

# AGENDA ITEM 10

## REPORT NO. VAL/11/21

### THE HIGHLAND & WESTERN ISLES VALUATION JOINT BOARD

#### Policy and Guidance on Health & Safety Training

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#### Introduction

The Board is committed to meeting its legal obligations under the Health and Safety at Work etc. Act 1974, and the Management of Health and Safety at Work Regulations 1999. This means we will provide whatever information, instruction and training are needed to ensure, so far as is reasonably practicable, the health and safety of our employees and anyone else that may be affected by our activities.

The Board is committed to protecting its employees' health, safety and wellbeing. We believe that the best way to do this is through a proactive health and safety management system backed by the continuing development of all employees. The Board requires health and safety training to be a priority for employees at all levels throughout the organisation. Completion of specified health and safety training will be mandatory.

Providing appropriate information, instruction and training will assist the Board to:

- ensure staff are capable of undertaking their duties in an effective and efficient manner in accordance with health and safety legislation;
- develop a positive working environment, where safe and healthy working environments and working practices contribute towards effective and efficient operational processes;
- reduce the risk of staff, contractors and visitors, etc. being injured or made ill as a result of Board activities;
- meet the Board's legal duty of care to protect the health and safety of our staff, contractors, visitors and anyone else who may be affected by its activities.

Information, instruction and training may be delivered face to face or by e-learning depending on the nature of the information and skills to be delivered. These terms have been used to describe the following situations:

- **Information:** factual material about risk and health and safety protective measures;
- **Instruction:** telling someone how you want them to do something;
- **Training:** helping someone to learn how to do the job.

Training should be considered as a risk control measure for hazards identified in the workplace.

#### Legislation

The overriding legal requirement to provide information, instruction, training and supervision is to be found in the Health and Safety at Work etc. Act 1974. Section 2 sets out the requirements as "the provision of

such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his employees”.

In addition, The Management of Health and Safety at Work Regulations 1999 (as amended) state that an employer must:

- Provide training upon recruitment and induction;
- Provide training whenever an employee is exposed to new or altered risks in respect of people, machinery, processes and materials;
- Provide continuous, repeated training so that employees are given information on current best practice;
- Provide training in methods which are flexible and adaptable and which meets the needs of special groups of workers e.g. those with disabilities, literacy difficulties, language difficulties;
- Provide training in working hours as a business necessity and without charge to employees.

A number of health and safety regulations also contain specific duties for employers to provide training. These are detailed in Appendix 1.

### **Organisational responsibilities**

The Board has a duty of care to ensure that all staff receive the relevant training for their area of work to ensure staff, client, contractor and visitor safety. This training must be:

- adapted to the needs and capabilities of the employees it's aimed at;
- provided during normal working hours. If this isn't possible, then employees must be paid, or given time off in lieu, to attend outside their normal hours;
- 'topped up' by refresher training at statutory or reasonable intervals, or through workplace competency assessments.

General health, safety and wellbeing responsibilities are set out in the Board's Health, Safety and Wellbeing Policy. Additional, specific responsibilities are set out below.

**The Assessor and Assistant Assessors** are responsible for making sure each office meets the requirements of this policy. This means they must:

- oversee the development and implementation of health and safety training identification, arrangements, action plans and training provision;
- ensure health and safety training is included in business planning processes and resources are prioritised for it;
- show their positive and visible commitment to health and safety training by:
  - taking part in appropriate health and safety training and briefing sessions themselves
  - making sure their staff attend mandatory health and safety training.
- make sure arrangements are in place to keep accurate health and safety training records.

**Managers** must ensure that employees receive appropriate health and safety training to enable them to work safely: this is a key management responsibility. Managers should have the detailed knowledge of their employees, workplaces and activities that is vital for deciding health and safety training needs. They are responsible for:

- identifying health and safety competency requirements for all jobs within the department;
- developing and facilitating tailored local health and safety induction programmes for any new employees or for staff whose jobs change significantly, such as through promotion or redeployment;

- identifying their employees' health and safety training needs through risk assessment, task monitoring and accident investigations;
- using Personal Development Plan meetings to agree health and safety training needs and action plans with employees;
- developing health and safety training plans for their department and feeding them into the business planning process so resources can be prioritised.

