Health and Safety Policy and Procedures

Version 12

Policy name	Owned by	Ratified by	Date	Review date
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Policy Updates

Review date	Update Summary	Reviewed by:	Next Review:
20.04.21	Added the policy update section	Head of Operations	02/01/2027
24.05.21	Added to ‘Mandatory procedures for staff’ of the Pupil Attendance Procedure - Staff responsible for	Head of Operations	02/01/2027

	paper registers completed yes correctly and on time. Added Unsupervised Breaks section to 'Supervision of Tutees' - including provider statement on new referral form and risk assessments.		

Review date	Update Summary	Reviewed by:	Next Review:
20.04.21	Added the policy update section	Head of Operations	02/01/2027
13/05/21	Infection Control Sub heading added and amended	Head of Alternative Provision	02/01/2027
24.05.21 16.05.21	Added to 'Mandatory procedures for staff' of the Pupil Attendance Procedure - Staff responsible for paper registers completed correctly and on time. Added Unsupervised Breaks section to 'Supervision of Tutees' - including provider statement on new referral form and risk assessments. First Aid and Accident Reporting Updated.	Head of Operations Head of Alternative Provision	02/01/2027 02/01/2027
13.09.21 27.01.22	Medication update Links provided to current legislation RIDDOR updated from 2005 to 2013	Head of Alternative Provision Head of Operations	02/01/2027 02/01/2027
23.02.22	Added Substance Misuse at Work section.	Head of Operations	02/01/2027
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PART 1 HEALTH AND SAFETY (H&S) AIMS AND OBJECTIVES

Swindon Tuition Centre is committed to ensuring the health and safety of all staff, students, and visitors to our premises. We aim to comply fully with all relevant health and safety legislation, including:

- The Health and Safety at Work Act 1974
- Regulatory Reform (Fire Safety) Order (RRFSO) 2005
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Health and Safety (First Aid) Regulations 1981
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

The employer has the main responsibility for ensuring health and safety in the workplace. However, under this legislation, all employees also have a duty of care to:

- Work safely and responsibly
- Undertake all necessary training
- Follow company rules and procedures relating to health and safety

To ensure Swindon Tuition Centre complies with these requirements, we will:

- Provide adequate control of health and safety risks arising from our work activities
- Provide and maintain safe equipment and working conditions
- Provide appropriate information, instruction, training, and supervision for employees and volunteers
- Maintain safe and healthy working environments
- Work proactively to prevent accidents and ill-health
- Review and revise this policy at least annually and at regular intervals thereafter
- Provide the resources needed to meet our health and safety aims

Employee and Volunteer Responsibilities

All employees and volunteers have a duty to:

- Take reasonable care of their own health and safety, and that of the students in their care
- Cooperate with Swindon Tuition Centre to help meet legal and policy obligations
- Report any health and safety concerns promptly to their line manager

Health & Safety Objectives

To ensure we meet our Health and Safety aims as an organisation, Swindon Tuition Centre has set the following objectives:

- **Increase health and safety training** for all employees to improve awareness and understanding of safe working practices.
- **Encourage the reporting of all accidents and near misses** to help identify potential hazards and prevent future incidents.

The **Director** holds overall responsibility for health and safety across the organisation.
The **structure chart** in the *Policy Organisation* section identifies other individuals within the organisation who hold specific health and safety responsibilities.

PART 2 ORGANISATION OF HEALTH AND SAFETY WITHIN STC

Health and Safety Responsibilities

Role	Responsibilities
Director	Overall responsibility for H&S, resources, and compliance.
Health & Safety Officer	Risk assessments, inspections, fire alarm/drills, training records.
Managers	Day-to-day compliance, induction training, fire marshals, reporting incidents.
Staff & Volunteers	Follow policies, report concerns, evacuate if required.
Students	Follow safety rules, report hazards, cooperate during emergencies.

