she has one), then it is reasonable for the manager to ask him or her to use the permit for this purpose, provided this does not disadvantage the employee.

4. Modifications to the hours of work

- 4.1 There is no reason to believe that disabled people will have longer periods of sickness or time off work than anyone else. In fact, there is evidence that the reverse is true. However, it is the case that for some employees who have particular impairments, the usual hours of work may cause problems. The Equality Act requires employers to be flexible in such cases. For example,
 - (a) some impairments may mean that people tire easily or need breaks or shorter hours;
 - (b) some disabled people may need regular breaks during the day for injections or other forms of treatment;
 - (c) some impairments may result in unpredictable spells of pain during which an employee cannot work effectively;
 - (d) the need for support at home may restrict an employee's flexibility over start or finish times;
 - (e) there may be a need for regular treatment outside work, such as physiotherapy;
 - (f) there may be a need for regular medical check-ups and/or hospital treatment.
 - (g) some disabled people may not be able to travel on public transport during the rush hour.
- 4.2 It is reasonable to be flexible around working hours, unless this is impossible because of the type of job. Examples of flexibility are:-
 - (a) using arrangements within existing Council Policy such as flexitime, time-off-in-lieu, annual leave, leave with pay and special leave without pay.
 - (b) agreeing a revised contract for reduced working hours, e.g. job share, part time.
- 4.3 Any flexibility which goes beyond that which would be available to other similar employees needs to be properly agreed and recorded in writing with a copy to the employee. Advice should be sought from HR Consultants of the HR Service Centre.

5. Additional training

If a person is starting in a new job, you would expect to provide some training or induction. However, you may also need to consider additional training such as:

- training for the disabled employee on how to use special or modified equipment or how to use existing equipment in a different way;
- mobility training for visually impaired employees;
- training for others in the work-place e.g. basic sign language;
- training for the disabled employee on how to work effectively with a support worker;
- job training for someone with a learning difficulty.

6. Appropriate supervision

Any job needs an appropriate level of supervision and support. In the case of a disabled employee, this may include:

- keeping watch on a person's health and safety, for example in the case of a fire alarm;
- making sure that a particular employee is not left alone in the work-place;
- providing extra supervision for someone with learning difficulties.

7. Alterations to instructions and other written material

Examples for this are providing braille, tape or large print versions of written material, (this service is available to be purchased from 'R.Dis' which is located within the Central Library) providing a sign language interpreter to interpret management instructions, providing a plain language version of written material or explaining it carefully. Again, further help and guidance is available from HR Consultants of the HR Service Centre.

8. Physical alterations to the work-place

The Council has an Access Policy which sets standards for new and refurbished buildings. As part of the policy there is also a rolling programme of improvements to our buildings, funded partly by department budgets and partly by a corporate Access Budget.

For a disabled person to do the job in the same way as anyone else, she or he will need access to all areas of the work-place, including other people's work-space, store rooms, general work equipment and machinery, toilets, kitchens, etc.

There is often no simple solution if you are faced with an inaccessible work-place and a disabled employee who needs a high standard of access. The best way forward is first to discuss the matter fully with the employee. Remember, however, that there is no reason why the employee should be an expert on access solutions so you may want to involve the Access Officer.

Here are some suggestions of possible solutions.

- 8.1 Relocation of the existing work-place. This may seem too big an upheaval for one employee but these days it is often possible with so many changes in the location of services. Make sure that the new location is fully accessible and that you use the opportunity of any general refurbishment to improve access.

- 8.2 Switching different parts of your service around to free an accessible building or room somewhere else
- 8.3 You may wish to consider a temporary solution of someone working from a different location until access improvements can be made. Whilst this may appear to be a good, short-term solution, it is usually extremely unsatisfactory. It can lead to the disabled employee becoming isolated and not integrated into the team and there is a danger that the problem will appear to go away once temporary arrangements have been made. There needs to be an agreed plan and time-scale and a realistic possibility of getting funding for the improvements.

9. Access to places other than the work-place itself

Many jobs involve visiting other places than just your own work-place. Such visits to other places can take different forms:

9.1 Visits to inspect or work on or in other buildings

If the disabled person has to make visits to buildings which are inaccessible to him or her, as a substantial part of his or her job, you should consider the possibility of equipment or support workers. If the employee might be able to gain access with the aid of some piece of equipment, then see Section 10 on equipment. If the employee could gain access but needs support from someone else, then refer to Section 11 on support workers. If these and other arrangements, such as someone else doing that part of the job, have been ruled out, then it is unreasonable to expect him or her to do this job.

9.2 Visits to have meetings with Rotherham Metropolitan Borough Council employees

The Council's Access Policy states that we should always try to hold meetings in accessible places, whether or not a disabled employee is expected. Thus, the need to attend Rotherham Metropolitan Borough Council meetings in inaccessible places must be dealt with by making the reasonable adjustment of moving the meeting to an accessible place.

9.3 Meetings with non-Rotherham Metropolitan Borough Council employees outside the work-place

What is reasonable in this situation depends on the type of meeting and the type of job. For example, in some jobs it may be necessary to visit the Courts, the Police Station, schools, people in their own homes, community groups, etc. If the disabled employee might be able to gain access to these places with the help of equipment or support, then refer to the relevant sections below. If not, when deciding whether it is reasonable for the disabled person to do the job, you should take into account the possibility of negotiating different places for meetings or improved access to the existing places.

10. New or modified equipment

Sometimes, the best adjustment that can be made to enable a disabled employee to do the job effectively is to make a modification to equipment or to use a particular piece of equipment. This should be considered after you have worked through all possibilities of including the disabled employee by changing the general way that things are done and after you have considered changes to the job itself.

Any equipment should, if at all possible, fit in with existing systems and ways of doing things in the work-place. If it is a piece of office communications or computer equipment it should be as compatible as possible with existing equipment.

Examples of equipment may include:

- modified desks at different heights;
- support rests for arms or hands;
- text telephones for deaf people;
- telephones with induction couplers linked to hearing aids or telephones with volume controls;
- talking clocks and calculators;
- larger computer screens and magnifiers which fit on top of the screens;
- Braille terminals and Braille printers for computers;
- Computer programmes which turn your computer screen into large print;
- Computers that turn your computer into large print;
- Computers that talk, reading out everything on the screen for blind or partially sighted people;
- Computer programmes that speak words on the screen and suggest different spellings for dyslexic people.

11. Support Worker

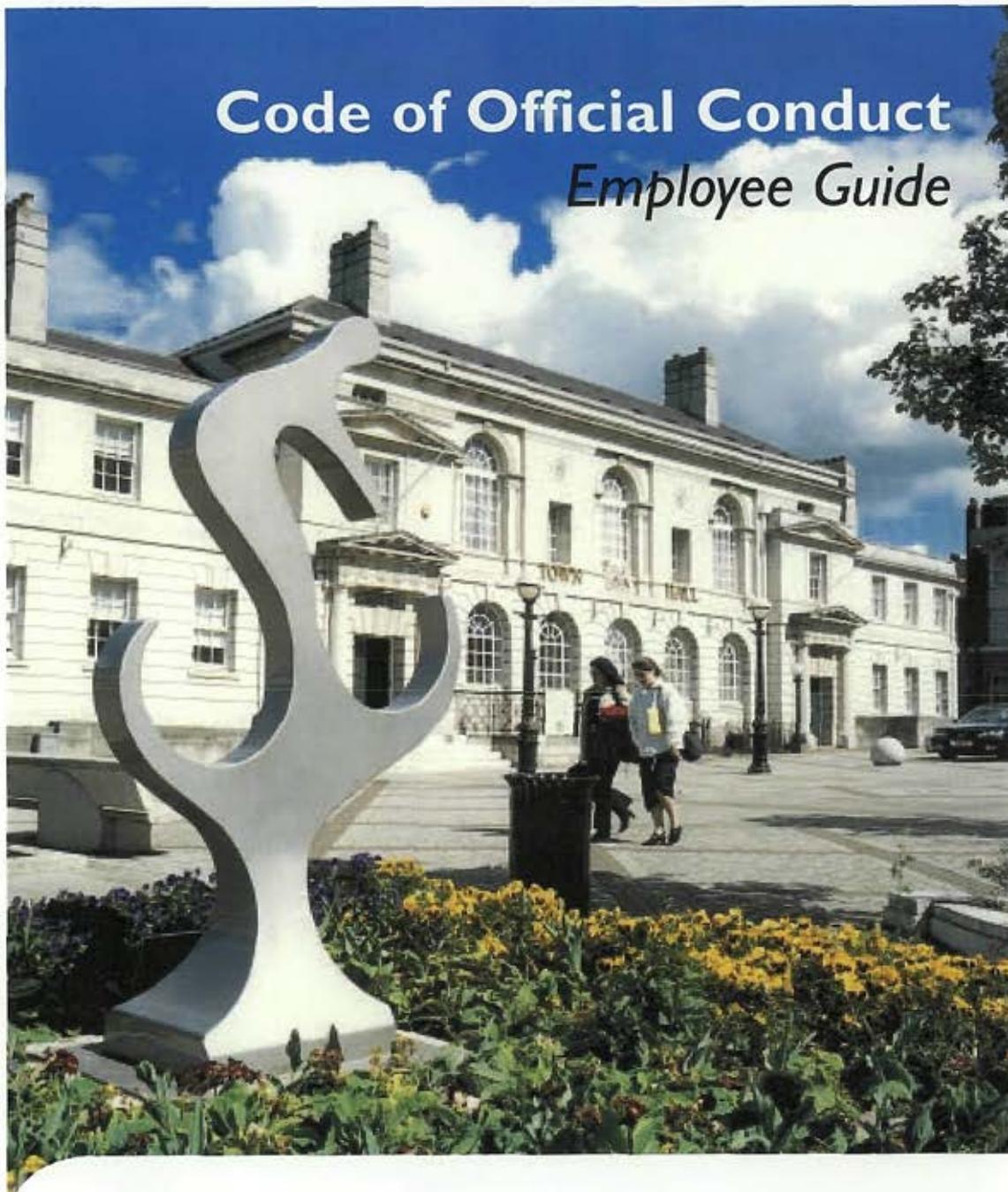
11.1 What is a support worker and who do they support?

The role of a support worker is complex and can obviously change from situation to situation.

- 11.1.1 A support worker is someone employed to provide individual, tailored, work-related support to a disabled employee, enabling them to carry out those elements of their job which otherwise would be inaccessible to them.
- 11.1.2 Examples of support workers are:
- (a) a person who provides support in the work-place for someone who has a mobility impairment and for whom work systems, way of working and long distances cause problems which cannot be overcome in other ways.
 - (b) a person who supports a deaf person by assisting with access to meetings (e.g. a British Sign Language (BSL) interpreter), assisting with access to people in different settings and assisting people to access the English language (often a second language for a deaf person).
 - (c) a person who supports a blind or partially sighted person by assisting them to access print, visual systems, communication of different types, meetings, places and visual information.
- 11.1.3 Even with a support worker, the aim should be to provide access to the mainstream ways of carrying out the job, not provide a separate and different working method. For example, if there is standard typing support that everyone uses, the support worker's role would be to assist with access to the typing support, not to do the typing for the disabled employee.

Code of Official Conduct

Employee Guide



2002-2003
Fostering Business Growth
2003-2004
Removing Barriers to Work



INVESTOR IN PEOPLE

Rotherham
Metropolitan
Borough Council



Resources

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Code of Conduct

Introduction

1. The Citizens of Rotherham expect the highest standards of behaviour and customer care from Rotherham Metropolitan Borough Council employees.

This employee guide on the Code of Conduct is based on key principles arising from the work of the Nolan Committee on standards in public life; it outlines the minimum standards that all Council employees, casual workers, agency staff, contractors and volunteers must adhere to.

The Council reserves the right to monitor its employees, including surveillance, in accordance with Council Policy and the law to ensure that the provisions of the Code are adhered to.

The Code is compatible with the conventions contained in the Human Rights Act.

The Council believes that employees are responsible for their actions. It is your responsibility as an employee to read the Code. If any of the provisions contained within this guide or the full Code of Conduct are not fully understood you must, seek clarification from your Line Manager or Human Resources Manager.

Standards

(See Section 1 of the Code)

1. General standards of conduct are set out in the Council's Disciplinary Procedure. The standards of conduct and behaviour are intended to promote fair and consistent treatment of individuals, apply to all employees of the Council and will be regarded as part of each employee's contract of employment. Certain actions constitute gross misconduct and will result in summary dismissal unless mitigating circumstances are accepted. An illustrative list of behaviour which may be viewed by the Council as gross misconduct can be found in the Council's Disciplinary Procedure as well as in the full Code of Conduct.
2. All employees are expected to attend regularly and punctually, not to absent themselves from duty without permission and to perform their duties in a manner, which combines prompt and efficient service with a concern for the feeling of others, including colleagues, managers and members of the public.
3. In respect of Health and Safety all policies and procedures must be observed at all times. All employees are reminded that the Council operates a no smoking policy, in all of its premises and vehicles whilst on official duty. Staff who absent themselves from work during working hours to smoke outside public buildings will be subject to disciplinary action.
4. Employees must conduct themselves in accordance with the Council's Equal Opportunities in Employment Policy. Employees should not themselves discriminate, induce or attempt to induce, other employees to discriminate and should not harass, abuse or intimidate other employees on grounds of gender, marital status, age, race, disability, sexuality or religion.

All employees have a responsibility to discourage any forms of bullying and harassment whatsoever.

5. The Council expects its employees to carry out all reasonable duties and instructions, given by Supervisors and Managers, efficiently and to the required standard. If employees are in any doubt about required standards of performance they should raise the matters with their Supervisor/Line Manager at the earliest opportunity. Issues of capability will be dealt with under the Council's Capability Procedure.
6. In respect of sickness all employees must comply with the notification requirements and complete self-certification forms on their return to work. Unauthorised absence or repeated short absences will be investigated under the Council's Sickness Absence Procedure.

Disclosure of Information

(See Section 2 of the Code)

1. The law requires that certain types of information must be available to members, auditors, government departments, service users and the public. The authority itself may decide to open other types of information. Employees must be aware of which information within their authority is open and which is not, and act accordingly.
2. Employees should not use any information obtained in the course of their employment for personal gain or benefit, nor should they pass it on to others who might use it in such a way.
3. Employees may be personally prosecuted for offences under the Data Protection legislation. If any employee is in doubt about their responsibilities, they must consult their manager or the Monitoring Officer. The Council also has a Data Protection and Information Security Officer who can help.

Communications with the Media

(See Section 3 of the Code)

1. All media liaison relating to Council activities is handled by the Communications Team in conjunction with Heads of Service and Executive Directors. If an employee has ideas for positive stories about the Council's policies or activities or is approached by a journalist who is unaware of, or avoiding, the Council's procedures, the approval of the Head of Communications must be obtained before any information is given verbally, via e-mail or in writing.
2. An employee writing material for publication which does not refer specifically to the Council, but which refers to their occupation (e.g. an article in a professional journal), must seek the approval of their Head of Service before contracting to produce an article.
3. Employees are expected to raise any concerns, including concerns of a critical nature within the Council, either directly with Line Managers or through Employee Forums. Comments which are critical of the Council should not be raised when participating in outside groups or public forums, as they may bring the Council in to disrepute and could be construed as a breach of trust and confidence.