**Managers** are responsible for ensuring that employees attend agreed health and safety training. This includes:

- dealing proactively with anyone who is reluctant to attend training or consistently fails to do so;
- checking that employees have understood key messages from health and safety training, such as safe working methods, how to use risk control measures and emergency actions. Managers **must** take action if they feel an employee needs further health and safety training to work safely and without risk to their health. This might include:
  - identifying additional formal training
  - arranging some individual coaching
  - making temporary changes to tasks until the training has been successfully completed
- ensuring essential health and safety induction, on-the-job, cascade training and information is provided for their employees;
- demonstrating their commitment to health and safety by attending appropriate health and safety training themselves;
- making sure their employees' health and safety training is recorded.

**Employees** have health and safety training responsibilities as well as rights. This means taking all reasonable steps to:

- help managers identify the health and safety competencies required for all jobs;
- notify their manager if they require further training;
- develop any additional skills or knowledge they need to achieve the health and safety competencies identified for their role;
- following any health and safety training, instructions and safe working procedures;
- being co-operative in all health and safety matters, including attending and actively participating in health and safety training.

### **Provision of Health, Safety and Wellbeing training**

In most cases, health and safety training falls into four broad categories:

1. **Induction:** which ensures that new, temporary or agency staff, whether they be full time or part time, receive adequate health and safety information and instruction to enable them to integrate into the workplace and know who to contact, what to do and where to go in foreseeable circumstances. As part of the induction period the core training needs of the employee should be determined and be included in the training schedule for delivery.

All employees (full time, temporary or part time) should be made aware of the following general arrangements for their health, safety and welfare as soon as possible after their appointment:

- safety policy and all safe working procedures/applicable codes of practice;
- fire and emergency evacuation procedures;
- first aid arrangements, including location of first aiders and equipment;
- reporting procedures for all accidents/incidents/violence/ill health at work;
- reporting procedures for hazards and defects in equipment/premises or work methods;
- moving and handling techniques.

## **2. On-the-Job Training**

All staff should be informed of the requirements contained in any policy, guidance and/or safe systems of work applicable to their activities. This information should be updated, locally, whenever new procedures or equipment are introduced.

Supervisory staff must ensure that all staff using equipment, machinery and/or substances are competent to do so, or are receiving instruction and supervision until they are competent to work alone. They must also ensure that their staff are fully aware of the measures to be taken to minimise or eliminate any hazards associated with these equipment or substances, and are familiar with the COSHH assessments made for substances in use. These assessments and instructions should also include the reasons and necessity for any protective clothing and/or protective equipment and its correct use.

## **3. Off-the-Job Training**

This extends to two areas:

- the training of managers/supervisors to increase their safety awareness and develop their safety management skills. The training of staff in specific techniques or safe systems of work, ranging from fire precautions to fume cupboard safety.
- qualification training. This applies where a work activity requires that a person possesses a specific qualification before being deemed competent to carry out the activity. Examples include the administration of first aid.

## **4. Refresher Training**

It is essential that staff receive regular refresher training to ensure that they are kept up to date with any changes in legislation, best practice, etc. as well as updating their skills. In some cases, the required frequency for refresher training is determined by legislation and in other cases the standard may be set by the Line Manager for the department, in conjunction with the Highland Council's Health, Safety and Wellbeing Team. (Where applicable this training may take the form of workplace competency assessments).

### **Identification of training needs**

Individual training needs should be reviewed:

- as part of the Employee Review and Development Plan process;
- when an individual is transferred/promoted to a new post;
- there have been significant changes to the work environment;
- there have been significant changes to work activities or work equipment;

- technology changes;
- employees are exposed to new or increased risks;
- existing knowledge or skills needs updating;
- as a result of health and safety audit or inspection;
- as a result of an accident or incident.