PART 3 H&S ARRANGEMENTS WITHIN SWINDON TUITION CENTRE

3.1 - H&S training provided by Swindon Tuition Centre

Swindon Tuition Centre provide various forms of training for staff:

- All new staff and volunteers will receive a H&S briefing from their line manager on their first day as part of their induction (refer to induction checklist)
- Fire safety
- Health and Safety at work & risk control
- Lone worker safety
- Paediatric First Aid Training: Level 2 - Certificate
- Cyber security
- Equality, Diversity and Inclusion (EDI)
- Keeping children safe in education
- Prevent Duty
- Child Exploitation
- Safeguarding children level 2

3.2 Safety of service users and contractors

As an organisation, we are all responsible for the safety of students and visitors on site. On entry to the building, all staff, students, visitors and contractors must sign in on the register. Visitors and contractors must be supervised by a staff member at all times. All visitors must read the Visitors Notice (in the register folder). All certificates of operation and permits to work will be viewed if deemed necessary by the Director prior to work commencing. If a fire alarm is activated the visitor should be escorted to the assembly point for registration.

3.3 First Aid

First Aid is defined as:

(a) [occasions] where a person will need help from a medical practitioner or nurse, treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained, and

(b) treatment of minor injuries which would otherwise receive no treatment or that do not need treatment by a medical practitioner or nurse. (HSE L74)

Staff administering First Aid should assess the situation, protect themselves and the casualty from further danger, deal with any life-threatening condition, and, where necessary, obtain medical assistance or refer the casualty to the hospital as quickly as possible.

Policy

Swindon Tuition Centre ("the Company") recognises and accepts its responsibilities under the Health and Safety at Work etc. Act 1974, the Health & Safety (First Aid) Regulations 1981 (as amended) and other associated Regulations.

This Policy should be read in conjunction with the main Company Health and Safety Policies.

The Company is committed to providing adequate first aid personnel, equipment and facilities to deal with ill health and injuries to employees while they are at work.

The Company will assess the workplace(s) for the number of First Aid trained personnel needed using the checklist in INDG214 (see below).

Information and Training

The Company will ensure that an adequate number of trained personnel are available at all times. The names of the First Aiders will be posted on the notice boards in all STC Centres, and will be given to all new starters.

The locations of the first aid kits/boxes will be made known to all staff.

One First Aider (per location) will be in charge of the first aid boxes. It will be his/her duty to ensure they are kept properly stocked.

The Company will ensure all First Aiders have regular updates/refreshers as required to keep their knowledge current. Training records and copies of certificates will be retained by the HR Manager.

The Company will ensure that First Aiders are given sufficient time for training and for carrying out their responsibilities.

The procedures for dealing with any accident or incident within the workplace will be made clear to all staff to ensure trained personnel are summoned to deal with any accident.

The First Aider at each work location will be responsible for ensuring the accident book is completed and that serious incidents are reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Personal safety

No staff member, whether trained in first aid or not, will be expected to put themselves in danger at any time.

All first aid trained staff will assess the risks to their own safety or wellbeing before entering a hazardous environment and will only enter if they feel it is safe to do so.

The Company will ensure there is always an adequate supply of nitrile gloves and single use face masks for CPR.

Guests or visitors

If a visitor to the Company workplace is taken ill or requires first aid, the Company First Aid staff will be summoned immediately.

The First Aider will assess the situation and will decide if an ambulance is required.

No Company First Aiders or staff will be permitted to administer any medication except for an ‘Epipen’.

Data Protection

Personal data collected during the provision of first aid (including information about the health of individuals) will be handled in accordance with the Company’s data protection policy.

First Aid Personnel

In the event of an injury/ill health situation, the First Aider will provide first aid assistance or advice within their training.

First Aiders will seek support from the emergency services where necessary.

This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

This Policy has been approved and authorised by:

3.4 Fire Safety

Introduction

Swindon Tuition Centre (“the Company”) is committed to providing a safe working environment for its staff and visitors. For this reason the Company has formulated this policy to facilitate compliance with its legal obligations under The Regulatory Reform (Fire Safety) Order 2005 (“Fire Safety Order”).

Policy objectives

To provide a safe and healthy working environment for all staff and visitors.

To minimise the risks to Company premises and any others that may be affected by fire.

To manage fire risks in accordance with the requirements of the Fire Safety Order.