Political Neutrality

(See Section 4 of the Code)

1. Whether or not you hold a politically restricted post, you must follow every lawful expressed policy of the authority and must not allow your own personal or political opinions to interfere with your work.
2. Whilst engaged in Council business you must not wear or display on your person, vehicle or items such as tools and equipment, objects indicating affiliation with or opposition to any political party or related pressure group.

Relationships

(See Section 5 and Appendix 4 of the Code)

1. All employees have a responsibility to treat their colleagues with dignity and respect.
2. Mutual respect between employees and Councillors is essential to good local government. Appendix 4 of the Code of Conduct is a member/officer protocol which describes the roles of members, officers and expectations of behaviour.

Recruitment and other Employment Matters

(See Section 6 of the Code)

1. Employees must take care that they are not open to any charge of discrimination in recruitment or employment practices, by fully adhering to the Council's Recruitment and Selection Code of Practice.
2. To avoid any possible accusation of bias, employees must not be involved in selection and appointment processes where they are related to an applicant or have a personal or business relationship with them. They should declare an interest where there is a potential conflict of interest in such cases.
3. Similarly, employees should not be involved in decisions relating to discipline, promotion or pay adjustments for any other employee who is a relative, partner, etc.

Information Technology and Data Security

(See Section 7 of the Code)

1. Employees must ensure that they follow the Council's security procedures in relation to the use of computers and the proper management of computer-held information. Particular care must be taken to observe established procedures when using passwords and when logging on and off. Employees must never share passwords, which may lead to unauthorised access to Council systems. Where this practice is found, employees should be aware it may lead to disciplinary action. You must also comply at all times with the law and Council policies when accessing the Internet or Intranet.

Use of Council Systems, Property and Facilities

(See Section 8 of the Code)

1. The Council's property such as telephones, mobile phones, the internet, intranet, e-mail, stationery, photocopiers, word processors and other machines or tools, materials, offices, car parks and facilities, may only be used for Council business unless permission for private use is given under the terms of the Council's codes of practice or by management.
2. Private calls must be essential and must be declared and paid for. Telephone, e-mail and Internet logging systems are in operation in the council and may be used to identify usage for private purposes.

Dress and Personal Appearance

(See Section 9 of the Code)

1. Council employees act as ambassadors for the Council's Services. Consequently you are expected to maintain a standard of dress and appearance that is appropriate or required for the workplace and to the work being undertaken. Employees must be clean and tidy and ensure good personal hygiene. Where particular clothing is provided for health, safety and hygiene and/or uniform purposes it must be worn. Managers and employees on Council reception areas are expected to dress smartly and portray a business-like and professional image.

Criminal Convictions

(See Section 10 of the Code)

1. Criminal convictions may have implications for your employment with the Council. Where an employee's job involves working with children or vulnerable adults, employees are required by law to disclose all convictions (spent or unspent), cautions or bind overs, before commencement of their employment. In the case of other jobs employees must disclose any "unspent" criminal convictions before employment commences.
2. You must tell your manager if you have pending criminal proceedings against you or are convicted of any offence which could affect your employment. This includes motoring offences if your job involves driving. Any declarations made must be recorded, in writing, by managers and placed on employees' personal files as a matter of record. Failure to comply with any of these requirements will be considered under the council's disciplinary procedure.

Drugs and Alcohol

(See Section 11 of the Code)

1. The consumption of alcohol impairs performance and may constitute a health and safety risk. The Council believes that consuming alcohol before starting work, during working hours, including lunch and other breaks is inappropriate. Exceptions to this, such as Christmas/retirement events, are at the discretion of Heads of Service. Employees should be aware of the impact consuming alcohol can have on their image and performance and the way that subsequent action may be perceived by the public and other employees.
2. The use of illegal substances at work of which impact adversely on performance at work will not be tolerated and may result in the Council reporting the matter to the police and potential disciplinary action.

Outside Commitments

(See Section 12 of the Code)

1. The Council's duty of care under the Working Time Regulations requires that reasonable steps are taken to ensure that workers do not exceed an average 48 hours per week. The Council prefers its full time employees not to have secondary employment of any kind whether for example, paid work with another employer, fee-paying or recognition-in-kind, self-employed or business partnership basis. The Council recognises that many of its part time employees may have secondary employment. However, all employees are required to declare in writing to their Heads of Service any secondary employment. It will be the responsibility of managers to advise employees of any conflict of interest or breach of duty of care and the appropriate action to be taken and recorded.

2. Employee appointments as School Governors, Councillors to other Local Authorities, membership of the Territorial Army, appointment as a Justice of the Peace or as a Member of the Employment Tribunal do not constitute secondary employment as described in this Code. Nonetheless the principles of employees making line managers aware of these duties and seeking appropriate time off in a reasonable and timely manner apply.

Personal Interests

(See Section 13 of the Code)

1. You must declare to the Head of Service any financial or non-financial interests that may bring about conflict with the authority's interests. All such declarations should be recorded in the Service's registers of interests.
2. Employees should declare to an appropriate manager membership of any organisation not open to the public without formal membership and commitment of allegiance and which has secrecy about rules or membership or conduct. A definition of what constitutes a secret society is included in the full code.
3. Any employee contemplating purchasing or leasing Council owned land should raise the matter with their Head of Service or Executive Director to ensure that there is not or could not reasonably be seen to be any opportunity for influencing the disposal process or use of information not generally available to purchasers. Certain employees holding designated posts directly concerned with land disposal will be precluded from purchasing or leasing Council land.

Corruption, Gifts and Hospitality

(See Section 14, 15 and 16 of the Code)

1. You must not use your position to secure financial or any other advantage for yourself or anyone else.
2. The Council has adopted policy statements on reporting and investigating fraud and corruption which is included in the full code.
3. As a general rule, therefore, all benefits such as accommodation, travel, entertainment, presents, etc. must be refused. Those gifts received through the post should be returned to the sender with an appropriately worded letter.
4. Employees must record in a Gifts or Hospitality Book, to be held and monitored by each Head of Service, any gift received or offered. The record should include the following information:
 - 1) the date and time of offer/receipt;
 - 2) the person making the offer;
 - 3) persons present
 - 4) the nature of gift;
 - 5) the approximate value;
 - 6) whether accepted or declined;
 - 7) reasons for acceptance (if applicable).
5. Employees on occasion receive payment or gifts for personal care/work, which is unassociated with their employment with the Authority. All employees who carry out such work for members of the public who are in receipt of services from the Authority and particularly Social Services (e.g. meals-on-wheels, home care, warden service, social work support) must declare these arrangements to their Head of Service in writing. Any such declaration must be acknowledged and the service user advised that next of kin will be made aware of the arrangement.

6. Employees should exercise discretion in offering and accepting hospitality. Acceptance of meals and refreshments for example may be a necessary part of Council business, i.e. provided to enable the parties to continue discussion. The meals or refreshments must be of a modest kind and if possible the employee should pay for their own meal and claim for reimbursement under the Conditions of Service.
7. Employees must discuss any offers of hospitality, over and above meals or refreshments, with their Head of Service prior to accepting/declining them.
8. Employees must record any hospitality received or offered in the Gifts and Hospitality Book, to be kept by each Head of Service.
9. The only hospitality not required to be recorded in accordance with the above paragraph, is hospitality of a modest kind received during normal working hours in the course of conducting the Council's business. This would include light refreshments such as tea, coffee, biscuits and sandwich lunch or similar.

Legacies

(See Section 17 of the Code)

Relationships with Contractors/Sponsorship

(See Sections 5 and 18 of the Code)

1. If you find yourself in an official relationship with contractors with whom you have been or are associated privately you must declare this in writing to the Head of Service.
2. If you are involved in the tendering process and dealing with contractors you should be clear about the separation of client and contractor roles within the Council. Employees in contractor or client units must be fair and impartial when dealing with all customers, suppliers, other contractors and sub-contractors.
3. Employees who are privy to confidential information on contracts out to tender, or costs for either internal or external contractors, must not disclose that information to any unauthorised party or organisation.
4. Employees must ensure that no special favour is shown to current or former employees or their partners, close relatives or business associates in awarding contracts to businesses run by them or employing them.
5. Where an outside organisation wishes to sponsor or is seeking to sponsor a local government activity, whether by invitation, tender, negotiation or voluntarily, the basic conventions concerning acceptance of gifts or hospitality apply. Particular care must be taken when dealing with contractors or potential contractors.

Conclusion

1. It is important that, as a Council employee, you understand your responsibility under this code. If you fail to comply with the Code of Conduct the Council may take disciplinary action, up to and including dismissal.
2. Employees requiring further information or requiring advice concerning the appropriate course of action to adopt in any situation, should contact their Line Manager, Head of Service, the Head of Human Resources, the Internal Audit Manager or the Monitoring Officer.
3. **Full details of the code are available from your manager or on the council's Intranet and you are strongly advised to read it.** The Code of Conduct should be read in conjunction with its appendices and with any other Council codes of practice or policies that relate to employee conduct and/or workplace or system security policies and procedures.

The Corporate Code of Official Conduct and this guide will be kept under review in the light of recommendations and guidance issued nationally and revised as necessary.

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Produced on 75% Recycled Paper

Managers should note that the employer has to pay the first £1000 plus 20% of any further costs for any Access to Work Support .

Has the employee got a Disability / Health Condition likely to last 12 months or more?

Yes

Do changes need to be made to -

- Duties/responsibilities?
- The way the job is done?
- Working environment? (e.g. equipment)

No

Manager does assessment ASAP, in consultation with employee - see '[Guidelines for Managers Making Reasonable Adjustments](#)'

No further action required

If employee is off work consider as part of Return to Work plan/ interview

Is a Reasonable Adjustment required?

No

Yes

Manager to complete [Risk Assessment](#)

No

Is the anticipated cost below £1000?

NB - most chairs cost less than £1000

Employee to contact Access to Work (A2W) (tel 0141 950 5327) to obtain, complete, and return application form

Yes

A2W allocate advisor, who assesses employee and discusses range of options with manager / employee

[Manager considers how and where to place order or get quote](#)

- If specialist furniture required **must** use RMBC approved supplier www.backcaresolutions.co.uk
- If IT equipment/software contact IT Service Desk

- If specialist furniture required **must** contact RMBC approved supplier www.backcaresolutions.co.uk
- If IT equipment/software contact IT Service Desk

- Order placed with RBT, with exact description of item and supplier if known.
- If IT equipment - delivered to RBT so they can install
- If Back Care Solutions eg a chair - personally delivered by technician who will adjust to suit employee
- If neither of above - arrange delivery direct to service

Back Care Solutions will arrange assessment and free trial of equipment

Decision made after discussion with manager on which equipment etc to buy

IT equipment arrives in RBT

Go to next page

From
previous
page

**IT Equipment arrives in
RBT**

RBT contacts manager to
arrange delivery of item(s)

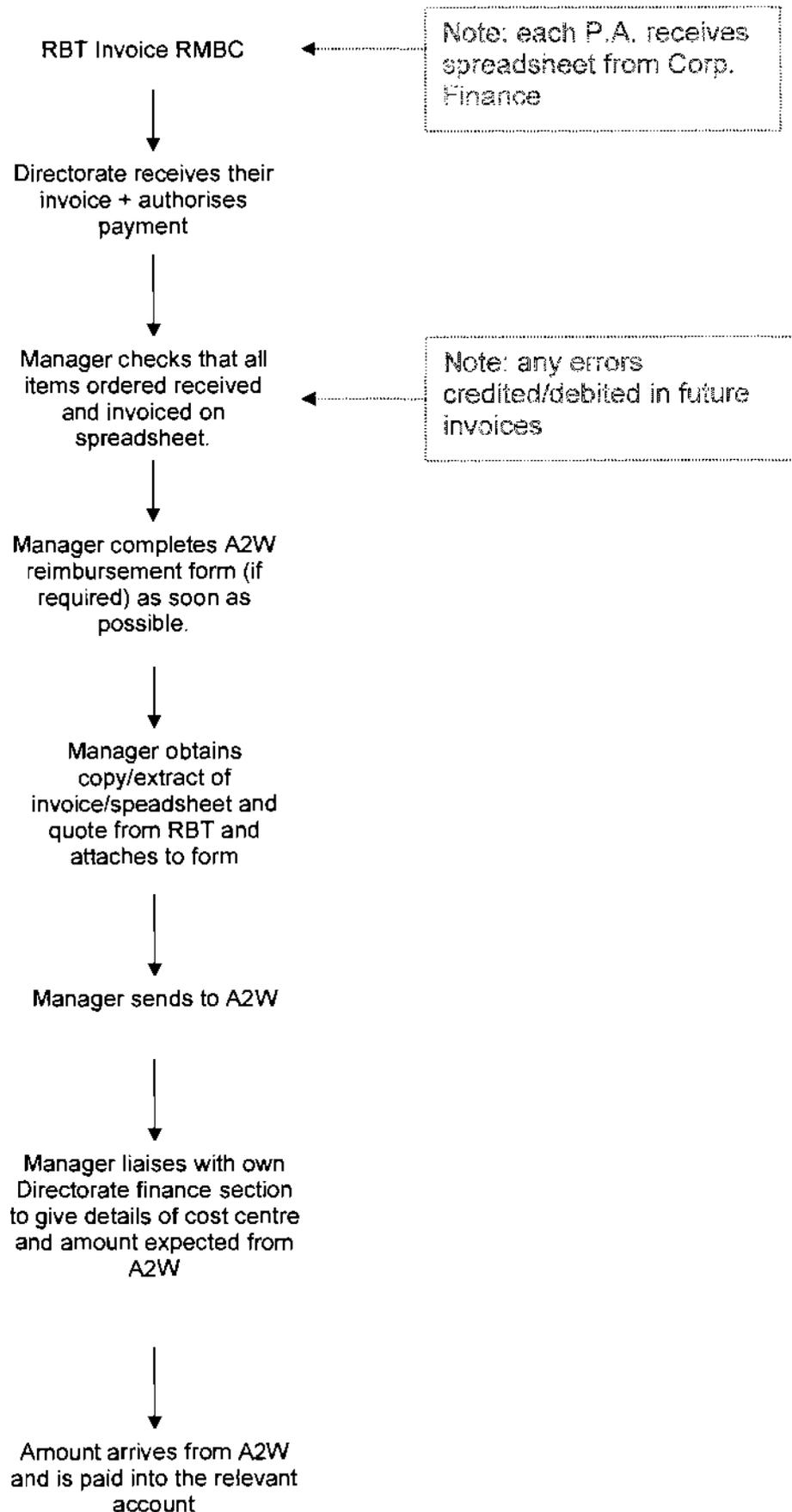
If training is required, Manager to
contact provider to arrange
date/time