Line managers should be aware that young people may have additional, particular training needs due to their vulnerability and inexperience in the workplace.

### **Monitoring and review**

The application of this policy and guidance should be monitored by the management team.

This policy and guidance will be reviewed on annual basis or as legislation or best practice dictates.

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Regulation	Training/Instruction	Link to available training	Information
Management of Health and Safety at Work Regulations 1999	<ul style="list-style-type: none"> <li>Risk assessment</li> </ul>	<p>Risk assessment</p> <p>Introduction to Health, Safety &amp; Well-being at Work (e-learning)</p> <p>Mentally Healthy Workplace (e-learning)</p> <p>Scottish Mental Health First Aid</p> <p>Stress Awareness</p> <p>Stress Management in the Workplace (e-learning)</p> <p>Accident investigation and reporting</p>	<ul style="list-style-type: none"> <li>Risks to health and safety</li> <li>Preventative and protective measures</li> <li>Emergency procedures including evacuation</li> <li>Specific health and safety risks for temporary employees</li> <li>Requirements for any health surveillance</li> <li>Risks created by others</li> </ul>
Control of Substances Hazardous to Health Regulations 2002	<ul style="list-style-type: none"> <li>Risks created by exposure to substances hazardous to health (e.g. high hazard risks, biological agents) and precautions</li> <li>Results of any required exposure monitoring</li> <li>Collective results of any required health surveillance</li> </ul>		<ul style="list-style-type: none"> <li>Risks to health created by exposure to substances hazardous to health</li> <li>Precautions</li> <li>Results of any required exposure monitoring</li> <li>Collective results of any required health surveillance</li> <li>Safety data sheets</li> </ul>

Manual Handling Operations Regulations 1992		Manual Handling Moving and Handling	<ul style="list-style-type: none"> <li>• The weight of loads for employees undertaking manual handling; and</li> <li>• The heaviest side of any load whose centre of gravity is not positioned centrally</li> </ul>
Health and Safety (First Aid) Regulations 1981	<ul style="list-style-type: none"> <li>• First aiders provided under the Regulations must have received training approved by the HSE.</li> </ul>	First Aid – Certificate  Emergency First Aid at Work  First Aid Requalification  CPR and Defibrillator	<ul style="list-style-type: none"> <li>• First aid arrangements: including facilities, responsible personnel and where first aid equipment is kept.</li> </ul>
Health and Safety (Display Screen Equipment) Regulations 1992	<ul style="list-style-type: none"> <li>• Adequate health and safety training in the use of any workstation to be used.</li> </ul>	Display Screen Equipment (e-learning)	<ul style="list-style-type: none"> <li>• Health and safety information about display screen work</li> </ul>
Health and Safety (Safety Signs and Signals) Regulations 1996	<p>Each employee must be given instruction and training on:</p> <ul style="list-style-type: none"> <li>• The meaning of safety signs</li> <li>• Measures to be taken in connection with safety signs</li> </ul>		<ul style="list-style-type: none"> <li>• Each employee must be given clear and relevant information on the measures to be taken in connection with safety signs.</li> </ul>
Health and Safety Information for Employees Regulations 1989			<ul style="list-style-type: none"> <li>• Information about employees' health, safety and welfare in the form of:</li> <li>• An approved poster to be displayed where it can be easily read as soon as is reasonably practicable after any employees are taken on, or</li> <li>• An approved leaflet to be given to employees as soon as practicable after they start</li> </ul>