To comply with the requirements of the Health and Safety at Work Act etc 1974, the Management of Health and Safety at Work Regulations 1999 and the Fire Safety Order 2005.

To address obligations under the Fire Safety Order that require the Company to:

Develop a policy to minimise the risks associated with fire.

Reduce the risk of an outbreak and subsequent spread of fire.

Provide means of escape.

Demonstrate preventative action.

Maintain documentation and records in respect of fire safety management.

The Responsible Persons

The Company has appointed Luke Wareham as the ‘responsible person’. The responsible person’s duties are to ensure the safety of staff and visitors by:

Carrying out (or ensuring that a competent person carries out) a Fire Safety Risk Assessment. The Fire Safety Risk Assessment will take into consideration everyone who may come onto the premises, whether they are employees or visitors and consideration will be given to people who may have a disability or anyone with special needs.

Making sure, as far as is reasonably practical, that everyone on the premises, or nearby, can escape safely if there is a fire.

Preparing a written Emergency Action/Evacuation Plan for the building to be displayed at various locations about the premises.

Preparing Personal Evacuation Plans for disabled persons (if relevant).

Fire Marshalls

The Company will appoint competent persons to act as Fire Marshals. The Fire Marshals’ duties will include:

Carrying out regular checks on all fire safety equipment, including emergency lights and alarms.

Ensuring that emergency escape routes are kept clear at all times and that doors designated as Fire Escapes are operable.

Assisting in evacuations/fire drills.

Making contact with the emergency services.

Ensuring that the names and duties of all competent persons are displayed on the safety notice board.

Communication

The Company will ensure that all persons employed either as direct employees or contractors are provided with all relevant information related to fire safety. The Management of the Company will consult with the employees (where relevant) on all relevant matters of fire safety policy and arrangements and will ensure staff are kept informed of any changes that are made to fire safety procedures.

Training

Upon commencement of employment all employees (where relevant) will be given training on fire safety and will receive refresher training as appropriate.

All employees will be instructed to report any defective or missing equipment to their line manager.

All employees will receive instruction on their role in the case of an emergency.

Further training may be required if there are any changes that may affect fire safety. All training will

be provided during normal working hours.

Equipment/Testing

The fire evacuation procedures will be practised every six months.

Fire fighting equipment will be provided. In general, this means fire extinguishers, but additional provision of fire blankets, hoses or sprinklers may be made where deemed appropriate by the findings of the fire safety risk assessment.

All fire safety equipment will be serviced by a competent person and the service periods will be scheduled in accordance with the manufacturers' instructions.

An appropriate fire detection and alarm system will be installed. The type and extent of the alarm system provided will be based on the findings of the fire safety risk assessment. Alarm systems will be tested regularly and records kept. Staff and visitors will be informed when these tests are scheduled.

Emergency lighting will be provided for escape routes, where applicable. The location and type will be determined by the findings of the fire safety risk assessment. Luminaires will be maintained on a service contract.

Operation of fire doors and emergency exits, including any automatic closers, will be tested and recorded in the fire log six monthly, or more often if dictated by the fire risk assessment.

Procedures

The Company has introduced the following procedures in order to maintain high standards of fire safety:

Emergency escape routes will be established and kept free from obstruction at all times;

Fire exit doors will be kept in good working order and unlocked at all times the premises are occupied;

The risk of fire spreading through the building will be controlled by the provision of fire/smoke-resisting doors;

Signs and notices will be displayed in prominent locations, giving appropriate instructions, to employees and others, of what to do in the event of a fire;

Signs will be provided to indicate the position of fire extinguishers, fire alarm call points and to indicate the emergency exit routes.

Evacuation drills will be held twice a year.

Records

The Company will record its staff training, including fire drills, and the findings of its periodic tests and checks. Such records will include all attendees, fire drill evacuation times and any comments. The Company will keep the following records:

Records of weekly tests of fire alarms, fire exits.

Record of annual inspection and test of all fire fighting equipment.

Records of periodic tests of emergency lighting (where fitted).

Records of all scheduled and unscheduled maintenance of fire detection and alarm systems.