Items delivered and set up

Training takes place

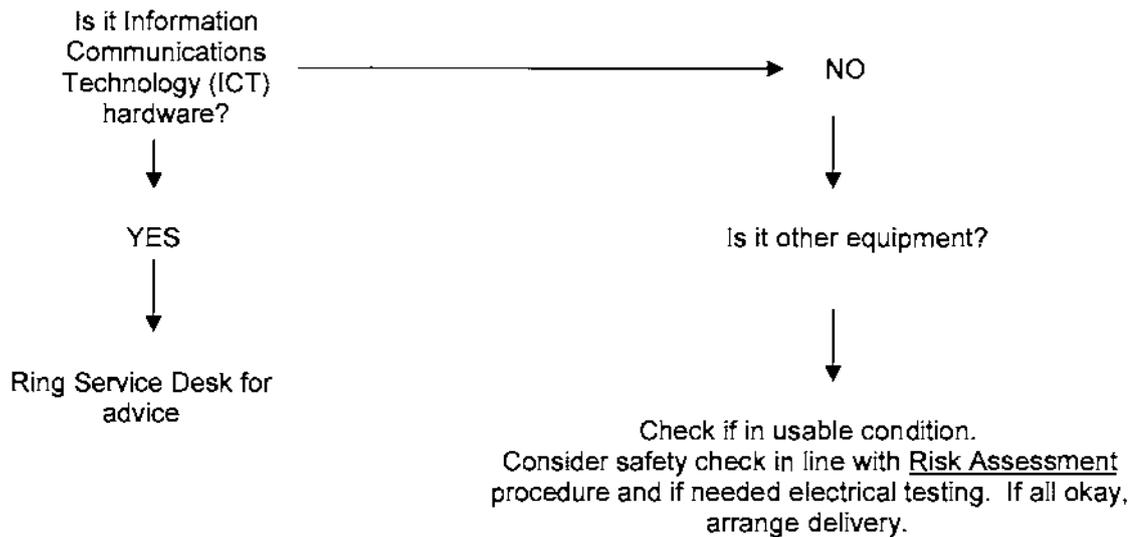
Task Complete

Payment/Invoice Arrangements

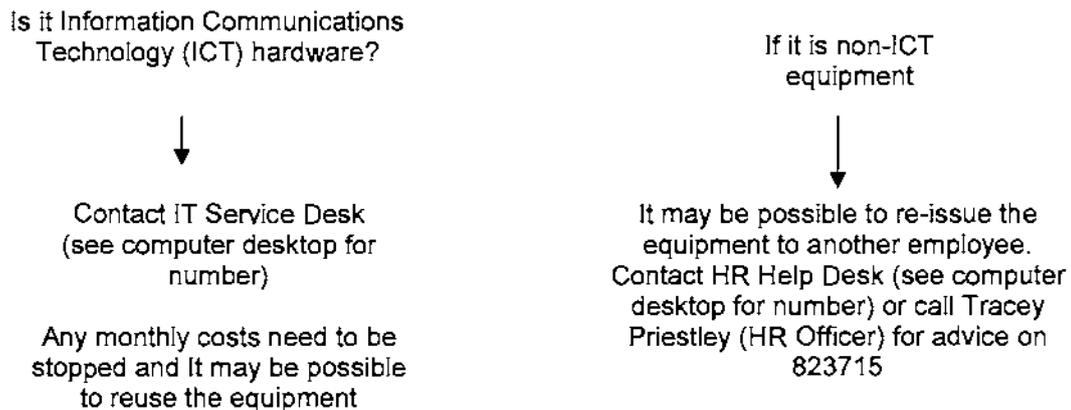


What if someone leaves the Council after an Access to Work financed adaptation made, or they come to the Council with their own equipment?

Disabled employee brings previously used equipment with them



Disabled employee leaves RMBC



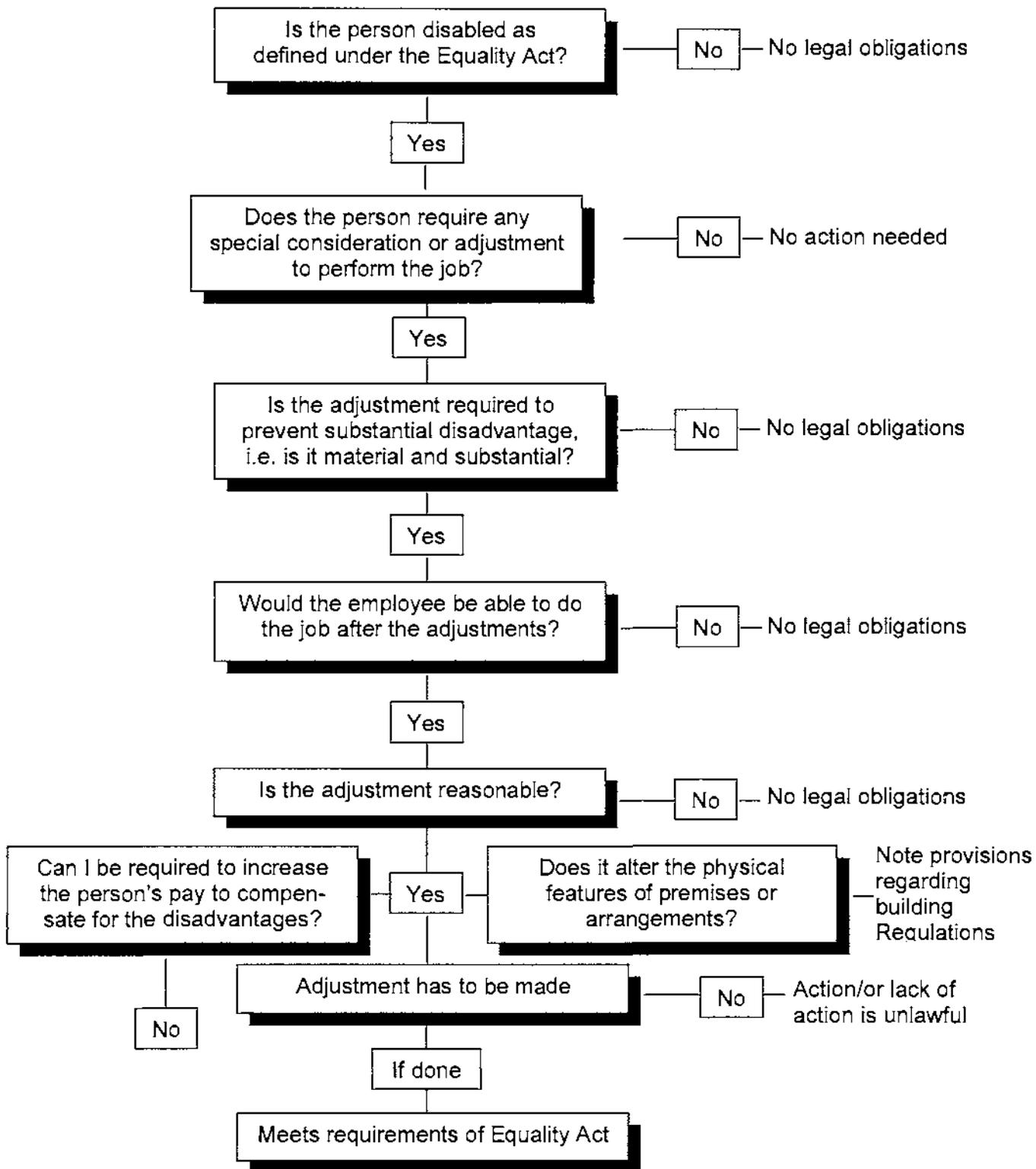
As RMBC bought the items, with or without a subsidy from Access to Work **all equipment remains the property of RMBC.**

- 11.1.4 A support worker should give the disabled employee access to all the informal as well as the formal systems in the work-place, if these are not already accessible. Thus, a BSL interpreter should be prepared to translate informal, social contacts as well as formal meetings. However, this should not detract from the aim to change the work-place into an accessible environment through, perhaps, people learning basic BSL.

11.2 Assessing the need for a support worker

- 11.2.1 Following these guidelines, you are likely to come to the possibility of a Support Worker as the last option that you consider, to enable the disabled employee to do those parts of their job which are other wise inaccessible to them. This is as it should be, since a Support Worker tends to be expensive to the Council.
- 11.2.2 Different people will need different levels and types of support. As with all other types of adjustment, the starting point is to analyse the job and come up with a list of those tasks which are inaccessible to the disabled employee and remain so even after other reasonable adjustments have been considered.
- 11.2.3 You will have to make a decision on whether full-time or part-time support is needed. You will need to assess the amount of time spent by the disabled employee doing tasks where a support worker is needed. However, you will also need to look at whether some type of support cover is needed for a longer period or, perhaps, on a full-time basis. For example, the times when a support worker is needed may be unpredictable or each task undertaken by the disabled employee may need an element of support, even though the total number of support hours used each week adds up to less than a full-time job. One possible solution to this is to reschedule the tasks where support may be needed so that they fall during a particular and predictable part of the week. However, this should only be done if it does not disadvantage or discriminate against the disabled employee.

Meeting Obligations under the Equality Act



CONSIDERATION OF 'REASONABLE ADJUSTMENTS' FORM

Equality Act (2010) - In response to the obligation placed on the Council as an employer, it will consider making reasonable adjustments to working arrangements in individual circumstances.

This pro-forma should form the basis of discussion with the employee requesting a reasonable adjustment.	
Name:	
Payroll Number:	
Job Title:	
Grade:	
Service Area/Department:	
Directorate:	
DETAILS OF DISABILITY AND REASONABLE ADJUSTMENTS	
Outline the nature of the disability:	
Is there any medical evidence supporting this disability?	
Is the employee placed at substantial (i.e. not minor or trivial) disadvantage, compared with non-disabled employees as a result of employment arrangements or with physical features of the premises:	
Identify any barriers which exist in relation to: (i) the physical features of the workplace; (ii) the terms, conditions or arrangements in respect of the employment; (iii) elements of the job profile	
Outline any significant adjustments which have been jointly identified with the employee which would overcome the barriers:	

Describe the anticipated effectiveness of the adjustments in preventing the disadvantage and overcoming barriers:	
How practical is it for the adjustment to be made?	
Will the adjustment have an effect on other employees or cause any disruption to the work of the section/unit?	
What is the estimated cost of the adjustment?	
Is finance or other assistance available to help make the adjustment?	
Line manager's recommendation:	
Manager's Signature:	Date:
Print Name:	Telephone:
Agreement by Director/Strategic Director	
Signature:	Date:
<p>The information contained within this pro-forma will be treated in the strictest confidence.</p> <p>A copy of this form should be forwarded to HR Service Centre, Norfolk House, Walker Place, Rotherham, S65 1ES.</p>	

Help for Disabled People - Access to Work

What is Access to Work?

Access to Work (AtW) provides advice and practical support to disabled people, people with a disability or health condition and their employers to help overcome problems at work. They can carry out assessments of work areas and make suggestions for essential or useful changes, help with payment for support workers, equipment, and adaptations to equipment and premises. The assessment cost is free. Applications for Access to Work support are usually made by the employee, but generally in co-ordination with the employer.

AtW can also help with potential employees. If you are thinking about recruiting a disabled person, you will know they have the skills and potential to do the work, but there may still be practical problems to overcome.

How does the programme work?

AtW can offer a grant towards the approved costs that arise because of an individual's disability. For people who are starting a job with you, the grant is up to 100% of the approved costs. For those who already work for you, the grant is up to 80% of the approved costs over the first £300.

If you have a disabled employee or if you want to recruit someone with a disability, contact your local Disability Employment Adviser (DEA) through your nearest Jobcentre.

What type of help can be provided through Access to Work?

AtW can help in a number of ways. For example, it can help pay for:

- Communicator support at interview (CSI) which meets the full cost of hiring an interpreter to remove barriers to communication at interview
- A support worker, which allows the applicant to use the services of a helper.
Types of support might include reading to a visually impaired person, communicating for a hearing impaired person via sign language (other than at interview which is covered by CSI), providing specialist coaching for a person with learning difficulties or helping a person with care needs
- Special aids equipment to help a disabled person function in the work place
- Adaptation to premises or to existing equipment

- Help with the additional costs of travel to, or in, work for people who are unable to use public transport.

How are the disabled person's particular needs assessed?

The AtW Adviser will normally speak to you and your employee to arrive at the most effective solution. In the majority of cases, this can be done over the telephone; however, a visit can be arranged if necessary. Sometimes specialist or technical advice may be needed, which the AtW Adviser will help arrange.

Who will purchase the help needed?

It is usually the employer, who arranges to purchase the agreed support and then you claim back the grant from AtW.

How much is the Access to Work grant?

Access to Work makes grants towards costs. If you take on an unemployed person or have recruited someone less than six weeks ago, the grant is up to 100% of the approved costs.

Whatever the employment status of the applicant, **AtW pays up to 100% of the approved costs** of help with:

- Support workers and fares to work
- Communicator support at interview.

AtW also pays additional travel costs incurred due to a disability. For people working for an employer, and who have been in the job for six weeks or more and need special equipment or adaptations to premises, **AtW pays a proportion of the costs of support**, as follows:

Approved Cost	Maximum Access to Work Contribution
Less than £300	Nil
£300 to £10,000	80% of the cost over £300
Over £10,000	80% of the cost between £300 and £10,000 and 100% of the cost over £10,000

All help is for a maximum period of three years after which the AtW Business Centre will review the support and the circumstances. Access to Work may provide help for a further period if your employee continues to be eligible for help under the rules that then apply.

Further information is available from

The Department for Work and Pensions at www.disability.gov.uk

The Disability Rights Commission at www.drc-gb.org

Jobcentre Plus at www.jobcentreplus.com

Royal National Institute for the Blind at www.rnib.org.uk

Royal National Institute for the Deaf at rnid.org.uk

Reasonable Adjustments

There are around 10 million disabled people in Great Britain – around one in five of the adult population.

If an employee has a disability or health condition, they are protected by both the Health and Safety at Work Act 1974 and the Disability Discrimination Act 1995.

Employers have a duty to “ensure so far as is reasonably practical the health, safety and welfare at work of all employees”. An employer also has a duty to make “reasonable adjustments” where a provision, criterion or practice or any physical feature of premises occupied by the employer places a disabled person at a substantial disadvantage compared with people who are not disabled.

This may involve:

- Making adjustments to premises
- Allocating some of the disabled person’s duties to another person
- Transferring the person to an existing vacancy
- Altering the person’s hours of working or training
- Changing location
- Allowing time out to attend treatment sessions
- Purchasing specialised equipment
- Providing a reader or interpreter
- Providing supervision, additional training or mentoring.

Advice and guidance on making reasonable adjustments for disabled employees can be sought from the RBT HR Service Centre on **(33)4141**.

A risk assessment of the post may be necessary (if one has not already been carried out) – see HR and Payroll intranet site/Health and Safety/EDSHS43.

Where an reasonable adjustment may involve an alteration to a building the first point of contact should be the Senior Building Manager, Peter Tomlin, on **(82)2841**, who will consult with the Authority’s Access Officer - **Brian Messider**

Most employers are already successfully employing people who would be covered by the Disability Discrimination Act, whether or not they realise it and

whether or not the person chooses to use the term "disabled" about themselves.

The important thing to realise is that it is also illegal to discriminate unfairly against someone when you are choosing someone for a job.

Further information is available on the HR and Payroll intranet site/Human Resources/Recruitment and Selection.

The following forms part of the Display Screen Equipment at Work Health and Safety Policy.

Eyesight screening and eye examination

Uncorrected vision defects can make work at display screens tiring or stressful. Some VDU users will from time to time experience symptoms of visual fatigue. Visual fatigue is a result of the effort made in attempting to see clearly. Very few people have perfect vision and existing defects in eyesight may exacerbate visual fatigue. Anyone who experiences problems such as difficulty reading documents and text on the screen, with otherwise ergonomically designed VDU's and environments, should have their eyes tested.