Health and Safety (Consultation with Employees) Regulations 1996	<ul style="list-style-type: none"> <li>• Training for employee representatives in their functions as representatives.</li> </ul>	Please contact your Trade Union (TU) for details of this course	<ul style="list-style-type: none"> <li>• Necessary information to enable your employees to fully take part in consultation and to understand:</li> <li>• What the likely risks and hazards arising from their work, or changes to their work, might be</li> <li>• The measures in place, or to be introduced, to eliminate or reduce them</li> <li>• What employees ought to do when encountering risks and hazards</li> </ul>
Safety Representatives and Safety Committees Regulations 1977	<ul style="list-style-type: none"> <li>• Sufficient time off with pay for safety representatives to receive adequate training in their functions as safety representative.</li> </ul>	Please contact your TU for details of this course	<ul style="list-style-type: none"> <li>• Necessary information to assist the work of safety representatives nominated in writing by a recognised trade union.</li> </ul>
Personal Protective Equipment at Work Regulations 1992	<ul style="list-style-type: none"> <li>• Employees who must be provided with PPE need instruction and training in:</li> <li>• Risk(s) the PPE will avoid or limit</li> <li>• The PPE's purpose and the way it must be used</li> <li>• How to keep the PPE in working order and good repair</li> </ul>		<ul style="list-style-type: none"> <li>• Risk(s) that the PPE will avoid or limit</li> <li>• The PPE's purpose and the way it must be used</li> <li>• What your employee needs to do to keep the PPE in working order and good repair</li> </ul>
Control of Asbestos Regulations 2006	<ul style="list-style-type: none"> <li>• Instruction and training about risks and precautions for:</li> <li>• Employees liable to be exposed to asbestos</li> </ul>		<ul style="list-style-type: none"> <li>• Information about risks and precautions for:</li> <li>• Employees liable to be exposed to asbestos</li> </ul>

Control of Noise at Work Regulations 2005	<ul style="list-style-type: none"> <li>• Instruction and training for employees likely to be exposed to daily personal noise levels at 80dB(A) or above:</li> <li>• Noise exposure: level, risk of damage to hearing and action employees can take to minimise that risk</li> <li>• Personal ear protectors (to be provided by employer): how to get them, where and when they should be worn, how to look after them and how to report defective ear protectors/noise control equipment</li> <li>• When to seek medical advice on loss of hearing</li> <li>• Employees' duties under the Regulations</li> </ul>		<ul style="list-style-type: none"> <li>• Risk of damage to hearing</li> <li>• What steps are to be taken to minimise risk</li> <li>• Steps the employee must take to obtain personal ear protection</li> <li>• Employees' obligations</li> </ul>
Work at Height Regulations 2005	<ul style="list-style-type: none"> <li>• Where other precautions do not entirely eliminate the risk of a fall from height occurring, the employer must train those who will be working at height how to avoid falling and how to avoid or minimise injury to themselves should they fall</li> </ul>	Working at height	<ul style="list-style-type: none"> <li>• Risk assessments</li> <li>• Access equipment</li> <li>• Local hazards</li> <li>• Fragile roof materials</li> <li>• The Work at Height Regulations 2005 require that persons are trained and competent to work at height. Competence is having the right knowledge, experience and qualifications. None can be achieved without suitable information being provided.</li> </ul>

Fire	<ul style="list-style-type: none"> <li>• Fire training to the extent that employees should know what action to take when fire alarms sound, should be given to all employees and should be included in the induction training. The following key points should be covered:</li> <li>• Evacuation plan for the building in case of fire, including assembly point(s)</li> <li>• How to use firefighting appliance available</li> <li>• How to use other protective equipment and the need for fire doors to be unobstructed</li> <li>• How to raise the alarm and operate call points</li> <li>• Housekeeping practices which could permit a fire to start and spread if not carried out e.g. waste disposal, use of ash bins, handling of flammable liquids etc.</li> <li>• Fire training should be accompanied by practices, including regular fire drills and evacuation procedures. No exceptions should be permitted at these</li> </ul>	<p>Fire extinguisher training</p> <p>Fire Marshall training</p> <p>Evac and Chair Deployment</p> <p>Personal Emergency Evacuation Plans</p> <p>Extinguishing fires at work (e-learning)</p>	
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