Records of the inspection, risk assessment and maintenance of workplace and electrical equipment, of storage of hazardous substances and of any other hazards identified with fire safety

3.5 Lockdown Procedure

Swindon Tuition Centre – Lockdown Procedure

Purpose

The purpose of this procedure is to ensure a swift, safe, and effective response to any incident that may require the centre to go into lockdown. This may include, but is not limited to:

A dangerous person or intruder on site or nearby

A major incident in the local community

A civil disturbance or police operation

A nearby chemical incident or environmental hazard

Lockdown Signal

The lockdown will be initiated by a clear ringing of a bell — distinct from the fire alarm.

This bell will be rung twice, with a short pause in between, to confirm it is a lockdown and not a fire drill.

Immediate Actions - On Hearing the Lockdown Signal

All Staff

Remain Calm and reassure students.

Secure the room you are in:

Close and lock all doors and windows.

Turn off lights and close blinds.

Keep everyone low to the ground, out of sight, and away from windows.

Silence mobile phones and ensure students do the same.

Do not leave the room unless directed by senior staff or emergency services.

Take a headcount and account for all individuals present.

If safe to do so, email/text the designated lockdown contact (e.g. LockdownLead@swindontuition.org) to confirm who is in your room and report any missing persons.

Centre Manager / Lockdown Lead

Immediately lock all external entry doors.

Alert emergency services by dialling 999 and inform them of the situation.

Do not open doors to anyone unless instructed by police or Centre Manager.

Take control of the situation, ensuring all areas are secure.

Liaise with emergency services.

Maintain communication with all staff and classrooms where possible.

Coordinate with external agencies as needed.

During Lockdown

Stay silent and remain hidden.

Do not respond to the fire alarm unless there are clear signs of fire.

Await an official “All Clear” signal before ending the lockdown.

Lockdown Clearance Signal

Once it is safe to do so, the "All Clear" will be signalled by:

The lockdown bell being rung twice again — this matches the original lockdown signal.

A verbal confirmation will be made by a known senior staff member.

Do not leave your secure location until the all-clear is confirmed.

Post-Lockdown Actions

Centre Manager to debrief staff and review incidents.

All students to be accounted for and parents informed if appropriate.

Lockdown procedure to be reviewed and revised as necessary.

Incident report to be completed and logged.

Roles and Responsibilities

Training & Drills

Lockdown drills will be held twice annually and reviewed for effectiveness.

All new staff will receive lockdown procedure training during their induction.

Parents and students will be informed that procedures are in place for their safety.

If you have any questions about this procedure or suggestions for improvement, please speak with the Centre Manager.

3.6 Risk Assessments

Swindon Tuition Centre recognises that risk assessments are a fundamental part of maintaining a safe and healthy environment for staff, pupils, and visitors.
In line with the **Management of Health and Safety at Work Regulations 1999**, we are committed to identifying, assessing, and controlling risks across all areas of our work.

Purpose

The purpose of our risk assessment process is to:

- Identify processes, environments, and activities that may cause harm
- Evaluate the likelihood and severity of risks
- Implement measures to eliminate or control hazards
- Raise awareness of risks among staff and pupils
- Meet legal and regulatory requirements
- Support continuous improvement in health and safety management

Our Approach

Safeguarding and health and safety considerations are fully integrated into all operational processes, including strategic planning, recruitment, programme management, performance monitoring, and procurement. This ensures that the welfare of pupils and staff is prioritised in every aspect of our work.

Types of Risk Assessments

We carry out risk assessments across the following key areas:

- **Pupil and Behavioural Risk Assessments** – completed by referrers and internal safeguarding staff to manage potential risks to or from pupils.
- **Centre Hazard Risk Assessments** – covering areas such as fire safety, electrical safety, manual handling, food hygiene, lone working, and slips or trips.
- **Activity and Educational Visit Assessments** – completed by staff for all trips, off-site learning, and enrichment activities.
- **Forest School Risk Assessments** – completed by the Forest School Leader for all woodland-based activities.
- **Whole-Organisation Contextual Risk Assessment** – completed by the Safeguarding Team to identify wider organisational risks.