Regulations 5(1) and 5(2) of the DSE Regulations require employers to provide users who so request it with an appropriate eye and eyesight test. An 'appropriate eye and eyesight test' means a 'sight test' as defined in the Opticians Act Legislation. Users are not obliged to have such tests performed but where they choose to exercise their entitlement, the Council should offer an appropriate test.

The Regulations further require that any employee who is a user shall, at regular intervals thereafter, be provided with eye and eyesight tests, if they want them.

What constitutes a 'regular interval' is not specified in the Regulations. The HSE guidance advises that the optometrist doing the tests should guide us as to the frequency. The guidance also states that tests at regular intervals should be provided 'to check the need for special corrective appliances (i.e. spectacles) for display screen work.'

The NHS recommends that everyone should have their eyes tested at two-yearly intervals to detect the onset of eye disease as well as deteriorating eyesight.

However, the Council is not responsible for any corrections to vision defects or examinations for eye complaints which are not related to display screen work, which may become necessary within the period. These are the responsibility of the individual concerned

We have been advised that a two to three year interval would, in general, be appropriate. The intermediate viewing distance, which is the eye to screen distance, is unlikely to deteriorate significantly over this period, except in the case of older employees.

In the light of this advice and guidance eyesight screening should be arranged for:

new employees who will be users or existing employees who will become users and wish to be tested;

employees who wish to be retested;

employees who experience vision problems.

A three-year interval for retesting should be established, unless any employee complains of vision problems in the intervening period.

All employees who are users should be informed of the retest interval;

As retests are due, employees should be asked if they are experiencing any vision problems using the VDU and whether they want a further screening.

A full eye examination may be made, if the optometrist judges it necessary, following screening. Basic corrective spectacles will be prescribed only for vision defects at the intermediate distance related to display screen work. Corrections for other vision defects are the responsibility of the individual concerned.

Appointments and charges

Appointments can be made directly with:

Janet Howitt
Martyn Kemp Opticians
26a Wellgate
Rotherham S60 2LR
Tel: 364002

or Anne Goulty
Martyn Kemp Opticians
69 Dale Road,
Rawmarsh,
Rotherham S62 5AL
Tel: 522684

Screening may also be arranged in-house where a suitable quiet room can be made available and the numbers justify it. Screening takes about 10 to 15 minutes per employee.

Arrangements will be made for any employee who fails the screening to attend the Practice for a full eye examination.

VDU spectacles will be supplied when required solely for VDU use. If any employee wishes to upgrade to a more expensive pair, for example designer frames, they may do so, but will pay the difference in cost. Similarly, any employee may use another optician to dispense a prescription made by Martyn Kemp Opticians, but the cost contribution by the Council, on production of a receipt, will be limited to that charged by Martyn Kemp Opticians.

Charges for this service are as follows:

eyesight screening	Free of charge
full eye examination	£12.50 per employee;
single vision spectacles	£40.50 exclusive of VAT.

To reduce invoicing costs a single monthly invoice will be made to Environment and Development Services who will recharge the proportionate cost to each Department.

Health & Safety Policy



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Rotherham
Metropolitan
Borough Council
Where Everyone Matters



Health & Safety Policy

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Preface

This revised policy supersedes all previous policies and will be posted on the Council's intranet. It does not contain detailed arrangements as these are prepared and published separately on the Council's intranet and must be read in conjunction with this policy. This Health and Safety Policy has been prepared with the full co-operation of the Trade Unions.

It is the responsibility of all Strategic Directors working through their Directors of Service and senior management to ensure that all staff are fully familiar with health and safety procedures and are appropriately trained and resourced. It is recommended that all employees study it carefully and put into practice the duties contained in it.

The amalgamation of the Council's Emergency Planning team and Health and Safety section in 2005 to the Emergency and Safety team has continued to provide a streamlined comprehensive service. The Emergency and Safety Team are always available for advice and guidance and all Members are advised to liaise with them if they have any health and safety concerns.



Gerald Smith
Councillor Gerald Smith
Cabinet Member for
Economic Development,
Planning and Transportation

January 2010



Karl Battersby
Karl Battersby
Strategic Director
Environment and
Development Services

I. Health & Safety Policy

Statement

The Council exists to serve the people of Rotherham. Our priority themes for the future of Rotherham and its people are underpinned by core values. The safe and effective delivery of services is reliant upon the skills and commitment of our staff. The Council's Health and Safety Policy is a key element underpinning the priority theme of Rotherham Safe and takes into consideration the requirements of the Council's cross cutting themes of fairness and equality in all our activities and the services we provide.

The policy will also contribute to the Council's Risk Management Strategy by minimising the human costs and financial losses that arise from avoidable accidents and their consequences. Such losses will, in the first instance, be viewed as failing in health and safety management control and as opportunities to learn and improve.

Rotherham Metropolitan Borough Council is committed to ensuring the health, safety and welfare of all its employees and all people who are affected by its activities.

The Council recognises and accepts its statutory duty, firstly to protect the health, safety and welfare of its employees and, secondly, to ensure that others are not exposed to risks to their health and safety. The Council also understands the importance of placing health and safety as a significant priority within its services.

To implement this policy, the Council will, so far as is reasonably practicable, ensure:

- a) Safe equipment and systems of work are provided and maintained;
- b) Hazardous substances do not present risks to safety or health;
- c) Information, instructions and training are provided for employees and reviewed where necessary;
- d) Adequate supervision is maintained;
- e) Premises and workplaces are provided and maintained in a safe condition without risks to health;

- f) The working environment is maintained in a safe condition without risks to health and adequate provision is made for welfare;
- g) All its undertakings are carried out so that others are not exposed to risks to their health or safety.

The Council's Emergency and Safety Team will assist in achieving the objectives of this policy in order for the Council to fulfil its legal obligations under the Management of Health and Safety at Work Regulations 1999.

The Council is committed to meet its legal responsibilities as required by health and safety law. Whilst accepting the minimum legal standards set by national legislation the Council is committed to promoting a health and safety culture, which aims to continually improve and produce high standards of health and safety. The Council believes that achieving these high standards will positively contribute to the overall quality of the services provided.

This policy and associated procedures are available to all employees on the Council's intranet.

The Council accepts that although the final level of responsibility for implementing the policy rests with it, each and every employee must take an active role in effectively implementing the policy. My Management Team and I urge all employees to cooperate fully in the measures the Council will be taking as part of this policy in order to ensure that their work situations are as safe and healthy as possible.

The effectiveness of this policy and arrangements will be monitored and reviewed as and when necessary, but at intervals not exceeding 12 months.

Signed for and on behalf of Rotherham Metropolitan Borough Council.



A handwritten signature in black ink, appearing to read 'Martin Kimber', with a long, sweeping horizontal line extending to the right.

Martin Kimber
Chief Executive
January 2010

2. Organisation - Duties & Responsibilities

Duties and Responsibilities

2.1 Elected Members

Elected Members have a responsibility to comply with the statutory duties imposed under the Health and Safety at Work etc Act 1974. This includes all duties imposed by regulations made under the act and obligations under the general duty of care. The main duties of Elected Members are to ensure:

- a) Elected Members, under the Leader and Cabinet, have collective responsibility for ensuring health and safety;
- b) The Council will ensure that health and safety is given proper and sufficient consideration in the development of policy and services;
- c) The Council will allocate sufficient funds to implement this policy and will monitor health and safety performance through the Cabinet Members;
- d) The Council will appoint a Cabinet Member with special responsibility for Health and

Safety to ensure that these responsibilities are met and to support collective leadership.

- e) The Council has ultimate responsibility for health and safety in terms of statutory requirements and the general duty of care. These duties are delegated to the Chief Executive;

2.2 Lead Member

(Cabinet Member, Economic Development, Planning and Transportation)

The Lead Member will be responsible for:

- a) Ensuring that health and safety is considered in developing policy and services;
- b) Encouraging commitment to best practice and standards throughout the Council, above those merely required for compliance with statutory duties;
- c) Promoting health and safety awareness with Members and at all levels so that it is seen to be good business sense by protecting people, assets and the Council's reputation.

2.3 Chief Executive

The Chief Executive has the overall responsibility for the implementation of this policy and ensuring that all operations and undertakings of the Council are carried out with due regard to the health, safety and welfare of all people.

In particular the Chief Executive will ensure that:

- Health and safety will be viewed as a management responsibility of equal importance to other duties and an essential part of professional management;
- Health and safety responsibilities are assigned, appropriately delegated and accepted at all levels;
- Adequate resources are provided for services and facilities which may affect health, safety and welfare;
- Policy, business and operational decisions made by the Strategic Leadership Team reflect the intentions of this policy;
- Effective communication and consultation is maintained with employees so that this policy and the arrangements for carrying it out are understood at all levels;
- Competent persons are appointed to assist in meeting statutory health and safety requirements and in devising and applying protective measures;

- A Strategic Director is appointed with responsibility for health and safety;
- This policy is reviewed and revised annually or otherwise as necessary and is circulated accordingly;
- The Senior Emergency and Safety Management Team consider and review all significant issues and developments on six monthly basis.

2.4 Lead Strategic Director

(Strategic Director, Environment and Development Services)

The Lead Strategic Director has delegated authority from the Chief Executive to ensure all health and safety requirements are met.

In particular the Lead Strategic Director will ensure that:

- The health and safety implications of all decisions made by the Strategic Leadership Team/ Senior Emergency and Safety Management Team are addressed;
- Health and safety risk management systems are in place and remain effective;
- Management systems provide for effective monitoring and reporting of health and safety;

- The Senior Emergency and Safety Management Team are kept informed about any significant health and safety failures and of the outcome of the investigations into their causes;
- The Health and Safety Policy reflects current priorities.

2.5 Strategic Directors

In addition to the Chief Executive and Lead Strategic Director, each individual Strategic Director has a key role in ensuring that health and safety is maintained, both across the Council and in their Directorate.

Each Strategic Director, within their Directorate, will ensure that:

- The Health and Safety Policy is properly implemented through delegated responsibilities and appropriate arrangements;
- Resources are allocated to enable these responsibilities to be carried out;
- All managers are trained to the IOSH accredited standard, Managing Safely;
- Risk assessments are carried out and reviewed as necessary for all operations and undertakings;
- Safe systems of work, preventive and precautionary measures, are in place for all operations and undertakings taking account of Corporate guidance and procedures;
- Information, instruction, training and supervision are provided for all employees;
- Effective communication and consultation with employees is maintained through Directorate Area and Service level health and safety groups, management and team meetings and employee representatives;
- The health and safety performance of contractors and partners is a key consideration in procurement decisions;
- Implementation of this policy, guidance and procedures are monitored and reviewed as necessary, with particular reference to organisational changes;
- An effective programme for Health and Safety monitoring is produced and standards improved in areas of low performance.
- Systems are in place to provide information that will enable the Emergency and Safety Team to fulfil their responsibilities;

- An appropriate senior officer is appointed to the Corporate Health and Safety Group.

2.6 Directors of Service

Directors of Service are responsible for the management of health and safety within their respective areas. Duties should be delegated where appropriate. The competence and ability of staff to perform the required assessments and duties must be taken into account.

Directors of Service will ensure that:

- Health and safety is adequately financially resourced;
- Risk assessments are completed and recorded for all activities, consulting and involving those carrying out the work. Risk assessments are reviewed in accordance with Council guidance and statutory requirements;
- Safe systems of work, preventive and precautionary measures, are in place for all operations and undertakings, taking account of Corporate guidance and procedures;
- Employees are aware of this policy and receive clear information and instruction on risks to their health and safety identified by the risk assessment and the safe system of work, preventive and precautionary procedures to be used;
- All managers are trained to IOSH accredited standard, Managing Safely;
- Where considered appropriate, the disciplinary procedure is used for employees breaching health and safety procedures;
- Systems are in place to provide information that will enable the Emergency and Safety Team to fulfil their responsibilities;
- Employees receive health and safety training appropriate to their needs and capability on induction and on a continuing basis. Recognised training and accreditation schemes will be used where they are appropriate;
- Employees are adequately supervised according to the level of risk of the work and the competence of the employees concerned;

- Effective communication and consultation with employees is maintained through Directorate and service level health and safety groups, management and team meetings and employee representatives;
- Health and safety performance is monitored and standards improved in areas of low performance;
- Accidents, work-related ill health, dangerous occurrences and incidents of violence to staff are reported promptly, investigated and appropriate remedial action is taken;
- Any work situation that threatens serious and immediate danger; any hazard or failure or inadequacy in health and safety precautions reported by employees or other persons are investigated and appropriate remedial action is taken;
- The Health and Safety Policy, organisation and arrangements of contractors and partners are evaluated prior to engagement and performance is monitored;
- Advice and support from the Emergency and Safety Team is sought as and when necessary.

2.7 Managers and Supervisors

(anyone with responsibility for managing others)

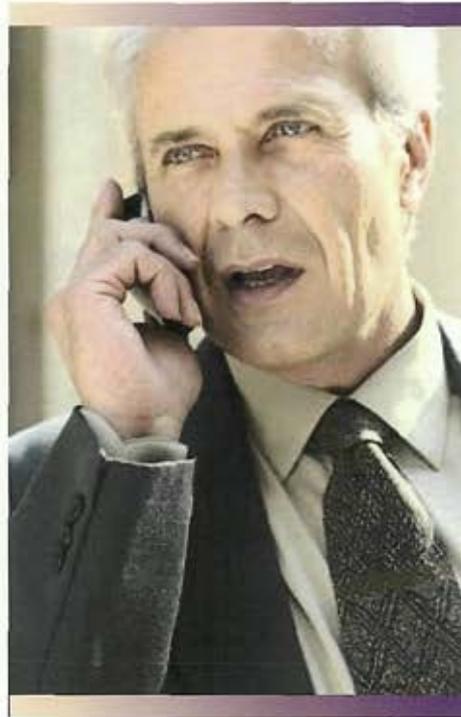
Managers are responsible for assessing the risks involved in all work activities and taking all reasonable steps to ensure that facilities, premises, equipment, materials and systems of work satisfy health and safety requirements.

The competence and ability of staff to perform the required risk assessments and duties must be taken into account.

Managers will ensure that:

- Risk assessments are completed and recorded for all activities, consulting and involving those carrying out the work. Risk assessments are reviewed in accordance with Council guidance and statutory requirements;
- Safe systems of work, preventive and precautionary measures, are in place for all operations and undertakings taking account of corporate guidance and procedures.
- Employees are aware of this policy and receive clear information and instruction on risks to their health and safety identified by the risk assessment and the safe system of work, preventive and precautionary procedures to be used;

- Employees receive health and safety training appropriate to their needs and capability on induction and on a continuing basis. Recognised training and accreditation schemes will be used where they are appropriate;
- Employees are adequately supervised according to the level of risk of the work and the competence of the employees concerned;
- Health and safety performance is monitored and standards improved in areas of low performance;
- Accidents, work-related ill health, dangerous occurrences and incidents of violence to staff are reported, promptly investigated and appropriate remedial action is taken;
- Any work situation that threatens serious and immediate danger, any hazard or failure or inadequacy in health and safety precautions reported by employees or other persons are investigated and appropriate remedial action is taken;
- The Health and Safety Policy, organisation and arrangements of contractors and partners are evaluated prior to engagement and performance is monitored;



- Advice and support from the Emergency and Safety Team is sought as and when necessary;
- Health and safety is adequately financially resourced;
- Where considered appropriate, the disciplinary procedure is used for employees breaching health and safety procedures;
- Systems are in place to provide information that will enable the Emergency and Safety Team to fulfil their responsibilities in Section 2.9.