All risk assessments are stored in the **Live Risk Assessment Folder**, accessible to relevant staff, and reviewed regularly or following any significant change or incident.

Risk Assessment Procedure

Swindon Tuition Centre follows six key steps to assess and manage risks:

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on control measures
4. Record findings and implement controls
5. Review and update assessments when necessary
6. Carry out quality assurance checks on all assessments

Typical Centre Hazards and Control Measures

Hazard	Control Measures
Fire	Weekly alarm tests, annual evacuation drills, fire marshals appointed
Electrical	Annual PAT testing, visual checks, avoid overloading sockets
Slips/Trips	Keep exits clear, report and clean spills immediately
Manual Handling	Use correct lifting techniques, request assistance when needed
Food Hygiene	Level 2 training for staff handling food, avoid cross-contamination
Lone Working	Notify Duty Manager, use emergency code phrase, complete lone-working risk assessment
Trips/Outings	Risk assessment required, first aider present

Step 1: Identify the Hazards

To identify hazards, the risk assessor must understand the difference between a *hazard* and a *risk*:

- A **hazard** is something with the potential to cause harm.
- A **risk** is the likelihood of that harm being realised.

Hazards may be identified through:

- The introduction of new processes or activities
- Changes to existing processes or activities
- Routine walking inspections
- Maintenance checklists
- Staff feedback and surveys
- Accident and near miss logs

Step 2: Decide Who Might Be Harmed and How
After identifying hazards, the assessor determines who might be affected — such as pupils, staff, visitors, contractors, or members of the public — and how they might be harmed.

Step 3: Evaluate the Risks and Decide on Control Measures
The assessor evaluates the likelihood and potential severity of harm, then implements control measures to eliminate or reduce the risk to an acceptable level. Where hazards cannot be fully removed, additional safety measures are introduced to minimise the likelihood of harm.

Step 4: Record the Findings
All findings are recorded on the **STC Risk Assessment Spreadsheet** and shared with management and the wider staff team to ensure awareness and accountability.

Step 5: Review and Update as Necessary
Risk assessments are reviewed **annually** or sooner if working conditions or processes change, new hazards are identified, or an incident occurs. Updates are required whenever there are changes in equipment, activities, or behaviours that could affect safety.

Step 6: Risk Assessment Quality Assurance
Departmental Managers and Senior Staff (including the Safeguarding Lead, Health and Safety Officer, and Forest School Leader) are responsible for completing and implementing risk assessments within their areas.

The **Head of Operations** holds overall responsibility for ensuring all managers and seniors correctly complete and maintain their risk assessments.
Quality assurance checks are conducted **quarterly** via the **Quality Assurance (QA) Portfolio**, which details:

- Review dates
- The person responsible for the assessment
- QA assessor comments and sign-off

3.7 Welfare

Our premises are well lit, clean, and tidy, with kitchen areas provided for staff to prepare and heat food. Hand towels and hand wash are available in all kitchen and toilet areas.

All floors are kept free from slip and trip hazards. To ensure the premises remain a safe and healthy place to work, staff are reminded to:

- Keep the kitchen area clean and wipe up spills immediately
- Keep gangways clear and uncluttered
- Never block or prop open fire exits
- Keep work areas tidy and free from obstructions
- Ensure main exit routes are never locked during the day
- Keep the front door closed and off the latch during daytime tuition hours
- During evening tuition sessions, the front door may remain on the latch for ease of access for parents and tutees

3.8 Electrical Safety

Electricity can cause serious injury, burns, or fire. To minimise these risks, staff must:

1. Always switch off appliances when not in use.
2. Only use appliances for their intended purpose.
3. Place appliances on a stable surface and ensure adequate ventilation.
4. Do not place items on top of electrical appliances that could obstruct airflow or cause overheating.
5. Position cables and plugs to avoid creating trip hazards.
6. Do not overload multi-socket extensions — one extension is sufficient.
7. Always fully uncoil extension leads before use and report any damage immediately.
8. Never attempt to repair electrical equipment unless qualified and authorised to do so.

Swindon Tuition Centre is considered a low-risk environment; therefore, **Portable Appliance Testing (PAT)** is not routinely required unless advised by the Health and Safety Officer. Visual inspections of portable electrical equipment will be completed and recorded at regular intervals.

All **fixed wiring** is tested by the landlord on a regular basis, and any recommendations are implemented to ensure compliance with the **Institute of Engineering and Technology (IET)** regulations.

Portable electrical equipment must be maintained in good condition, and any faults or damage reported immediately. A simple visual inspection is usually sufficient to ensure equipment safety.

End of Day / Lock-Up Procedures
Centre Supervisors are responsible for following the lock-up checklist at the end of each day and evening session, ensuring all electrical items are switched off and the centre is secure.

Part 4 - Key producers

4.1 Food Hygiene

When handling food, all staff must maintain high standards of hygiene to prevent contamination and foodborne illness.

Cross-Contamination

Cross-contamination occurs when bacteria spread between food, surfaces, or equipment. To prevent this:

- Clean and disinfect work surfaces, chopping boards, and utensils before and after use.
- Use separate equipment for raw and ready-to-eat foods, or ensure thorough heat disinfection.
- Wash hands thoroughly before preparing food and after touching raw ingredients.
- Keep raw and ready-to-eat foods separate at all times.

Cleaning

Good cleaning practices prevent bacteria from spreading:

- Wash and dry hands thoroughly before handling food.
- Clean and disinfect food areas and equipment between tasks.
- Clean as you go — remove spills and waste promptly.
- Use suitable cleaning products and follow manufacturer instructions.
- Do not allow food waste to build up.

Chilling

Chilling food properly prevents harmful bacteria growth:

- Check chilled food on delivery to ensure correct temperature.
- Refrigerate perishable foods immediately.

- Cool cooked food quickly before refrigerating.
- Keep chilled food out of the fridge for the shortest time possible.
- Check refrigerator temperatures regularly.

Cooking

Thorough cooking kills harmful bacteria:

- Always ensure food is steaming hot all the way through.
- Do not handle food until at least **48 hours** after any sickness episode (e.g. stomach bug).

Additional Training

Cooking is used as part of learning and social development. Staff who regularly facilitate cooking sessions will complete **Level 2 Food Hygiene Training** to ensure safe practice.

4.2 Infection Control

Swindon Tuition Centre follows **Public Health England** and **Department for Education** guidance on infection prevention and control.

Children are particularly susceptible to infection; therefore, infection control measures are in place to reduce the spread of illness through good hygiene, immunisation, and environmental cleanliness.

Prevention and Control

- Promote regular handwashing with warm water and liquid soap.
- Use disposable paper towels to dry hands.
- Cover cuts and abrasions with waterproof dressings.
- Encourage the use of tissues when coughing or sneezing (“Catch it, Bin it, Kill it”).
- Discourage spitting.
- Clean and disinfect surfaces regularly, especially frequently touched areas.
- Wear **PPE** when cleaning body fluid spills.
- Maintain good ventilation and encourage outdoor learning when possible.

Bites

- If the skin is unbroken: wash with soap and water — no further action needed.
- If the skin is broken: wash with soap and running water, record the incident, and seek medical advice the same day.

Cleaning Blood or Body Fluid Spills

- Clean immediately using appropriate **PPE** and spillage kits.
- Dispose of waste safely in line with infection control procedures.

COVID-19 Prevention

To minimise transmission risk, the following measures are in place:

- Stay home if unwell.
- Wash hands frequently.
- Maintain respiratory hygiene

4.3 - Manual Handling

Manual handling injuries can occur when lifting or moving loads incorrectly, particularly if poor posture is used or an existing injury is aggravated.

Swindon Tuition Centre aims to **avoid manual handling** wherever possible by using mechanical aids or reducing load sizes.

Safe Manual Handling Procedure

- **Plan before lifting or handling.**
  Consider whether the task can be avoided or aided mechanically. Identify where the load will be placed and remove obstructions such as packaging or clutter.

- **Use mechanical aids where possible.**
  Equipment such as sack trucks or trolleys should be used to move heavy or bulky items.