2.8 Employees

All employees are required to take reasonable care for their health, safety and welfare and that of others who may be affected by their acts or omissions.

In particular employees will:

- Co-operate positively in following health and safety requirements;
- Act in a responsible manner and in accordance with their training and instructions;
- Contribute to the assessment of risk and the review and improvement of working methods;
- Inform their immediate Line Manager of:
 - Any accident, involving injury, damage or near miss;
 - Any work situation they consider to be a serious and/or immediate danger;
 - Anything they consider to be a failure or inadequacy in the health and safety precautions relevant to their work.
- Take appropriate, immediate emergency action where necessary having regard to their own safety and that of other people.

For the purposes of this policy "employee" includes, amongst others, temporary workers, students on work experience and volunteer helpers.

2.9 Emergency and Safety Team

The key responsibility of the Emergency and Safety Team is to assist the Council, through its Strategic Directors and Directors of Service, in undertaking measures to manage emergency planning, business continuity and health, safety and welfare.

The Emergency and Safety Team will:

- Ensure that the Council's Health and Safety Policy is up to date, operating and relevant;
- Obtain or prepare and maintain the necessary codes of practice for the Council's operations;
- Give advice and assistance on emergency planning, business continuity and health and safety matters at all levels of the Council and to assist with training where appropriate;
- Carry out audits and inspections where necessary, reporting results and making recommendations for improvement;
- Ensure that systems and procedures for emergency planning, business continuity and health, safety and welfare are in place and are being complied with;



2.10 Senior Emergency and Safety Management Team

The team comprises of Lead Member and Advisor for Health and Safety and Emergency Planning, Chief Executive, Strategic Directors, Assistant Chief Executives and (relevant) Directors of Service. Their primary function is to monitor and review the overall implementation of this policy.

- Stop or restrict operations being carried out by or on behalf of the Council where there are practices or circumstances which present a serious and/or imminent danger;
- Ensure that systems are in place for the reporting, recording and investigation of accidents and violence to staff, using statistics to review health and safety;
- Monitor accidents and incidents of violence to staff throughout the Council and, where necessary, investigate and report on them and on preventative measures to be taken;
- Represent the Council on health and safety matters;
- Monitor legislation, regulations and published information and ensure that necessary changes are introduced.
- Promote and publicise health and safety issues.

2.11 Health, Welfare and Safety Panel

The key role of the Health, Welfare and Safety Panel is to promote the cooperation between the Council and its employees in the instigation, development and implementation of measures to ensure the health, safety and welfare at work of all employees of the Council and facilitate carrying out the policy.

In particular the panel will:

- Consider accident statistics and trends together with reports of serious accidents and make suitable recommendations for future preventative action;
- Promote the development and application of policy, codes of practice and guidance for safe systems of work;



- Consider, within the terms of the Council's Health and Safety Policy and the relevant legislation, other matters affecting the health, safety and welfare of employees;
- Consider information published by various bodies and its application to the operations of the Council;
- Consider suggestions and reports by any Panel Member which may assist in the promotion of safe working practices;
- Ensure provision of adequate lines of communication.

The Panel shall also take account of the health, safety and welfare of clients, pupils, contractors, visitors and the general public where they are affected by the Council's activities.

Inspection visits by the Panel will be made to various sites around the Borough and shall be made on a quarterly basis. The schedule of visits shall be agreed by the Chairman or Vice-Chairmen and notified to the Emergency and Safety Team.

Strategic Directors and Directors of Service shall be notified of the proposed visits two weeks in advance.

Whenever possible, the appropriate senior manager(s) and, the safety representative(s) at the premises or site to be visited shall attend visits by the Panel.

2.12 Safety Representatives

Trade Unions are encouraged to appoint Safety Representative under the provisions of the Safety Representatives and Safety Committee Regulations 1977.

The duties of Safety Representative are:

- a) Representing employees in consultation with the employer to develop arrangements for effective co-operation in measures to ensure the health, safety and welfare of the employees;
- b) Investigating potential hazards at the workplace;
- c) Investigating accidents and dangerous occurrences at the workplace;
- d) Investigating complaints by the employees they represent;
- e) Making representations to the employer on matters arising out of points b), c), and d);
- f) Making representations to the employer on general matters affecting the health, safety and welfare of employees at the workplace;
- g) Carrying out inspections of the workplace;

h) Representing employees in consultations with HM Inspectors of Health and Safety;

i) Attending safety committee meetings, as necessary.

2.13 Representatives of Employee Safety

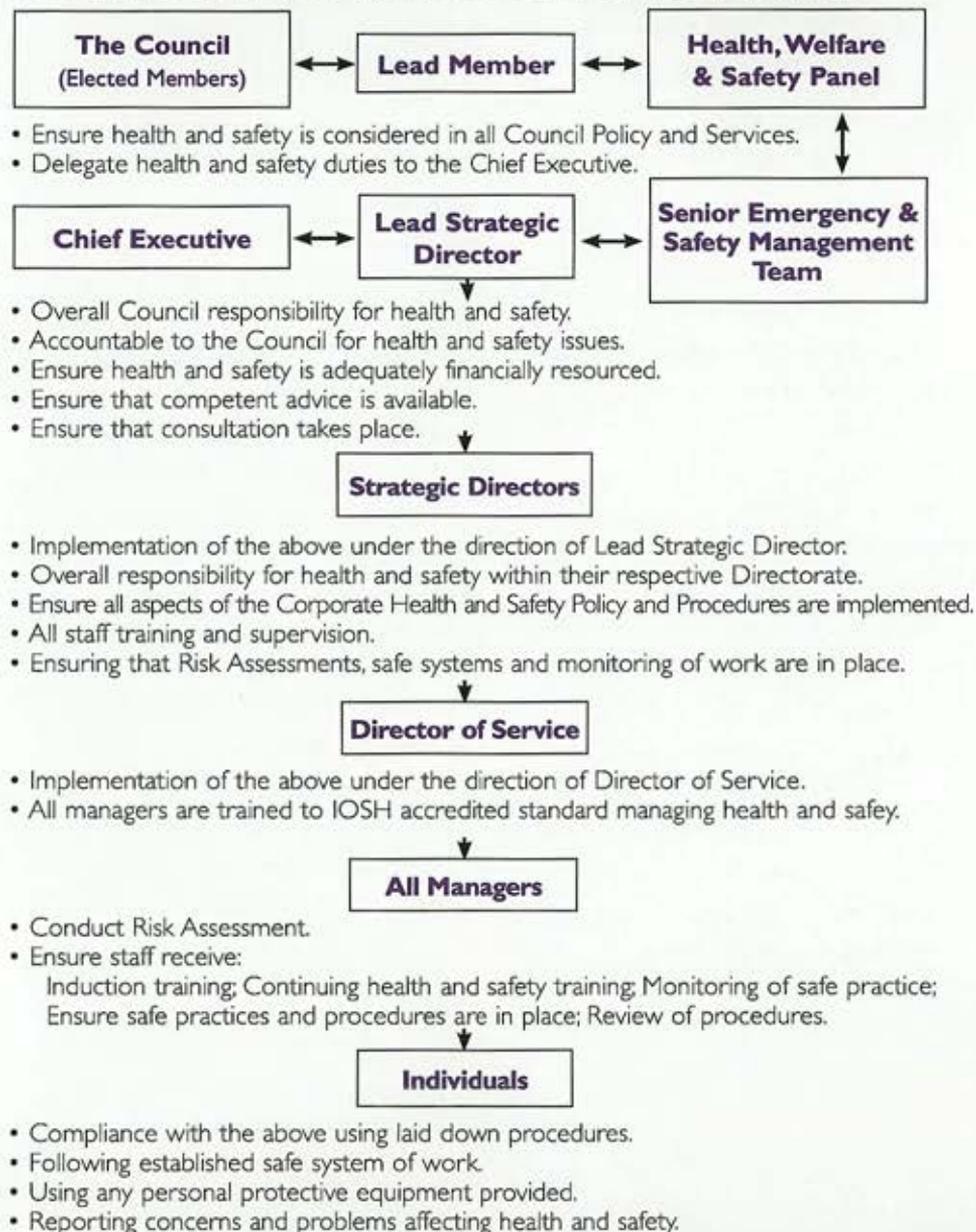
The Council recognises that not all employees are represented by Trade Unions and Safety Representatives. These employees have rights to consultation with the Council under the Health and Safety (Consultation with Employees) Regulations 1996.

An outline of the main functions of the employee representative is:

- a) Making representations to the employee on any hazards, dangerous occurrences and general health and safety matters that may affect the health and safety of the employees they represent;
- b) Representing their group of employees in consultations with HM Inspectors of Health and Safety.

2.14 Summary of Organisation, Duties and Responsibilities

A Summary of the key responsibilities is shown in the following diagram:





3. Arrangements for Health & Safety

3.0 Introduction

This section outlines the main hazards and key issues that are relevant throughout the Council. It is recognised that there are Directorate/Service Area issues which must be covered by specific risk assessments and associated procedures. Detailed policies, guidance and procedures can be found on the Council's intranet site.

3.1 Accident, Near Miss and Violence to Staff Incident Reporting and Investigation

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

- a) All accidents/incidents, whether they result in injury, damage or "near misses", are to be reported using the appropriate Council accident/incident forms. All accident and violence to staff forms are to be completed and returned to the Emergency and Safety Team immediately.

The accident/incident forms to be used are:

- Accident Report Form.
- Violence to Staff Incident Report Form.
- Pupil Accident Report Form.
- Near miss report form.

Injuries, diseases and dangerous occurrences will be reported to the Health and Safety Executive (HSE) by the Emergency and Safety Team.

- b) Investigations, reporting and recording of accidents/incidents, whether they result in injury, damage or "near misses", and dangerous occurrences are to be carried out by immediate Line Managers or Supervisors. If necessary the Council's Emergency and Safety Team will provide assistance in the investigation and preparation of reports.

3.2 Asbestos -

Control of Asbestos Regulations 2006

- a) No work is to be undertaken on any building or structure unless an assessment for the presence of asbestos containing materials and the exposure of employees or others has been carried out.

- b) Those employees who may be exposed to asbestos whilst carrying out their duties will be provided with suitable and sufficient information, instruction and training.
- c) All employees who may discover asbestos or suspected asbestos in the work place will be instructed to cease work until the material has been analysed.

3.3 Confined Spaces -

Confined Spaces Regulations 1997

Managers and Supervisors follow the principle:

- Avoid entry to confined spaces e.g by doing the work from outside.
- If entry to a confined space is unavoidable, follow a safe system of work; and
- Put in place adequate emergency arrangements before the work starts.

Those employees who may enter confined spaces whilst carrying out their duties will be provided with suitable and sufficient information, instruction and training.



3.4 Construction Health, Safety and Welfare (CDM) – *Construction (Design and Management) Regulations 2007 and Construction (Health, Safety and Welfare) Regulations 1996*

- a) Prior to commencement all projects involving building and construction should be evaluated for the application of CDM.
- b) All building and construction work should be carried out in a way that protects the health and safety of those working on the site and others.
- c) Managers are responsible for carrying out site inspections on an appropriate basis depending on the nature of work.

3.5 Consultation with Employees - *Safety Representatives and Safety Committees Regulations 1977 and the Health and Safety (Consultation with Employees) Regulations 1996*

The Council will consult with the recognised trade unions and employee representatives, through the Joint Consultative Committee, Health, Safety and Welfare Panel, Corporate Health and Safety group together with Directorate Safety groups. Consultation is to take place, where practicable, using existing procedures and in good time, so as to ensure effective consultation on matters which affect the employees.

3.6 Contractors

Contract work on occupied premises carries a dual responsibility. Employees organising such work should ensure there is effective liaison with the contractor and that all parties involved understand their responsibilities in relation to health and safety.

- a) Contractors carrying out work on behalf of the Council should be required to demonstrate their health and safety competency through the submission of health and safety policies, method statements and risk assessments.
- b) Prior to appointment contractors employing five or more people will be required to submit their Health and Safety Policy for assessment by the Emergency and Safety Team. Contractors holding a current CHAS registration (a national database - Contractors Health and Safety Assessment Scheme) will not be required to submit their policy, except on renewal of partnerships.

3.7 Corporate Manslaughter and Corporate Homicide Act 2007

The Act sets out a new offence for convicting an organisation where a gross failure in the way activities were managed or organised results in a person's death.

The Council and its Managers will ensure that systems and procedures are in place and implemented as required under health and safety legislation and identified throughout this policy. The Council and Managers must ensure that there are no such accepted practices, attitudes, policies or systems which are likely to encourage any such serious management failure or have produced tolerance of it.

3.8 Display Screen Equipment (DSE) - Health and Safety (Display Screen Equipment) Regulations 1992

These regulations set out general requirements. Managers should carry out an assessment on all DSE workstations used by employees looking at the furniture and equipment used (desks, chairs, VDU), the tasks being undertaken and the individuals using the workstation to ensure suitability.



3.9 Electrical Appliances - *Electricity at Work Regulations 1989* *and the Provision and Use of Work* *Equipment Regulations 1998*

- a) Managers must ensure that all employees are aware of the process of carrying out informal visual user checks and inspections before using any appliance and the process by which defects are reported.
- b) Services must engage competent persons to be responsible for the electrical testing and labelling of all portable appliances within Council owned premises. The competent person will determine the frequency of testing depending upon use of the equipment.

3.10 Enforcement of Health and Safety

- a) The Council is committed to ensuring that all contact with enforcement officers is recorded and matters of concern addressed.
- b) The enforcement agencies applicable are the:
 - Health and Safety Executive (HSE).
 - Environment Agency.
 - South Yorkshire Fire and Rescue Service.
 - South Yorkshire Police.
 - RMBC Food, Health and Safety Team, (NAS Directorate).
 - Any other similar agencies.
- c) The appropriate officers in the Emergency and Safety Team have the authority to stop or restrict operations being carried out by or on behalf of the Council where there are practices or circumstances which present a serious and/or imminent danger.

3.11 Fire and Emergency Arrangements - *The Regulatory Reform (Fire Safety) Order 2005*

- a) Facilities Management will undertake fire risk assessment for all Council owned and operated premises. Frequency of inspection and review of assessments depends upon the individual building risk categorisation.
- b) Periodic evacuation drills will be carried out and monitored by the Emergency and Safety Team.
- c) People with disabilities must be specifically catered for by the completion of a Personal Emergency Evacuation Plan. The Disability Co-ordinator, Environment and Development Services should always be consulted.
- d) Facilities Management will ensure that evacuation drills are recorded in the building Fire Log Book.
- e) Managers in conjunction with Facilities Management will appoint volunteer Fire Marshals to assist in evacuation drills.
- f) All means of escape, fire detection/alarm systems and fire equipment are to be fully maintained.
- g) All persons who undertake design work for or specify or undertake alterations to premises that may affect fire precautions (including procedures) must:
 - Consult the Emergency and Safety Team regarding the effects on the premises' fire risk assessment.
 - Where necessary notify, consult and seek approval from Building Control, Environment and Development Services.
 - Alterations must not be made to premises unless the appropriate approvals have been granted and appropriate documentation received to authorise and approve the works before, during and after they take place. Upon completion of works requiring Building Control approval a 'Building Control Completion Certificate' and a complete set of 'As Built' plans of the premises must be obtained.

3.12 First Aid - *The Health and Safety at Work (First Aid) Regulations 1981*

- a) The Council provides first aid services and facilities for employees and others on the premises.
- b) Services will assess the need for qualified first aiders and appointed persons in accordance with Council guidance.
- c) Training will only be carried out by HSE approved providers.
- d) First aid boxes will be regularly examined by the relevant first aider(s) or appointed person.

3.13 Hand-Arm Vibration Syndrome - *Control of Vibration at Work Regulations 2005*

- a) Managers should ensure that plant and equipment producing hazardous vibration is identified and appropriate measures are taken to control exposure of employees. The Emergency and Safety Team will carry out measurements and assessments.
- b) Health surveillance (paragraph 3.15) may be required for some employees.

3.14 Hazards to Health - *Control of Substances Hazardous to Health Regulations 2002 (COSHH), Control of Lead at Work Regulations 2002 and Control of Pesticides Regulations 1986*

- a) Managers in charge of employees shall ensure that any substance or process, which is hazardous to health, has been adequately assessed before using the substance or process.
- b) The Council's Emergency and Safety Team will assist in the preparation of COSHH assessments, measurement and evaluation of exposure, and precautions to be taken where necessary.
- c) Managers must ensure that information on assessments are given to those employees who will be using the substance or process.
- d) Legionella. The Council will assess, prevent and control risks associated with the legionella bacteria arising from work activities and water systems on its premises.



- e) Drug Waste. Managers should carry out an assessment where employees risk injury from sharps and discarded drugs waste.
- f) Zoonoses. Managers should carry out an assessment where employees are at risk from diseases transmitted by animals of all species.

3.15 Health Surveillance

Where employees are exposed to hazards to health, such as Hand-Arm Vibration Syndrome, noise or asbestos, health surveillance may be required. The Council contracts to provide occupational health services. Line Managers or supervisors should identify from their risk assessments where health surveillance for employees may be required with the advice of the Emergency and Safety Team.

3.16 Home Working

A home worker is defined as an employee who works at home for the majority of their working week.

A separate policy and guidelines is in operation for home working and occasional home working which includes the relevant health and safety considerations. Managers and employees should conduct a risk assessment in accordance with these guidelines.

3.17 Information and Instructions

- a) Managers should ensure that all relevant health and safety information and appropriate instructions are given to employees.
- b) Such information and instructions will include risk assessments, precautions and procedures, manufacturers' and suppliers' health and safety information.
- c) Managers should ensure that all information and instructions are kept up to date.

3.18 Lifting Operations and Lifting Equipment

- Lifting Operations and Lifting Equipment Regulations 1998

- a) Managers should ensure that all lifting operations are planned and managed appropriately and that all lifting equipment is inspected and tested.

3.19 Lone Working

The Council recognises the fact that there are risks to employees working alone in the provision of its services. Managers will ensure that risk assessments cover lone workers and implement appropriate control measures to reduce the risks. Employees will be informed of any additional risks they may face as a lone worker.

3.20 Management of Health and Safety

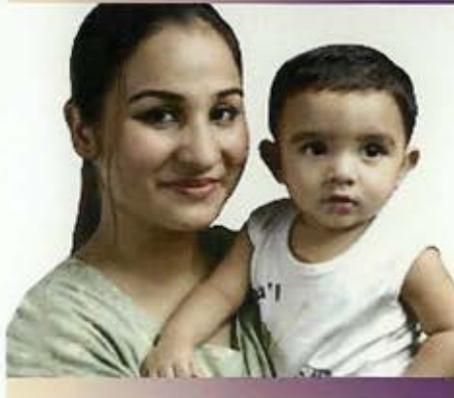
- Management of Health and Safety at Work Regulations 1999

The Council is committed to ensuring that a high level of health and safety performance is established, maintained and promoted throughout the Council. The Lead Cabinet Member and Strategic Director have the responsibility for ensuring compliance. Managers and others in a supervisory role have the key responsibility to manage health and safety.

- a) The Council's Emergency and Safety Team will develop, produce and implement standards and systems to enable the management of health and safety with regard to:
- Policy (the Council's written policy with regard to health and safety).
 - Organisation to implement the policy.
 - Planning and implementation arrangements for the policy.
 - Measurement of performance to ensure that the policy is put into operation.
 - Reviewing performance and audit arrangements to ensure that the policy addresses legal and organisational requirements.
- b) The Council's Emergency and Safety Team will establish, maintain and implement a programme of safety audits and also advise Strategic Directors and their management teams on procedures for monitoring work activities. This auditing system will also apply to Partners and Contractors of the Council.

3.21 Manual Handling - *Manual Handling Operations Regulations 1992*

- a) Managers will ensure that manual handling activities within their work area and the employees who carry out these tasks are regularly identified and risk assessed. Managers must also make provisions for those employees who carry out these activities on an occasional basis, as well as young people and expectant mothers.
- b) A manager's first requirement with regard to manual handling is to avoid the need where reasonably practicable.
- c) Managers will ensure that employees who regularly carry out manual handling operations will be provided with suitable and sufficient training in safe kinetic lifting techniques.
- d) The Council's Emergency and Safety Team will advise on manual handling risk assessments.



3.22 New and Expectant Mothers - *Management of Health and Safety at Work Regulations 1999*

The Council recognises the increased risks to new and expectant mothers.

- a) Managers will ensure that risk assessments are reviewed and revised where necessary when a woman notifies her manager that she is pregnant. Additional control measures should be applied for the duration of pregnancy and breast-feeding.
- b) Women will be informed by their manager of any additional risks they may face as a new or expectant mother.

3.23 Noise – *The Control of Noise at Work Regulations 2005*

- a) Managers will ensure that noise assessments are carried out and appropriate control measures introduced. The Emergency and Safety Team will assist with measurement and assessment.
- b) Health surveillance shall be provided for those who are regularly exposed above the upper exposure action value (as identified by assessment).
- c) Environmental noise pollution problems should be referred to Environmental Health

3.24 Partner and Subsidiary Organisations

- a) The Council expects partners, contractors and others carrying out work on its behalf to produce and maintain a health and safety policy.
- b) Managers will ensure that appropriate policies and management systems are in place prior to appointment. The Emergency and Safety Team will provide advice and assistance in evaluating these documents.

3.25 Permits to Work

In exceptional circumstances or as part of a safe system of work, a Permit to Work may be required. The Emergency and Safety Team should be consulted for advice and assistance.

3.26 Personal Protective Equipment (PPE) – *The Personal Protective Equipment Regulations 1992*

- a) Managers will be responsible for identifying and issuing PPE based upon a risk assessment relevant to the specific task.
- b) Managers should, wherever reasonably practicable, eliminate or reduce the risk at source before PPE is considered. The use of PPE should be viewed as a last resort. Detailed advice can be obtained from the Emergency and Safety Team. Where the need for PPE cannot be avoided, training in its use, storage and maintenance must be provided.
- c) Employees have a responsibility to co-operate with regards to PPE and must wear it when it is required as identified by risk assessment or method statements.



3.27 Risk Assessment -

The Management of Health and Safety at Work Regulations 1999

Risk assessments are a tool to ensure that appropriate precautions are in place to protect employees and others.

- a) Managers will ensure that risk assessments are undertaken, maintained and reviewed for all activities in conjunction with employees.
- b) Section 4 of this document provides a summary of the risk assessment process.

3.28 Reporting Health and Safety Issues

- a) The Council recognises the role of employees in health and safety and encourages employees to report matters of concern regarding health and safety to their managers. This includes Near miss reporting. Managers are to investigate concerns and if necessary consult with the Emergency and Safety Team.
- b) Serious issues and those affecting significant number of employees may be referred to the Council's Health, Welfare and Safety Panel which is administered by the Emergency and Safety Team.

3.29 Safety Signs and Signals

- *The Health and Safety (Signs and Signals) Regulations 1996*

Managers will ensure that where necessary appropriate signs and signals are provided to indicate safe conditions, prohibitions, mandatory control measures and specific hazards. The advice of the Emergency and Safety Team should be sought, where necessary.

3.30 Schools

- a) *The Council is responsible for setting the health and safety policy for schools where it is the employer.*
- b) Detailed arrangements for schools are contained in the Children and Young Peoples' Services model Health and Safety Policy for Schools.
- c) Governing bodies and head teachers are responsible for implementing this policy.

3.31 Standard Safety Record (SSR)

- a) Services and managers will plan and carry out all work activities taking account of this policy. Where the Emergency and Safety Team have reason to believe that work activities, planned or being carried

out, may give rise to a risk of serious personal injury an immediate improvement or prohibition notice through a Standard Safety Record (SSR) will be issued. A copy of this record is shown at Section 5.

- b) All such incidents will be referred to the appropriate Director of Service and the Senior Emergency and Safety Management Team.

3.32 Stress

Manager will ensure that workplace stress risk assessments are in place and regularly reviewed. Managers will ensure that the Councils Stress at Work Policy is adopted.

3.33 Terrorism -

The Management of Health and Safety at Work Regulations 1999

The Council acknowledges the threat of terrorism to its employees and has a separate Terrorism Policy and Procedures document. Managers will ensure that in the event of a specific threat procedures are in place for employees to be informed of the threat and the steps to be taken to protect them. Where necessary, this may include evacuation to a safe place.

3.34 Trainees, Agency Workers and Seconded Workers - *Management of Health and Safety at Work Regulations 1999*

The Council recognises its responsibilities for temporary, agency or seconded employees and trainees on work experience. For the purposes of this policy "employee" includes temporary workers, students or adults on approved work experience and volunteer helpers.

Managers should take account of these employees in their risk assessments.

3.35 Training

- a) Health and safety training, information and instruction are an integral part of the overall training within the Council. This is particularly important with regard to induction training, which is arranged for all new employees entering the Council by their manager.
- b) Health and safety training is compulsory and the training needs of employees should be the subject of periodic review by Strategic Directors, Directors of Service,



managers and supervisors through the PDR or other processes. Refresher training should be carried out where necessary. Employees should have sufficient knowledge, skills and information to carry out their work in a safe and healthy manner.

- c) Managers will ensure that all health and safety training provided to employees is recorded.
- d) The Emergency and Safety Team will provide internal health and safety training where appropriate and practical. Managers will ensure appropriate attendance.
- e) Where necessary, specialised training may need to be commissioned by the relevant service. E-learning modules covering a range of health and safety topics are available on the Directions Intranet to further support the above.

3.36 Vehicles and Reversing

- *The Management of Health and Safety at Work Regulations 1999, The Provision and Use of Work Equipment Regulations 1998, Corporate Transport Policy and Guidance*

- a) Drivers are responsible for the serviceability of their vehicles, the safety and security of passengers or loads and complying with traffic law.
- b) Managers will ensure that all vehicles are used and maintained in accordance with the corporate policy and guidelines issued by the Corporate Transport Unit.
- c) Managers will ensure that employees driving their own vehicles for work purposes are licensed and insured.
- d) Where reversing activities are undertaken, there must be a safe system of work implemented including the use of trained banks-men.

3.37 Violence to Staff

The Council recognises the fact that there are risks to employees in the provision of its services, but expects that people generally should be able to go about their duties without threat or fear of violence or aggressive intimidation resulting from their work.

- a) Managers responsible for people, premises and services will assess the risk of aggression, violence or potential violence to employees and take all reasonably practicable measures to eliminate or reduce the level of risk to employees' health and safety.
- b) Employees are not expected to go alone into a potentially dangerous situations or unnecessarily put themselves at risk.
- c) In the event of employees being exposed to violence, a Violence to Staff report must be submitted to the Emergency and Safety Team.



3.38 Visitors and the Public

- a) Managers will ensure that risk assessments take account of visitors and the public. Precautions should be taken to ensure that they are not endangered by any work activity, facility or provision made by the Council.
- b) Visitors on all Council premises should be accompanied.

3.39 Waste Management -

- a) Managers will ensure that procedures are in place to control the safe operation of tasks and interaction with the public during waste collection activities.
- b) Managers will ensure that appropriate procedures are implemented to manage waste and comply with the duty of care.
- c) Waste Management is regulated by the Environment Agency and Environmental Health Services.

3.40 Work Equipment -

The Provision and Use of Work Equipment Regulations 1998

Work equipment means any appliance, apparatus, machinery, tool or installation for use at work, whether exclusively or not. Examples include photocopiers, computers, furniture, steps and ladders, lifting equipment, hand tools and power tools of all types.

- a) Managers will ensure that all work equipment is fit for purpose, properly used, inspected and maintained.
- b) Managers will ensure that employees who use any work equipment receive sufficient information, instructions and, where necessary, training in the use of that equipment.

3.41 Workplace Health, Safety and Welfare -

The Workplaces (Health, Safety and Welfare) Regulations 1992

Workplace health, safety and welfare includes heating; lighting; ventilation; gas, electrical and water installations; asbestos; flooring; windows; toilets and facilities for meals etc.

- a) The Facilities Manager, Environment and Development Services, will ensure that all Council owned workplaces are regularly inspected and that such inspections are recorded.
- b) The Emergency and Safety Team will provide advice and support for the inspection programme.
- c) Managers will ensure that they carry out frequent inspections in their areas of responsibility.

3.42 Working Safely

- a) No employees will be expected to carry out any activity which poses an unacceptable risk either to themselves or to other persons.
- b) All employees must assume responsibility for working safely within the limits of their competence and training.

3.43 Young Persons

Young persons are, in general, at greater risk through lack of experience and maturity. Managers will ensure that their risk assessments take account of young persons.

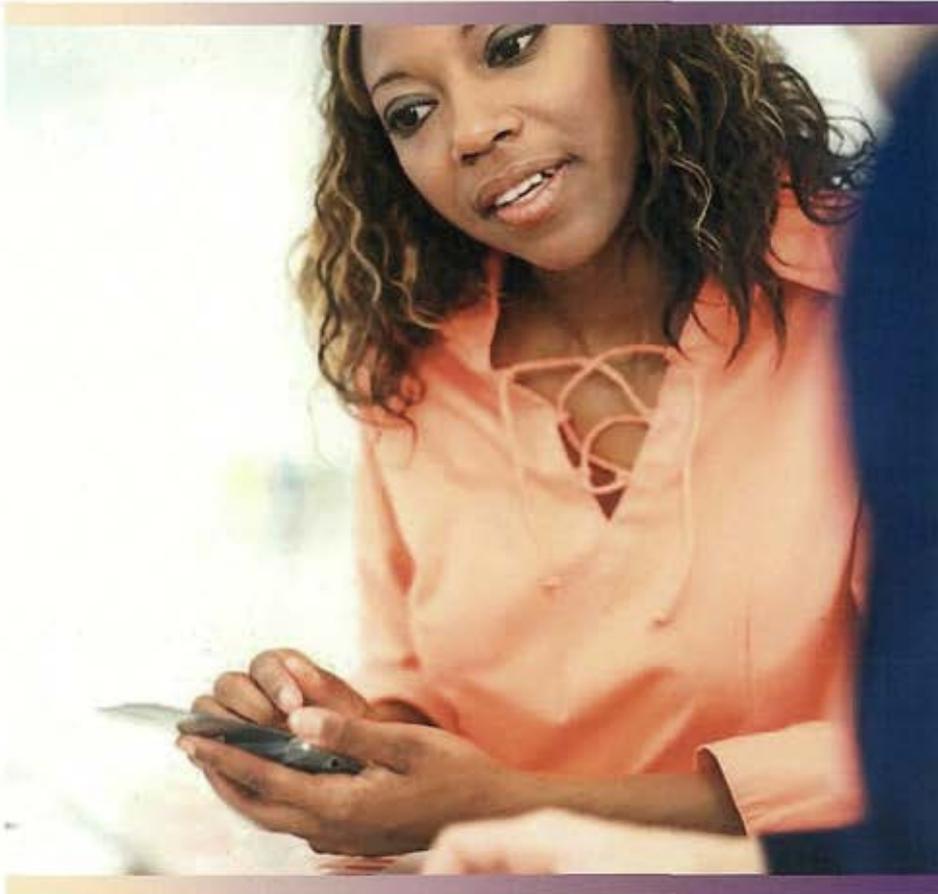
4. Risk Assessment & Audits

4.0 Risk Assessment -

Management of Health and Safety at Work Regulations 1999

All activities which present a significant risk to employees or other people must be accompanied by a suitable and sufficient risk assessment.

- a) A risk assessment is a careful examination of what could cause harm to people to determine whether sufficient precautions are being taken or that more needs to be done.
- b) It should identify and take account of all the significant factors that can affect the chance and extent of harm. It should also determine whether and how management of such factors needs to be improved to eliminate or reduce that chance. Risk assessment is a process; it is not an end in itself.
- c) Where work activities are carried out in the same or similar way at several locations a model assessment may be sufficient. It is not necessary to repeat the assessment every time someone is exposed to a hazard in comparable circumstances. However; managers must ensure that the model is appropriate in a particular case and any additional hazards or significant changes to the risk are covered.
- d) Risk assessments must be recorded in writing or electronically. The risk assessment record is intended to be a summary sheet to show that the assessment has been carried out and that all significant risks and any further actions to reduce risk have been identified.
- e) Summarise the existing precautions and procedures in use, for example by references to written procedures, standards, practices and guidelines. It is not necessary to detail them but to ensure that they are sufficient to control all the risks encountered.
- f) Each service at M3 level will maintain a folder and contents sheet of all completed risk assessments.
- g) Managers will ensure that risk assessments are available for all employees they cover.



4.1 Monitoring, Review and Audit

a) Managers will ensure that assessments are monitored and reviewed to ensure they remain valid. Significant additions or alterations to work activities, processes, equipment and workplaces etc should trigger a review of the assessment.

Adverse events, such as accidents, may provide evidence that risk assessments and procedures are not sufficient and therefore a review should be made.

b) The Emergency and Safety Team will conduct annual sample audits of risk assessments and general compliance with the Council's safety precautions and procedures.

5. Internal Health & Safety Standard Safety Record (SSR)

Emergency & Safety Team STANDARD SAFETY RECORD

Date: _____ Location: _____
Time: _____ Person Seen: _____
Address: _____ Position: _____
_____ Signature: _____

Purpose of Visit: Advice | Witness Statement | Prohibition / Improvement | Instruction

For completion by Emergency and Safety Team

Safety Officers Name:

Signature:

Health and Safety Officer
Emergency and Safety Team
Environment and Development Services

Tel. _____

Fax. _____

Email _____

No Further Action

Re-visit required

Guidance Notes on Standard Safety Record Form

The purpose of this form is to document contact between a Rotherham Metropolitan Borough Council Safety Officer and another party. Whilst this may be in relation to a variety of safety issues, the most common occurrences are given below:

If you are dissatisfied with the outcome of the inspection/visit, or think that the procedures have not been followed, you should contact the Principal Health & Safety Officer. However, if you need further information, or want anything in this note clarified, please contact the issuing Safety Officer in the first instance.

It is your responsibility to ensure the health and safety of council employees and others, such as members of the public, who may be affected by the way you undertake your activities.

a) Advice

Although everyone is interested in health and safety, not everyone understands how to comply with the safety controls and laws that apply in the workplace. You may require assistance in specialist areas of health

and safety advice or for particular situations.

b) Witness statements and Investigations

A witness statement is a document recording the evidence of a person who a Health & Safety Officer has spoken to, which is signed by that person to confirm that the contents of the statement are true. In general, the statement should only contain information on what the witness saw, and not what others have said to him/her. However, it is important to record anything that may open up a new line of enquiry or help in corroborating other information.

We investigate incidents to learn lessons and influence guidance, to prevent them happening again. Generally we investigate:

ALL fatalities arising out of work activities ;

ALL RIDDOR-defined major injuries, diseases and dangerous occurrences.

ALL RIDDOR incidents likely to give rise to concern, whether major or minor injuries or dangerous occurrences; and

ALL RIDDOR incidents where there is likely to have been a serious breach of health and safety law, whether major or minor injuries or dangerous occurrences.

c) Prohibition Instruction

Prohibition is directed to addressing "activities" which involve a risk of serious personal injury.

- prohibition notice if you are of the opinion that, an activity carried on, or likely to be carried on by or under the control of a person, involves, or will involve, a risk of serious personal injury.
- If the activity has not previously been carried on you must be of the opinion that it is likely to be carried on in a way which will involve a risk of serious personal injury; if the activity has been carried on but has temporarily stopped, you must be of the opinion that it is likely that the activity will recommence

A prohibition notice will:

- state that the Health & Safety Officer is of the above opinion;
- specify the matters which in his/her opinion give, or will give, rise to the risk;
- direct that the activity should not be carried on unless the contravention has been remedied.

d) Improvement Instruction

Where a Health & Safety Officer is of the opinion that there is a contravention of the Councils Safety procedures, or a contravention of one of the relevant statutory provisions in circumstances which make it likely that the contravention will continue or be repeated, s/he may serve an improvement notice:

- stating that s/he is of that opinion;
- specifying the provision or provisions;
- giving particulars of the reasons why s/he is of that opinion; and
- requiring the person to remedy the contravention or the matters occasioning it;
- specifying the period for compliance.

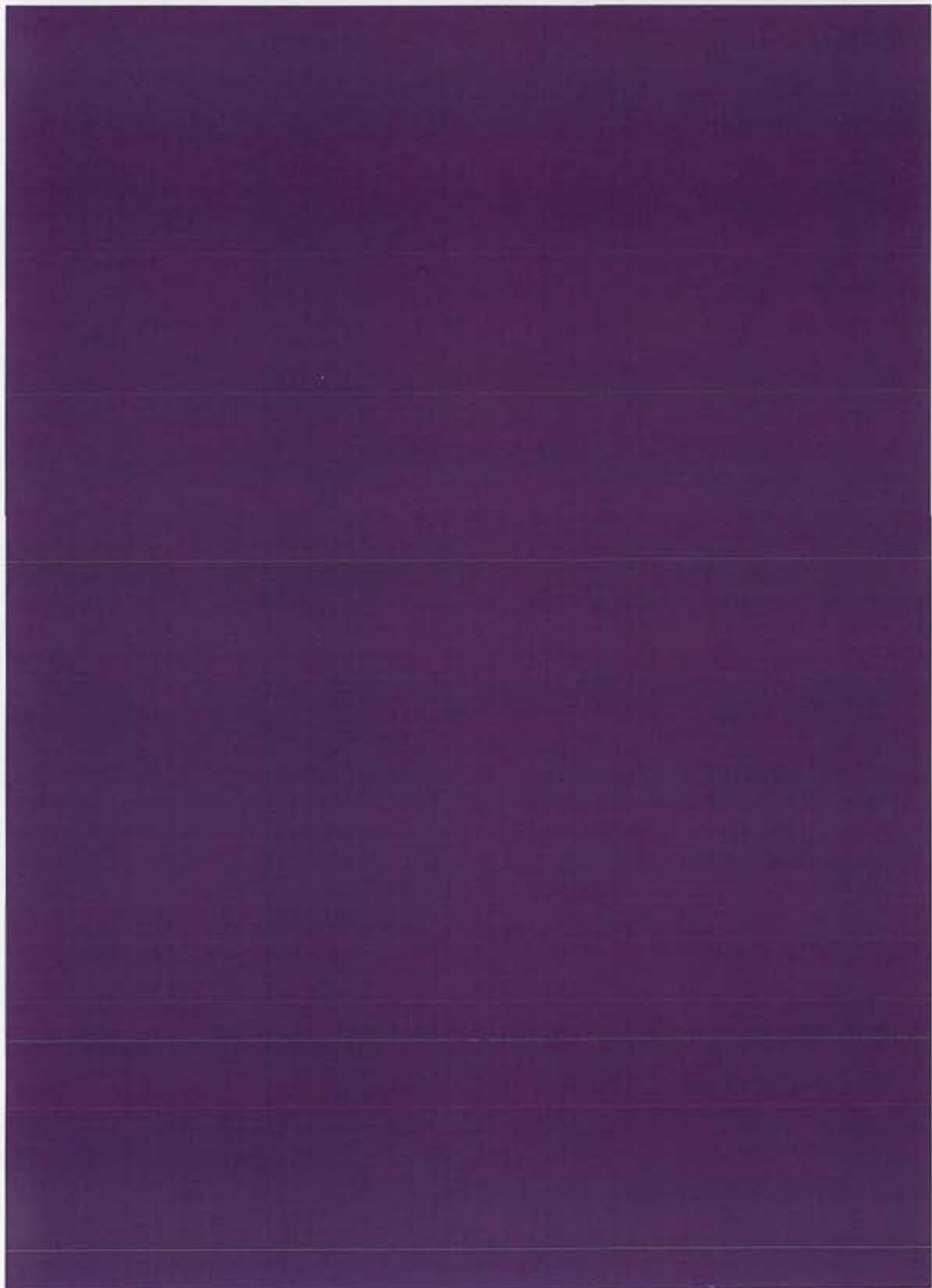
Contact:

Emergency and Safety Team

Environment and
Development Services
Bailey House
Rawmarsh Road
Rotherham S60 1TD

Telephone: 01709 823720
Duty Officer: 07920212241





Rotherham Metropolitan Borough Council

**Risk Management
Policy and Strategy Statement**

Reviewed March / April 2008

*“The involvement of all in the ownership and delivery of the objectives of
the Council and in the management of associated risks and
opportunities.”*

Rotherham's Managing Risk Policy Objectives

- To identify and rank all significant internal and external risks facing the Council in order to :
 - secure the Council's direction of travel, rate of improvement and contribution to wider community outcomes (i.e. whole area performance).
 - achieve Value for Money through the three themes of managing money, managing the business and managing other resources.
- To facilitate compliance with best practice in corporate governance, ensuring the production of The Annual Governance Statement
- To support the taking of informed risks which provide opportunity, possibility, challenge and choice and drive sustainable decision-making.
- To ensure the full integration of Risk Management into Corporate, Service, Business Continuity and Emergency Planning processes.
- To allocate clear roles, responsibilities and accountabilities for risk management.
- To promote the concept of risk management and to obtain staff and Member commitment to the principles of risk control.
- To provide management information on non-insurable risks on which the Council can assess the cost / benefit of eliminating or reducing the impact of risk (i.e. impacts on finance, reputation, service, legal / compliance).
- To provide a reporting structure and monitoring arrangement to ensure risk management issues are communicated and acted upon throughout the Council.
- To reduce the 'cost of risk' and the 'total cost of risk' to the lowest practical level including the minimisation of the human costs and financial losses that arise from avoidable accidents and their consequences.
- To ensure appropriate cover from either the internal insurance fund or external insurance arrangements is in place for the insurable losses requiring protection.

Risk Management Strategy

1 Risk and Risk Management Definitions

"The identification, analysis and economic control of those risks which might prevent RMBC achieving its objectives"

"The effective management of potential opportunities and threats to RMBC achieving its objectives"

The latter definition links risk with opportunity, possibility, challenge and choice. Rotherham supports the notion that risk should be managed in a positive context, opportunistically. This complements risk management approaches that ensure protection of people, performance, assets and reputation, and the systematic identification and management of strategic, operational and project risks.

Risk is fundamental to planning and implementation processes and should be an inextricable part of daily corporate life. Everyone in RMBC should be alert to and aware of the risk consequences of actions that they take. Rotherham's risk management mission therefore is :

2 Risk Management Mission

"The involvement of all in the ownership and delivery of the objectives of the Council and in the management of associated risks and opportunities."

3 Risk Management and Corporate Governance

- Managing risk is integral to RMBC's good Corporate Governance processes. It is a key feature in the production of the Annual Governance Statement that is signed off by the Leader and Chief Executive.
- High level Risk Management Champions on the Corporate Management Team (Strategic Director Financial Services) and at Member level (Deputy Leader) are seen as the clear lead for implementing the Risk Management Strategy.
- There are complementary arrangements on Emergency and Safety which are driven by the Strategic Director for Environment and Development Services and the Cabinet Member for Regeneration and Development.

4 Risk in Planning, Resource Allocation and Performance Management

- Corporate and Service Planning, Resource Allocation and Performance Management processes are informed by :
 - Risk Registers
 - Insurance Claims
 - Health & Safety Incidents and Accidents
 - Real Emergencies (e.g. 2007 Floods)
 - Emergency Planning training exercises
 - Business Continuity Planning training exercises

- Risk Management is part of good corporate governance and therefore contributes to all corporate plan themes but it makes a major contribution to the Rotherham Safe corporate plan theme and the cross cutting theme of Sustainability in particular.
- Risk Registers are maintained for the LSP/LAA.
- Environmental Scanning informs corporate and service planning

5 Risk Roles and Responsibilities

- Rotherham recognises the complexities of the risk management agenda and accommodates lateral thinking as well as structured approaches.
- Dedicated groups drive the risk management agenda :
 - The Audit Committee's has specific responsibility within its Terms of Reference to satisfy itself that the Council's risk management arrangements are fit for purpose.
 - The Corporate Governance Group chaired by the Deputy Leader and Cabinet Member for Financial Services is responsible for drafting the Annual Governance Statement and evaluating risk management assurances and supporting evidence.
 - The Corporate Risk Management Group chaired by the Director of Audit and Governance is responsible for improving operational risk management. The group is supported by risk management champions within each Directorate, who in conjunction with the Corporate Governance and Risk Manager help drive the RISGEN process.
 - The Health, Welfare and Safety Panel leads improvements through inspections, consideration of incident and accident reports, and continuous review of procedures.
 - The Business Continuity Representatives Group steers improvements on a range of business continuity issues to do with Building Recovery, Fuel Planning, Pandemics, Floods and other issues affecting the delivery of service.
 - The Senior Emergency and Safety Management Team together with external multi agency partnership groups which include the Local Resilience Forum and South Yorkshire Community Risk Register Group work together to improve the resilience of the Borough
 - The Corporate Information Governance Group which deals with any issues in relation to data protection, information security, information management, freedom of information and records management.
- Risk management responsibilities are incorporated into job descriptions and the Performance & Development Review process.

6 Risk in Partnerships (Contracts, Obligations, Commitments, Agreements-COCA's)

- Rotherham appreciates that the formation of contracts, obligations, commitments and agreements (COCA's) is a key moment in risk management as it is the first and best opportunity to manage and distribute risk between partners.

- The question of risk, insurance and indemnity is considered when contracts, obligations, commitments and agreements are being created, in order to mitigate the risk of post contract problems.
- Rotherham has a rigorous process and guidance for assessing the governance arrangements in its key partnerships
- Shared risk registers with strategic partners are compiled where appropriate

7 Risk in Projects

- All projects are managed in accordance with the Councils Project Management methodology. This procedure incorporates the principles of the OGC Gateway Process, whilst simplifying and tailoring it specifically for Rotherham. Successfully managing risk is a key feature of the process.

8 Risk in Organisational Development

- Rotherham considers risk in any proposals put forward on organisational development (e.g. Our Future Groups)

9 Risk Management Software and Information Flow

- Managing risk is supported by excellent, flexible management information systems, based on sound and up to date technology platforms, supported by state of the art responsive browser driven software:
 - RISEGEN Risk Management Software
 - LACHS Claims Handling Software
 - Accident and Incident Reporting Software
 - Emergency Planning Incident Board

10 Risk Tolerance Levels and Risk Appetite

- Tolerance for Risk is defined in each Risk Register (i.e. within the Risk Classification Table – RCT) in terms of up to five of the following potential impacts :
 - Cost / Budget (value and % of budget)
 - Service Delivery (objectives or KPI's met or not met)
 - Reputation (media interest)
 - Legal / Compliance (extent of outside intervention)
 - Timetable (delays)
 - Health & Safety (death or injury)
- At the Corporate Risk Register level, every effort is made to ensure there are no residual red risks.
- Where it will help inform understanding and decision making, individual managers, services and the Council's respective appetites for risk are compared and contrasted. Willingness to take risks is plotted against ability to be creative.

11 Risk Awareness, Education & Training

- Risk Workshops are used as the prime method of educating and training managers in managing risks to their objectives. This approach is designed to create a risk-aware and optimising culture by opening up minds. All

Strategic Directors and their Management Teams receive training in risk identification, analysis, and control of risk.

- Bespoke risk management training from external providers (Gallagher Bassett; ZM) is commissioned for targeted functions e.g, School Risk Ranking Survey, Health & Safety, Highways, Vehicles, Loan Working, Witness Training, Child Protection, Needles & Sharps.
- The Risk Management Manual / Toolkit is on the Intranet along with a range of advice on specific issues, together with hundreds of generic risks covering all council services
- Induction guidance for new starters is on the Intranet and forms part of a CD that is given to new starters
- A hard copy risk management briefing is provided to each member of staff
- RISGen Support is provided on demand by Risk Management and Insurance Section to programme area staff
- A Risk Management E-Learning package is on the Intranet accessible by all staff and Members
- A risk management Seminar is held for Members each year.
- E-Learning Induction and Health and Safety together with Emergency Planning and Business Continuity
- ISOH Managing Safely 4 day Course for all M3 Managers as an integral part of the Management Development Programme and is in conjunction with the council's Health and Safety Policy.

12 Risk Reporting

- There is a formal reporting structure for advising CMT and elected members of risk management implications i.e. CMT / Cabinet Reporting Template requires completion of section entitled Risks and Uncertainties in every report
- The Corporate Risk Register is reported quarterly to CMT, Cabinet, Audit Committee and Scrutiny
- Strategic Directors and Directors review their own risk registers quarterly, and report on residual red risks to Cabinet Portfolio Members where appropriate
- The Governance & Risk Manager gives a presentation on risk management and corporate governance to Members annually.
- The RISGEN system automatically informs managers about new risks and risks where action is required.
- Senior Emergency and Safety Management Team

13 Risk Process and Recording

- Within a risk workshop or group environment the RISGEN process is used to identify, assess, and manage risks.
- The following information is captured for each risk appearing in a risk register :
 - A description of the risk
 - Consequences of the risk
 - Owner and manager of the risk
 - Existing controls
 - Likelihood of the risk occurring (probability)

- Potential impact of the risk (severity) in terms of e.g. Cost, Service, Reputation, Legal / Compliance, Timetable
- Actions required to manage the risk
- Action Manager
- Timetable for action
- Progress on Action
- Fallback Plan
- The RISGEN system is a Browser system and is presently accessed by over 300 managers across the Council. Risk register read access is given to all risk workshop participants. Risk register write access is given to a nominated manager
- The LACHS claims handling system is a Browser system accessible by insurance support staff in all directorates.

14 Risk Handling

- Rotherham continuously attempts to deal better with risk before and after the occurrence of incidents
- There are clearly defined manuals / toolkits setting out policies and procedures
- The policies and procedures are systematised, and supported by databases – RISGEN (Risk Management) and LACHS (Claims Handling), Health & Safety.
- The opportunities for learning and wider understanding from incidents are maximised by feedback to and from Directorate staff.
- The mechanism for recharging insurance premiums is being incentivised
- The Strategic Director for EDS ensures all council properties are revalued for insurance purposes on a rolling basis

15 Risk Management Fund

- The Risk Management Fund is used to facilitate operational risk management initiatives put forward by the Corporate Risk Management Group.

16 Risk Financing (including Alternative Risk Financing)

- All identified risks are covered through either the Insurance Fund, or External Insurance, except where such risks are assumed and managed.
- In conjunction with the Council's insurance broker, risk financing arrangements are reviewed annually following Actuarial Valuation of the Insurance Fund.
- Risk financing arrangements are also reviewed as part of the Tri-ennial tendering process.
- Rotherham has joined with a group of local authorities (CARML) to explore the possibility of forming an Insurance Mutual in order to promote greater competition and reduce insurance premiums.

17 Risk Standards and Performance Measures

- The key indicator of successful risk management is the extent to which non-insurable risks (80% of risks are uninsurable) are reduced in terms of

likelihood of occurrence and potential impact. This is evidenced on Risk Registers.

- On insurable risks, Alternative Risk Financing benchmarking exercises are undertaken periodically to assess Rotherham's comparative performance (i.e. 2004 and 2007)
- Within Council Directorates, relative performance on insurable risks is compared annually and is subject to incentivisation.
- Rotherham participates in the CIPFA Insurance Benchmarking Club
- Rotherham participates in Audit Commission and other risk management performance surveys. Rotherham has met CPA Level 4 criteria for the past two years..
- Rotherham shares best practice with West Yorkshire & South Yorkshire Group authorities
- Rotherham shares best practice its activities with North East ALARM authorities
- Rotherham is a member of the ALARM Special Interest Group on Risk Management Performance Benchmarking
- Emergency Planning and Business Continuity have been awarded the Beacon Status.
- Rotherham will test its risk management arrangements against the forthcoming British Standard BS31100.

18 Risk of Fraud and Corruption

- Rotherham's Code of Conduct includes a Fraud and Corruption Policy that has been approved by Members.
- Training sessions are held for Members
- The policy is regularly reviewed

19 Risk Assurance, Review and Monitoring

Rotherham's risk management function is exposed to wide scrutiny and validation :

- In the Annual Governance Statement that is signed off by The Leader and Chief Executive and sanctioned by the Audit Committee.
- In the Audit Commission's Annual Audit Letter
- In Audit Commission Corporate Governance and CPA Inspections
- Elected Members hold CMT accountable for the effective management of principal risks
- CMT, Cabinet, Audit Committee, Scrutiny and Cabinet Portfolio Members monitor the delivery of the Risk Management Policy and Strategy by receiving regular reports and / or presentations.
- Risk Management arrangements are independently reviewed for effectiveness on an annual basis by Internal Audit in order to inform the signing off of the Annual Governance Statement.
- South Yorkshire Community Risk Register is reviewed quarterly and republished on an annual basis.

Rotherham MBC Equality Policy



If you or someone you know needs help to understand or read this document, please contact us:

☎: 01709 822757

✉: equality@rotherham.gov.uk

minicom: 01709 823536

Slovak

Ak vy alebo niekto koho poznáte potrebuje pomoc pri pochopení alebo čítaní tohto dokumentu, prosím kontaktujte nás na vyššie uvedenom čísle alebo nám pošlite e-mail.

Slovensky

Kurdish Sorani

کوردی سورانی
نهگهر تو یان کاسنیک که تو دهیناسی پنیوستی بهیارمستی هه بیته یو نهوهی لهم به لگه نامه به تیبگات یان بیخوینتتهوه،
تکایه پهیوندیمان پیوه بکه لهسهه نهو ژمارهیهی سهروهه دا یان بهو نیمهیله.

Arabic

عربي
إذا كنت أنت أو أي شخص تعرفه بحاجة إلى مساعدة لفهم أو قراءة هذه الوثيقة، الرجاء الاتصال على الرقم اعلاه، أو مراسلتنا عبر البريد الإلكتروني

Urdu

اُردو
اگر آپ یا آپ کے جانتے والے کسی شخص کو اس دستاویز کو سمجھنے یا پڑھنے کیلئے مدد کی ضرورت ہے تو
برائے مہربانی مندرجہ بالا نمبر پر ہم سے رابطہ کریں یا ہمیں ای میل کریں۔

Farsi

فارسی
اگر جناب عالی یا شخص دیگری که شما او را می شناسید برای خواندن یا فهمیدن این مدارک نیاز به کمک دارد لطفاً با
ما بوسیله شماره بالا یا ایمیل تماس حاصل فرمایید.

Equality and Diversity Statement

Our Vision for Rotherham

Rotherham is a prosperous place and Rotherham people have choices and opportunities to improve the quality of their lives. Rotherham communities are safe, clean, and green and everyone can enjoy a healthy and active life.

The most important things that we do are:

- Making sure no community is left behind
- Providing quality education; ensuring people have opportunities to improve skills, learn and get a job
- Ensuring care and protection are available for those people who need it most
- Helping to create safe and healthy communities
- Improving the environment

Our priorities are for Rotherham to be a borough that is:

Rotherham Learning - where people fulfil their potential in their chosen careers, work, leisure and contributions to local life.

Rotherham Achieving - a prosperous place with a vibrant, mixed and diverse economy, across both urban and rural communities.

Rotherham Alive - a borough which celebrates its history but thrives in the present, where healthy living is promoted and the media, arts and literature all flourish.

Rotherham Safe - where neighbourhoods are clean, green, peaceful and relatively free from crime, drugs and fear of crime.

Rotherham Proud - a society underpinned by citizenship and democracy and made up of welcoming, friendly and strong communities.

These priorities are underpinned by two cross-cutting themes of **Sustainable Development** - to make sure that development in Rotherham does not harm the environment or people, both now and for the future - and **Fairness** (see below).

Our Vision for Fairness

"All individuals in Rotherham will have equality of opportunity and choice. Rotherham will provide open and accessible services. We will treat each other with fairness and respect, our diverse needs and strengths will be understood and valued. Rotherham will actively challenge all forms of prejudice and discrimination and ensure that all the priorities encompass an equalities approach."

Rotherham Community Strategy.

The Council will contribute to achieving the vision for Fairness through our role as community leader; service provider and/or commissioner; and employer.

As a Community Leader we will:

- Celebrate the diversity of people within the Rotherham area.
- Work to provide an environment for everyone that is free from discrimination, harassment and violence.
- Encourage and support people to be active in community life, volunteering and local decision making.
- Work to build a strong, cohesive community where people from different backgrounds develop positive relationships.
- Encourage other organisations to adopt similar policies on fairness, equality and diversity, including those that provide goods and services on behalf of the Council.
- Work with our partner agencies to reduce inequalities and to improve the social and economic well-being of the Borough through Rotherham's Community Strategy.

As a Service Provider and Commissioner we will:

- Listen and respond to the views of our communities by involving people and consulting widely about needs and priorities.
- Set clear targets for making sure services are accessible, welcoming, caring, affordable and responsive to needs.
- Provide clear and meaningful information about council services in ways that are accessible and meet communities' needs.
- Monitor take-up of services and evaluate customer satisfaction, taking action to remove barriers that limit people's ability to access and benefit from our services.
- Identify positive opportunities to promote equality in service delivery.
- Make our buildings accessible to all.

As an Employer we will:

- Create positive opportunities to employ a workforce that is representative of the Borough's population.
- Operate and monitor fair, open recruitment and selection processes and encourage applications from all groups in the community.
- Ensure all employees have fair access to learning and development opportunities.
- Provide a safe and accessible working environment that values and respects the identity and culture of each individual.
- Improve our equalities practice by assessing equalities and diversity competencies in our performance and development review process.
- Empower our employees through open and clear communication.
- Continually review and monitor our total reward package to seek to ensure equality of pay for our workforce.
- Encourage and support employees to reach their full potential, through our performance and development review process.
- Promote and operate work life balance policies and practices that are flexible and responsive to both employee and customer needs.
- Promote full compliance with the Council's Equal Opportunity in Employment Policy.

Who is responsible?

- **Employees** - through their work and relationships with customers, colleagues and partners.
- **Managers** - through their responsibilities for managing people, performance and partnerships.
- **Chief Executive, Assistant Chief Executives, Strategic Directors and Directors** - through leadership, development and performance management of all Council strategies and policies.
- **Councillors** - through ward roles, decision making and scrutiny.
- **Cabinet Members** - through leadership, strategic decision making and performance management.
- **Partners, contractors and community and voluntary organisations** - through complying with their own equality responsibilities and developing good equality practice.

Equality and Diversity Policy

Our Commitments

Our **Equality and Diversity Statement** commits the Council to demonstrate quality and fairness to Rotherham's people, organisations, service users, employees and visitors to our Borough.

We believe that a strong commitment to fairness, equality and diversity is essential to achieving our vision and for building a cohesive community in Rotherham. We endorse the following definition of an equal society:

"An equal society protects and promotes equal, real freedom and substantive opportunity to live in the ways people value and would choose, so that everyone can flourish. An equal society recognises people's different needs, situations and goals and removes the barriers that limit what people can do and can be."

Fairness and Freedom: The Final Report of the Equalities Review" (2007)

Responsibility and Accountability

It is the responsibility of the Chief Executive, Assistant Chief Executives and each Strategic Director to make sure that equality targets and action plans are in place and working to deliver Rotherham MBC's Equality Policy and Single Equality Scheme. Every manager and employee has a role to play in implementing the plans.

The Cabinet has collective Member responsibility for overseeing achievement of the RMBC Equality Policy and Single Equality Scheme and accounting for progress. Member Scrutiny Panels have responsibility for scrutiny of its contents, objectives, and performance against those objectives, as appropriate to their role.

The overall implementation of the policy and scheme will be monitored by the Strategic Leadership Team, supported by the Equality Champions Group, the Equality and Diversity Unit and Strategic Human Resources.

Monitoring and Evaluating Equality

We are committed to monitoring and measuring our achievements on fairness, equality and diversity.

The new Equality Framework for Local government will provide a robust performance management framework through which we will deliver the commitments set out in this Equality and Diversity Statement and our Single Equality Scheme.

We will make sure our Service Plans include equality objectives and action plans that are open to inspection and audit. We will also measure our performance and progress against national and local performance indicators.

Resources

The Council is committed to integrating equality policy into mainstream service planning and budget allocation.

We also devote resources specifically to developing, promoting and monitoring our Equality Policy and Single Equality Scheme. The Equality and Diversity Unit and Strategic Human Resources provide corporate policy development, scrutiny and a practical support role.