- **Keep the load close.**
  Hold the load as close to your body as possible. If it's difficult to reach, slide it toward you before lifting.

- **Adopt a stable position.**
  Keep feet shoulder-width apart, one foot slightly forward, and be prepared to move your feet to maintain balance.

- **Get a good grip.**
  Where possible, hug the load close to your body rather than gripping it tightly with your hands alone.

- **Start in a good posture.**
  Bend slightly at the hips, knees, and back — avoid fully stooping or squatting.

- **Avoid twisting or sideways bending.**
  Keep shoulders level and facing the same direction as your hips. Turn by moving your feet, not twisting your back.

- **Keep your head up.**
  Look ahead while lifting, not down at the load.

- **Move smoothly.**
  Avoid jerky movements or snatching the load, which can cause loss of control or strain.

- **Do not exceed your limits.**
  Only lift what can be managed comfortably. If in doubt, ask for help.

- **Put down safely.**
  Place the load down first, then slide it into the correct position if adjustment is needed.

Additional guidance:

- Store heavier items at waist height to minimise bending or reaching.

- Report any manual handling injuries or near-misses in the Accident Log.

4.4 Supervision of Tutees

General Supervision

Tutees must be supervised at all times and must not be left unattended while on-site or during off-site tuition.

If a tutee absconds from a centre or tuition session, staff must follow the reporting procedures set out in the Safeguarding Children and Young People Policy.

Unsupervised Breaks

Secondary school-aged pupils may take an unsupervised break of 10–15 minutes unless otherwise stated on the Alternative Provision Referral Form.

If a pupil is not permitted unsupervised breaks, this must be clearly recorded in their Individual Risk Assessment, which should be updated and shared with all relevant staff.

4.5 Violence and Inappropriate Behaviour

Where there is a known risk of violent or aggressive behaviour, a Behaviour Risk Assessment must be completed by a senior member of staff and shared with all staff working with the pupil.

Incidents are managed in line with the Behaviour Policy, which outlines the procedures and sanctions for minor, medium, and severe incidents.

Staff are also trained to identify and respond to risks from extremism or radicalisation, as detailed in the Prevent section of the Safeguarding Children and Young People Policy.

4.6 Working at Heights

Working at height includes any activity performed above ground level, such as using step ladders or stools.
When working at height, staff must:

- Inspect ladders or stools before use to ensure they are in good condition.
- Avoid overreaching — move the equipment as needed.
- Never use ladders or stools on slippery or unstable surfaces.
- Ensure the stool or ladder is tall enough for the task.
- Wear appropriate, flat, and secure footwear.

4. 7 Travelling with Service Users

Staff may only transport service users in their personal vehicle where this has been authorised in advance as part of their role (e.g. for trips, or when transport is part of the service provision).

Requirements:

- Motor insurance must explicitly cover business use and the transportation of service users.
- Service users may only be transported between approved locations (e.g. homes, centres, trips).
- Lifts outside of official hours or unrelated to provision are not permitted.
- All passengers must wear seatbelts.
- Staff must not accept gifts or money (e.g. petrol money) from service users or parents — this may invalidate insurance.
- Travel expenses must be claimed in accordance with the Travel and Expenses Policy.
- Using a hand-held mobile phone while driving or cycling is illegal.

4.8 Travel on Organisational Business

All staff must ensure that travel undertaken for Swindon Tuition Centre business is conducted safely and responsibly.

Staff responsibilities:

- Motor vehicles must be roadworthy, correctly insured for business use, and the driver must hold a valid licence.
- Swindon Tuition Centre may request to view insurance, MOT, and driving licence documents periodically.
- Staff must ensure business use and passenger transport are covered by their insurance.
- Seatbelts must be worn at all times.
- Staff using bicycles must ensure their bike is roadworthy, fitted with lights, and wear a helmet.
- Driving or cycling under the influence of alcohol, drugs, or medication that impairs ability is strictly prohibited and considered gross misconduct.
- Staff must report any medical conditions that could affect driving ability to both management and the DVLA, if required.
- Fines, business insurance costs, or cycle equipment are not reimbursable.
- All vehicle accidents must be reported immediately to the Health and Safety Officer or a member of the Management Team.

4.9 Trips and Outings

Swindon Tuition Centre organises trips and outings as part of enrichment, celebration, or reward activities. We have a duty of care to ensure that all trips are properly planned, managed, and risk assessed to protect pupils, staff, and volunteers.

When planning a trip, the following must be considered:

- Purpose, scale, and scope of the activity
- Age and number of attendees
- Appropriate staff-to-pupil ratios
- Qualifications and insurance of any external instructors
- Location, timing, and duration of the trip
- Weather conditions and contingencies for cancellation
- Transport arrangements and equipment requirements

Each outing must include emergency planning for incidents such as fire, illness, or injury, and a designated first aider must be available throughout.
Detailed activity-specific risk assessments are available in the Risk Assessment Folder.

4.10 Slips, Trips and Falls

Slips and trips are among the most common workplace hazards, responsible for over a third of major injuries annually. These accidents are preventable through awareness and good housekeeping.

To reduce the risk:

- Keep gangways, exits, and walkways clear at all times.
- Clean up spills immediately.
- Report damaged flooring or carpets to the Quality Assurance Manager.
- Avoid carrying loads that obstruct your view or make it difficult to manoeuvre.
- Wear appropriate, non-slip footwear.
- Report all near-misses and accidents promptly in the Accident Log.

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4.11 Supporting Mental Health

Swindon Tuition Centre recognises that health and safety includes both physical and mental wellbeing. We are committed to supporting the emotional welfare of our pupils and staff, ensuring that mental health is treated with the same importance as physical safety.

- The Designated Safeguarding Lead (DSL) also serves as the Mental Health Lead for Students, trained in Mental Health First Aid and responsible for coordinating support and referrals where needed.
- All staff receive training to identify and report concerns relating to pupils' emotional wellbeing and mental health.
- Managers are expected to be alert to signs of stress or poor mental health in colleagues and to provide appropriate support or signposting.

Full guidance is available in the Mental Health and Wellbeing Policy and the Safeguarding Policy, which outline procedures for supporting pupils and staff and referral routes to specialist services.

4. 12 Substance Misuse at Work

Swindon Tuition Centre is committed to providing a safe, healthy, and productive work environment for all staff and pupils. The use of alcohol, illegal substances, or the misuse of prescribed medication can impair performance, judgment, and safety.

Alcohol and drugs are strictly prohibited on all Swindon Tuition Centre premises and during working hours.

Staff must not attend work, tutor sessions, or meetings while under the influence of alcohol or drugs.

Any concerns regarding substance misuse should be reported confidentially to a line manager or member of the Senior Leadership Team.

Support and guidance are available for any staff member seeking help with a substance misuse issue.

For full details of procedures, support options, and reporting arrangements, please refer to the Substance Misuse (Drugs and Alcohol) Policy.

4.13 - Forest School Hazards

Please refer to the Forest School Policy and Risk Assessment Folder for a full list of hazards and risk assessments.

PART 5 RELATED POLICIES

Behaviour Policy

E-Safety Policy

Safeguarding Children and Young People Policy

Pupil Induction Policy

Employee Code of Conduct

Employee Induction Procedure

Substance Misuse (Drugs and Alcohol) Policy

Administering Medication Policy

Mental Health and Wellbeing Policy

Drop Off and Collection of Pupils Policy

Staff Absence Policy

Tutee Attendance Policy

Data Protection (GDPR) Policy

Confidentiality Policy

Hybrid Working from Home policy

Part 6 Forms

PART 7 FEEDBACK

It is important for Swindon Tuition Centre that every staff member plays their part in keeping our premises a safe place to work. If you see anything of concern, or can suggest ways to improve, please speak to your Line Manager, who will be happy to work with you to incorporate your suggestions into new working practices or update facilities.

PART 8 HEALTH AND SAFETY DECLARATION

I have read the Health and Safety Policy and fully understand the health and safety arrangements and my responsibilities and obligations to ensure their compliance.

Print Name:

Signature:

Date: