

Health and Safety Sub-Committee

Title:	Agenda															
Date:	Monday 21 October 2019															
Time:	4.00 pm															
Venue:	Conference Chamber East West Suffolk House Western Way, Bury St Edmunds															
Full Members:	<p style="text-align: center;">Chair Ian Houlder</p> <p style="text-align: center;">Vice Chair Paul Goodspeed</p> <table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left;"><u>West Suffolk Council (6)</u> (Employer's Side)</th> <th style="text-align: left;"><u>Staff Representatives (6)</u> (Employees' Side)</th> </tr> </thead> <tbody> <tr> <td><u>Conservative Group (3)</u></td> <td> Ian Houlder Karen Richardson Vacancy </td> <td> Lance Alexander Nigel Dulieu Paul Goodspeed Stephanie Grayling David Green Gary Quilter </td> </tr> <tr> <td><u>Spectrum Group (1)</u></td> <td>Trevor Beckwith</td> <td></td> </tr> <tr> <td><u>The Independent Group (1)</u></td> <td>John Smith</td> <td></td> </tr> <tr> <td><u>Labour Group (1)</u></td> <td>Cliff Waterman</td> <td></td> </tr> </tbody> </table>		<u>West Suffolk Council (6)</u> (Employer's Side)	<u>Staff Representatives (6)</u> (Employees' Side)	<u>Conservative Group (3)</u>	Ian Houlder Karen Richardson Vacancy	Lance Alexander Nigel Dulieu Paul Goodspeed Stephanie Grayling David Green Gary Quilter	<u>Spectrum Group (1)</u>	Trevor Beckwith		<u>The Independent Group (1)</u>	John Smith		<u>Labour Group (1)</u>	Cliff Waterman	
<u>West Suffolk Council (6)</u> (Employer's Side)	<u>Staff Representatives (6)</u> (Employees' Side)															
<u>Conservative Group (3)</u>	Ian Houlder Karen Richardson Vacancy	Lance Alexander Nigel Dulieu Paul Goodspeed Stephanie Grayling David Green Gary Quilter														
<u>Spectrum Group (1)</u>	Trevor Beckwith															
<u>The Independent Group (1)</u>	John Smith															
<u>Labour Group (1)</u>	Cliff Waterman															
Substitutes:	<table style="width: 100%; border: none;"> <tbody> <tr> <td><u>Conservative Group (1)</u></td> <td>Vacancy</td> <td>Tony Edwards</td> </tr> <tr> <td><u>Spectrum Group (1)</u></td> <td>Victor Lukaniuk</td> <td>Natasha Holdgate</td> </tr> </tbody> </table>		<u>Conservative Group (1)</u>	Vacancy	Tony Edwards	<u>Spectrum Group (1)</u>	Victor Lukaniuk	Natasha Holdgate								
<u>Conservative Group (1)</u>	Vacancy	Tony Edwards														
<u>Spectrum Group (1)</u>	Victor Lukaniuk	Natasha Holdgate														
<p>Note: This Sub-Committee is not governed by the normal Access to Information rules (The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012) in the Council. Therefore these meetings are not open to attendance by the public.</p>																
Interests – Declaration and Restriction on Participation:	Members are reminded of their responsibility to declare any disclosable pecuniary interest not entered in the Authority's register or local non pecuniary interest which they have in any item of business on the agenda (subject to the exception for sensitive information) and to leave the meeting prior to discussion and voting on an item in which they have a disclosable pecuniary interest.															
Quorum:	Four members, comprising at least two employee representatives and two Members of the Council.															
Committee administrator:	Christine Brain Democratic Services Officer (Scrutiny) Tel: 01638 719729 Email: christine.brain@westsuffolk.gov.uk															

Agenda

Note: Whilst these agenda papers are not covered by the normal Access to Information Rules (see agenda front), where items are listed as containing exempt/confidential information, members of the Sub-Committee are requested to treat them as such.

1. Substitutes

Any member (which includes councillors and staff representatives) who is substituting for another member should so indicate, together with the name of the relevant absent member.

2. Apologies for Absence

3. Minutes

1 - 4

To confirm the minutes of the meeting held on 24 June 2019 (copy attached.)

4. Minutes of the Meeting of West Suffolk Health and Safety Group held on 27 August 2019

5 - 10

Paper No: **HSS/WS/19/003**

5. Employee and Members of the Public Incidents

11 - 16

Report No: **HSS/WS/19/004**

6. Amendments to the Health and Safety Policy

17 - 58

Report No: **HSS/WS/19/005**

7. Christmas Fayre 21-24 November 2019 Event Safety Plan

59 - 78

Report No: **HSS/WS/19/006**

8. Health and Safety Corporate Update and Wellbeing (Verbal)

9. Legislation Updates (Verbal)

10. Health and Safety Lessons Learnt (Verbal)

11. Date(s) of Future Meetings

The following date(s) for future meetings of the Health and Safety Sub-Committee are listed below. All dates are Mondays starting at 4.00pm and will be held at the venue as indicated:

- 10 February 2020 at the District Offices, Mildenhall

Health and Safety Sub-Committee



Minutes of a meeting of the **Health and Safety Sub-Committee** held on **Monday 24 June 2019** at **4.00 pm** in the **Training Room, District Offices,** College Heath Road, Mildenhall, IP28 7EY

Present:

Members (Employer’s side)

Ian Houlder	John Smith
Karen Richardson	Cliff Waterman

Staff Representatives (Employees’ side)

Nigel Dulieu	David Green
Stephanie Grayling	Gary Quilter

In attendance:

Carol Bull, Cabinet Member for Governance

This being the first meeting of the Health and Safety Sub-Committee since the Council’s Annual General Meeting on 22 May 2019, the Democratic Services Officer (Scrutiny) opened the meeting.

1. **Substitutes**

No substitutions were declared.

2. **Appointment of Chair: 2019/2020**

It was proposed by Councillor Karen Richardson, seconded by Councillor John Smith and with the vote being unanimous, it was

RESOLVED:

That Councillor Ian Houlder be elected as Chair of the Health and Sub-Committee for 2019-2020.

Councillor Ian Houlder then took the Chair for the remainder of the meeting.

3. **Appointment of Vice-Chair: 2019/2020**

It was proposed by Stephanie Grayling, seconded by Nigel Dulieu and with the vote being unanimous, it was

RESOLVED:

That Paul Goodspeed be elected as Vice-Chair of the Health and Sub-Committee for 2019-2020.

4. **Apologies for Absence**

Apologies for absence were received from Lance Alexander and Paul Goodspeed.

Councillor Trevor Beckwith was also unable to attend the meeting.

5. **Minutes of the Meeting of West Suffolk Health and Safety Group held on 8 May 2019**

The Health and Safety Sub-Committee received and **noted** Report No: HSS/WS/19/001, which included at Appendix 1, the minutes of the West Suffolk Health and Safety Group Meeting held 8 May 2019.

In response to a question raised from the minute relating to used needles, the Sub-Committee was informed that the council only picked up used needles in public spaces and did not collect from private properties.

6. **Presentation on the Corporate Functions of Health and Safety within West Suffolk**

[Councillor Carol Bull, Cabinet Member for Governance arrived at 4.10pm during the consideration of this item].

The Service Manager (Health and Safety) gave a presentation on the corporate function of health and safety within West Suffolk, which also included events held on council owned property.

The main legal requirement for health and safety was encompassed in the Health and Safety at Work etc. Act 1974.

There were various regulations, one of which was for employers to consult with their employees or their representatives on health and safety matters.

The law sets out how employees must be consulted in different situations and the different choices employers had to make. There were two different regulations which required employers to consult their workforce about health and safety:

- The Safety Representatives and Safety Committee Regulations 1977 (as amended); and
- The Health and Safety (Consultation with Employees) Regulations 1996 (as amended).

To ensure that the Health and Safety Sub-Committee covered all relevant issues, the Sub-Committee would consider standard agenda items and would allow for other items to be added as necessary. These were:

- Minutes from previous Health and Safety Sub-Committee
- Minutes from previous Health and Safety Group meeting
- Incident statistics
- Health and safety policy (if there were amendments to report)

- Legislation updates (if there were changes to report)
- Health and safety corporate updates (including wellbeing)
- Health and safety lessons learnt (local authority specific)

The presentation also included information on policy; audits; fire risk assessments; health and safety advice (internal and external); the Safety Advisory Group; event safety; liaison with third parties; management systems; training which included e-learning; projects; occupational health; and drug and alcohol testing.

There being no decision required, the Sub-Committee **noted** the contents of the presentation.

7. **Employee and Members of the Public Incidents**

The Health and Safety Sub-Committee received Report No: HSS/WS/19/002, which provided statistics relating to accidents/incidents involving employees and members of the public from 1 April 2018 to 31 March 2019.

It was a legal requirement under health and safety legislation to maintain a safe working environment for all staff and users of our facilities, which included the monitoring and investigating incidents so as to reduce the risk of re-occurrence.

Attached at Appendix A to the report were statistics relating to employee accidents and accidents involving members of the public for April 2018 to March 2019. Appendix A also included comparison of incidents for the last three years.

The Service Manager (Health and Safety) drew relevant issues to the attention of the Sub-Committee, including providing details of the types and locations of accidents/incidents of employees and members of the public during the reporting period. He then reported the amount of days lost due to workplace accidents/incidents for the same reporting period.

In response to a question raised regarding whether there were any physical incidents reported, the Service Manager (Health and Safety) informed the Sub-Committee that the highest place that this might occur would be with car park attendants and market inspectors. The council had recently purchased body cameras for car park attendants and market inspectors to record any such incidents.

There being no decision required, the Sub-Committee **noted** the contents of the report.

8. **Health and Safety Lessons Learnt (Local Authority Specific) - Verbal Report**

The Sub-Committee received a verbal report from the Service Manager (Health and Safety) on the following lessons learnt:

- (a) The Health and Safety Executive (HSE) had increased their hourly fee for intervention charge for firms on 6 April 2019 from £129 to £154.

- (b) The HSE had made a change in Enforcement Expectations for Mild Steel Welding Fume, which meant all businesses undertaking welding activities should ensure effective engineering controls were provided and correctly used to control fume arising from those welding activities.
- (c) Recycling firm Veolia ES had been fined £1m after a refuse worker was ran over and killed by one of its refuse trucks in October 2013.
- (d) Pendle Council had been fined after a worker's leg was crushed by a refuse collection vehicle in October 2015. The Council pleaded guilty to breaching Sections 2(1) and 3(1) of the Health and Safety at Work etc. Act 1974. Total fines of £40,000 were imposed with costs of £14,000.
- (e) Basildon Council had been fined £133,000 after a 6ft wall collapsed seriously injuring a six year old girl in August 2016, which it part owned on a housing estate.

The Sub-Committee then asked a number of questions, not in relation to the above, such as email stress; hot desking which could be an issue with employees who had disabilities; and employees with hearing disabilities in open plan offices, to which the Service Manager (Health and Safety) provided comprehensive responses.

In response to a question raised about where to find information for volunteer litter picking and how to carry out risk assessments the Service Manager (Health and Safety) agreed to email the Sub-Committee after the meeting were to find links on the Intranet on litter picking and guidance for volunteer litter pickers.

There being no decision required, the Sub-Committee **noted** the contents of the verbal update.

9. **Dates of Future Meetings**

The Sub-Committee **noted** the dates for future meetings, as listed below. All dates were Mondays starting at 4.00pm and would be held in the venues, as indicated:

- 21 October 2019 at West Suffolk House, Bury St Edmunds
- 10 February 2020 at the District Offices, Mildenhall

The meeting concluded at 5.32 pm

Signed by:

Chair



Minutes of the Meeting of West Suffolk Health and Safety Group held on 27 August 2019

Report No:	HSS/WS/19/003	
Report to and date:	Health and Safety Sub Committee	21 October 2019
Cabinet Member:	Councillor Carol Bull Cabinet Member for Governance Tel: 01953 681513 Email: carol.bull@westsuffolk.gov.uk	
Lead officer:	Martin Hosker BEM Service Manager (Health and Safety) Tel: 01284 757010 Email: martin.hosker@westsuffolk.gov.uk	

Decisions Plan: N/A

Wards impacted: All

Recommendation: Health and Safety Sub-Committee:

The Health and Safety Sub-Committee is requested to **NOTE** the minutes of the Health Safety Group meeting held on 27 August 2019.

1. Background / Context

1.1 Legislation requires Employers to consult with their employees, or their representatives, on health and safety matters. There are two regulations that require employers to consult with their workforce and they are:

- The Safety Representatives and Safety Committees Regulations 1977 (as amended);
- The Health and Safety (Consultation with Employees) Regulations 1996

2. Proposals

2.1 N/A

3. Alternative Options

3.1 None

4. Consultation and engagement

4.1 Health and Safety representatives from the health and Safety Group, work with employers on health and safety by representing their colleagues' in health and safety interests.

5. Risks

5.1 Legal non-compliance.

6. Implications arising from the proposal (delete where either they are not relevant to the report or are already covered in the main report)

6.1 Financial - None

6.2 Legal Compliance – Statutory duties under Health and Safety legislation.

6.3 Personal Data Processing – Personal data maintained in line with GDPR.

6.3 Equalities – N/A

6.4 Crime and Disorder - N/A

6.5 Environmental or sustainability - N/A

6.6 HR / Staffing – N/A

6.7 Changes to existing policy – N/A

6.8 Impact on other organisations (e.g. community groups, businesses, partner organisations) – N/A

7. Appendices

7.1 **Appendix A** – West Suffolk Health and Safety Group Minutes 27 August 2019

8. Background documents

8.1 N/A

This page is intentionally left blank

West Suffolk Health & Safety Group

DATE: 27 August 2019 10am West Suffolk House, Conference room east

PRESENT: Martin Hosker, Tony Edwards, David Green, Paul Goodspeed, Andrew Catchpole, Nigel Dulieu, Anne Cusack.

APOLOGIES: Julie Dean, Stephanie Grayling, Natasha Holdgate, Gary Quilter, Lance Alexander & Oliver Ingwall King

ADDITIONAL DISTRIBUTION: None

	Item	Points Raised	Action
1.	Apologies & Introductions	1.1 Apologies as above.	All
2.	Minutes of Last Meeting	2.1 MH Went through the minutes of last meeting, no issues were raised.	All
3.	Round the table	3.1 DG gave an update on the West Suffolk Operational Hub – in summary running to schedule.	All
4.	Health & Safety Statistics	3.1 MH Presented the accident statistics for employees and members of the public from April 2019 through to July 2019 using the new management system. 3.2 MH along with the safety team will continue to monitor, investigate and implement actions where necessary to reduce the likelihood of similar incidents/accidents in the future.	MH & H&S Team
5.	Health & Safety Policy updates	5.1 MH went through went through in detail the amendments to the Health and Safety Policy. <ul style="list-style-type: none"> • Health and Safety policy covering sheet • Instruction 6 - Violence at work • Annex C – Violence at work • Annex U – Customer alert list • Instruction 14 – Lone workers • Annex V – Lone worker guidance and example risk assessment 	MH
6.	Health & Wellbeing	6.1 MH went through the events that took place during April to July including NHS Health Checks, Sun awareness, Mental Health Week & know your numbers. 6.2 MH discussed the planned Health & Wellbeing Champion training.	MH

7.	Christmas Fayre	7.1 MH gave an update on the Christmas Fayre event plan.	MH
8.	Health & Safety updates	8.1 AC went through went through HSE annual stats, Company and other Council prosecutions outlining potential lessons that can be learnt.	All
7.	Any other business	7.1 There was no other business and the meeting closed at 11 am.	All

Dates of next meetings:

West Suffolk Health and Safety Sub Committee

4pm 21 October 19

WSH Conference Chamber East

West Suffolk Health & Safety Group

8th January 2020

College Heath Road Training Room



Employee and Members of the Public Incidents

Report No:	HSS/WS/19/004	
Report to and date:	Health and Safety Sub-Committee	21 October 2019
Cabinet Member:	Councillor Carol Bull Cabinet Member for Governance Tel: 01953 681513 Email: carol.bull@westsuffolk.gov.uk	
Lead officer:	Martin Hosker BEM Service Manager (Health and Safety) Tel: 01284 757010 Email: martin.hosker@westsuffolk.gov.uk	

Decisions Plan: N/A

Wards impacted: All

Recommendation: Health and Safety Sub-Committee:

The Health and Safety Sub-Committee is requested to NOTE the summary of Employee Incidents and Incidents Involving Members of the Public for the period 01 April 2019 to 31 August 2019.

1. Background / Context

- 1.1 It is a legal requirement under health and safety legislation to maintain a safe working environment for all staff and users of our facilities this includes the monitoring and investigating incidents so as to reduce the risk of re-occurrence.

Reporting of injuries under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) puts duties on employers, the self-employed and people in control of work premises (the Responsible Person) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses).

2. Proposals

- 2.1 N/A

3. Alternative Options

- 3.1 N/A

4. Consultation and engagement

- 4.1 The accident statistics were discussed in detail at the Health and Safety Group meeting held on the 27 August 2019.

5. Risks

- 5.1 Legal non-compliance, but this is considered to be low due the fact that we monitor, investigate incidents and review procedures where necessary to reduce the likelihood of future incidents.

6. Implications arising from the proposal

- 6.1 Financial - None
- 6.2 Legal Compliance – Statutory duties under Health and Safety at Work etc Act 1974.
- 6.3 Personal Data Processing – Personal data maintained in line with GDPR.
- 6.3 Equalities – N/A
- 6.4 Crime and Disorder – Relevant information is passed onto the police when a crime is committed.
- 6.5 Environmental or sustainability - N/A
- 6.6 HR / Staffing – N/A
- 6.7 Changes to existing policy – N/A

- 6.8 Impact on other organisations (e.g. community groups, businesses, partner organisations) – N/A

7. Appendices

- 7.1 **Appendix A** - Statistics relating to Employee Accidents and Accidents involving Members of the Public during the period 1 April 2019 to 31 August 2019.

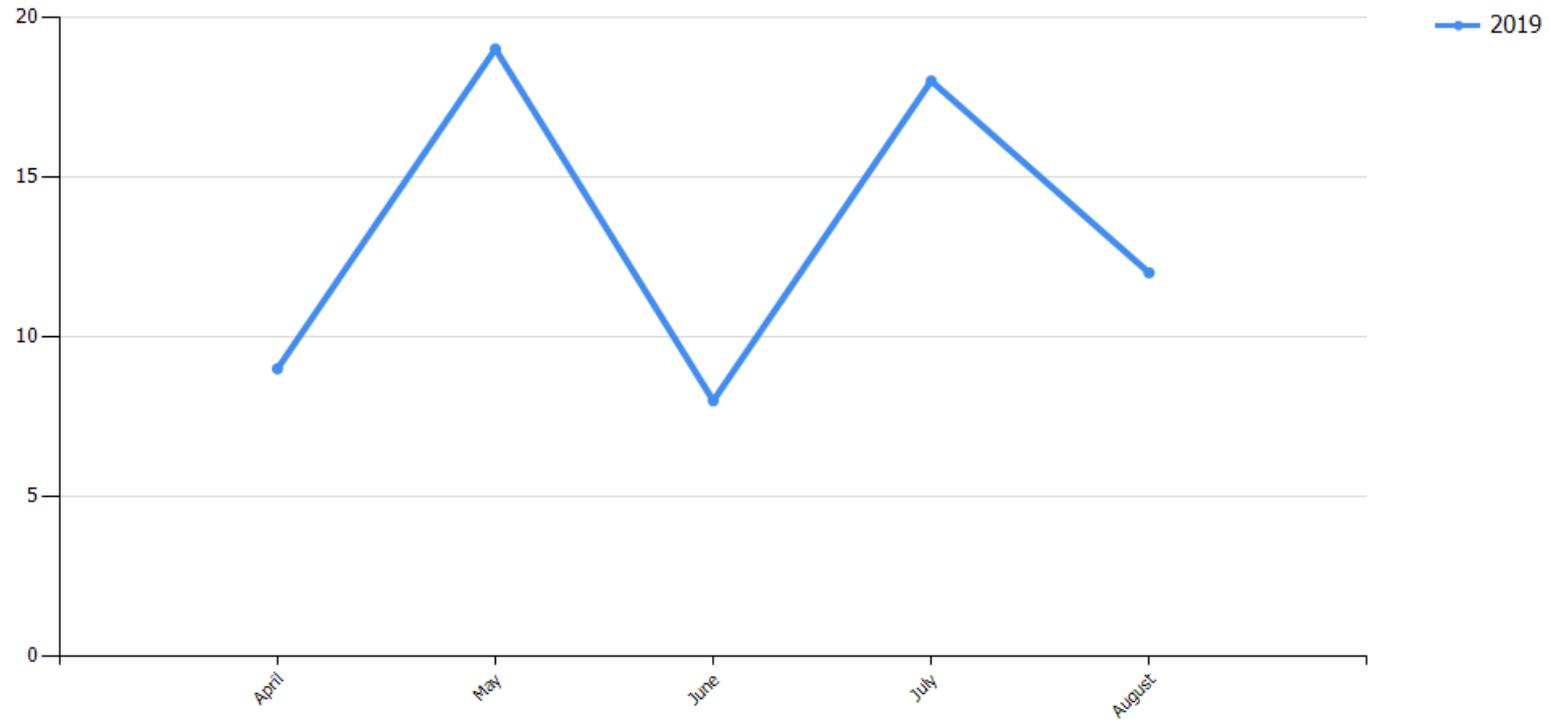
8. Background documents

- 8.1 N/A

This page is intentionally left blank

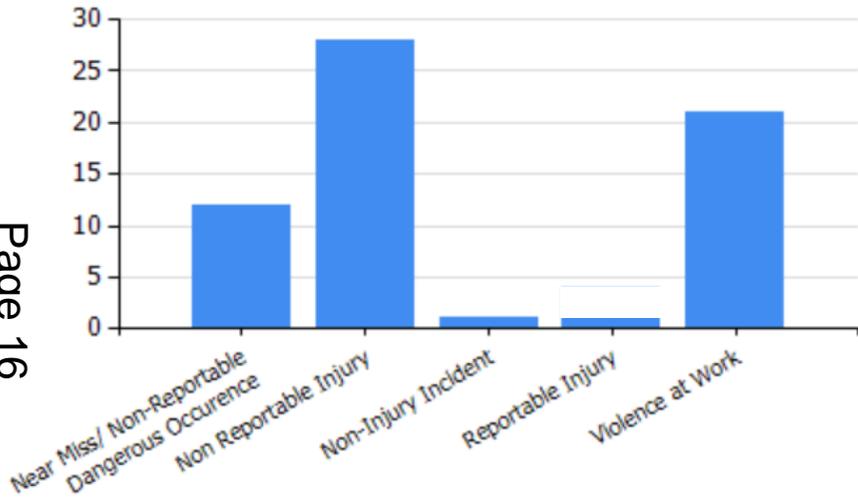
West Suffolk Incidents 01 April – 31 August 2019

Number of Incidents by Month

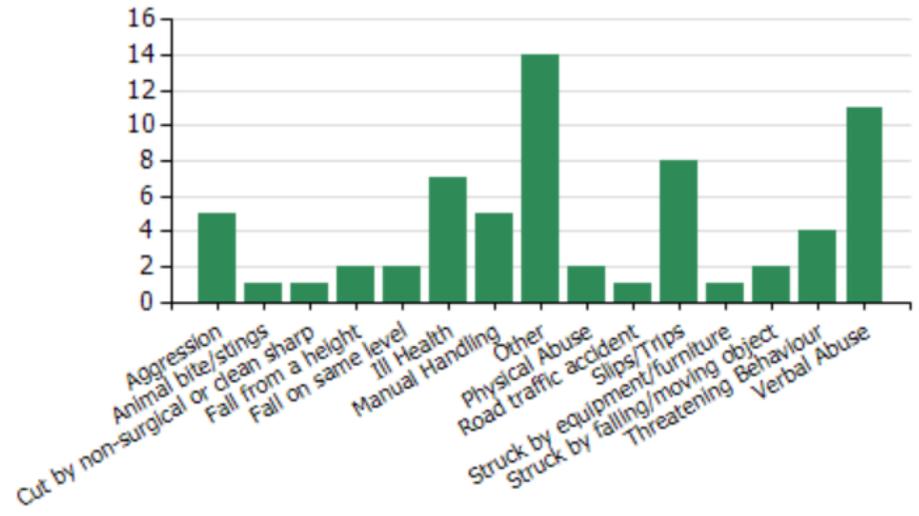


Quarter	Incidents	Days Lost
1	36	27
2		
3		
4		
Totals		

Incident Category Totals



Incident Type Totals





Amendments to the Health and Safety Policy

Report No:	HSS/WS/19/005	
Report to and date:	Health and Safety Sub Committee	21 October 2019
Cabinet Member:	Councillor Carol Bull Cabinet Member for Governance Tel: 01953 681513 Email: carol.bull@westsuffolk.gov.uk	
Lead officer:	Martin Hosker BEM Service Manager (Health and Safety) Tel: 01284 757010 Email: martin.hosker@westsuffolk.gov.uk	

Decisions Plan: N/A

Wards impacted: All

Recommendation: Health and Safety Sub-Committee:

The Health and Safety Sub-Committee is requested to Approve amendments set out in 1-6 of the Health and Safety Policy, at Appendix A to F of this report.

1. Background / Context

- 1.1 Current legislation requires the organisation to have a health and safety policy, which is periodically reviewed for suitability. There is also a legal requirement for employees to co-operate with their employer so far as is necessary to enable the employer to comply with his duties under the legislation, this includes the compliance of the policy.

This is also further extended to volunteers, contractors and visitors.

2. Proposals

- 2.1 N/A

3. Alternative Options

- 3.1 N/A

4. Consultation and engagement

- 4.1 The amendments were discussed in detail and agreed at the Health and Safety Group meeting held on the 27 August 2019.

5. Risks

- 5.1 Legal non-compliance, but this is considered low due the fact that we review the Health and Safety Policy periodically and annually, and then amended to reflect changes to the organisation and health and safety legislation.

6. Implications arising from the proposal

- 6.1 Financial - None

- 6.2 Legal Compliance – Statutory duties under Health and Safety at Work etc Act 1974.

The Health and Safety at Work etc. Act 1974 states that employers must prepare a Health and Safety Statement (i.e. policy) and bring it to the attention of all employees. The policy should be reviewed and revised as often as necessary.

- 6.3 Personal Data Processing – Personal data maintained in line with GDPR.

- 6.3 Equalities – N/A

- 6.4 Crime and Disorder – Relevant information is passed onto the police when a crime is committed.

- 6.5 Environmental or sustainability - N/A

- 6.6 HR / Staffing – N/A

- 6.7 Changes to existing policy – As set out in Appendixes A-F
- 6.8 Impact on other organisations (e.g. community groups, businesses, partner organisations) – N/A

7. Appendices

- 7.1 **Appendix A** – Health and Safety policy covering sheet
- Appendix B** – Instruction 6 - Violence at work
- Appendix C** – Annex C – Violence at work
- Appendix D** – Annex U – Customer alert list
- Appendix E** – Instruction 14 – Lone workers
- Appendix F** – Annex V – Lone worker guidance and example risk assessment

8. Background documents

- 8.1 N/A

This page is intentionally left blank

[Type text]



West Suffolk Council

HEALTH AND SAFETY POLICY

CONTENTS

INTRODUCTION

POLICY STATEMENT

OBJECT AND INTENT

ORGANISATION

ARRANGEMENTS

[Amdt 001 – Aug 2019](#)

[Type text]

This page is intentionally blank

This page is intentionally blank

[Amdt 001 – Aug 2019](#)

[Type text]

HEALTH & SAFETY AT WORK POLICY DOCUMENT INDEX

PART	INSTRUCTION	INDEX	Page
1		Introduction	1
2		Policy Statement	3
3		Object and Intent	5
4		Organisation	
	a	Responsibilities	7
	b.	Committee & Appointments	9
	c.	Organisational Chart	11
5		Arrangements	13
	1	SAFE PLACE OF WORK	15
	2	RISK ASSESSMENT	17
	3	ACCIDENT / NEAR MISS / DANGEROUS OCCURRENCE REPORTING	19
	4	FIRE SAFETY ARRANGEMENTS	21
	5	FIRST AID	23
	6	VIOLENCE AT WORK	25
	7	DISPLAY SCREEN EQUIPMENT	27
	8	MANUAL HANDLING	31
	9	ELECTRICAL SAFETY	33
	10	COSHH	35
	11	NOISE	37
	12	MACHINERY & PLANT	39
	13	OFFICE SAFETY	41
	14	LONE WORKERS	43
	15	CONTRACTORS	45
	16	PERSONAL PROTECTIVE EQUIPMENT	47
	17	EXPECTANT MOTHERS	49
	18	STRESS	51

(i)

[Amdt 001 – Aug 2019](#)

[Type text]

	19	SMOKING AT WORK	53
	20	MOBILE PHONES	55
	21	TRAINING	57
	22	RECORDS	59
	23	DRIVING	61
	24	HAND ARM VIBRATION – PURCHASE GUIDANCE	63
	25	HOME WORKING	65
	26	WORK EXPERIENCE	67
	27	OCCUPATIONAL HEALTH	69
	28	ASBESTOS	71
	29	CONSTRUCTION DESIGN MANAGEMENT	73
	30	LEGIONELLA	75
	31	WORKING AT HEIGHT	77
	32	EVENT SAFETY	79
	33	VOLUNTEERS	80
	Annex A	RISK ASSESSMENT GUIDANCE	A1-A8
	Annex B	RISK ASSESSMENT TEMPLATE	B1-B3
	Annex C	VIOLENCE AT WORK GUIDANCE	C1-C5
	Annex D	MANUAL HANDLING ASSESSMENT TEMPLATE	D1-D2
	Annex E	COSHH ASSESSMENT TEMPLATE	E1-E2
	Annex F	GUIDANCE ON PPE (ISSUE /USE/STORAGE)	F1
	Annex G	RISKS TO NEW/EXPECTANT MOTHERS	G1-G2
	Annex H	INCIDENT ACTION GUIDE	H1
	Annex I	SAFETY REQUIREMENTS FOR CONTRACTORS	I1-I12
	Annex J	DRIVING AT WORK GUIDANCE	J1-J7
	Annex K	FIRE RISK ASSESSMENT	K1-K3
	Annex L	FIRE RISK ASSESSMENT GUIDANCE	L1-L5

(ii)

[Amdt 001 – Aug 2019](#)

[Type text]

	Annex M	HOME WORKING RISK ASSESSMENT	M1-M4
	Annex N	WORK EXPERIENCE RISK ASSESSMENT	N1-N2
	Annex O	WORKING AT HEIGHT INFORMATION	O1-O2
	Annex P	WORK EXPERIENCE SAFETY CHECK LIST	P1-P2
	Annex Q	PERSONAL SAFETY – A GUIDE FOR COUNCILLORS	Q1-Q4
	Annex R	GUIDE TO ORGANISING SAFE EVENTS	R1- R16
	Annex S	WORK PERMIT FOR HOT WORKS	S1-S2
	Annex T	WORK PERMIT FOR EXTERNAL & INTERNAL ROOF WORK	T1-T2
	<u>Annex U</u>	<u>CUSTOMER ALERT LIST POLICY</u>	<u>U1-U8</u>
	<u>Annex V</u>	<u>EXAMPLE LONE WORKER RISK ASSESSMENT</u>	<u>V1-V8</u>

(iii)

Amdt 001 – Aug 2019

[Type text]

This page is intentionally blank

This page is intentionally blank
(iv)

[Amdt 001 – Aug 2019](#)

INSTRUCTION 6

VIOLENCE AT WORK

References:

- A. Health & Safety at Work act 1974
- B. The Management of Health and Safety at Work Regulations (as amended)
- C. Lone working, Instruction 14 to this policy

Definition

6.1 The Council accepts that any actions by members of the public, which results in staff experiencing fear for their or their relatives personal safety, arising from them carrying out their official duties, constitutes Violence at Work (VAW).

6.2 The following non-exhaustive list illustrates some of the more common forms of Violence at Work.

- A threat to physically assault a member of staff.
- Actual physical assault of a member of staff.
- Threats directed towards the relatives of staff.
- Deliberate damage of Council property in the presence of staff.
- The possession of weapons and the unspoken threat which that implies (e.g. bringing a baseball bat into an interview).
- Behaviour or Language which could be construed as being intended to intimidate staff.

Statement of intent

6.3 The Council will take all reasonably practicable steps to ensure a safe system of work for its staff in the context of VAW. If a member of staff is injured in a VAW incident the Council will provide ongoing support including counselling, if required, and will consider financial support if this is appropriate.

Responsibilities

6.4 The Council's Safety Policy lists the general responsibilities of officers, but the following are the more specific responsibilities in the context of VAW:

The Service Manager (Health & Safety) will:

- Advise Leadership Team on the standards appropriate for the design and construction of interview rooms, counters and reception areas and ensure that agreed standards are implemented.
- Agree with the departments using these facilities, guidelines for the use of them, and carry out monitoring to ensure that these guidelines are being followed.
- Investigate high risk incidents of VAW, with relevant managers/supervisors and staff.
- Maintain the Customer Alert List (CAL)VAW-Register.

Managers/supervisors will:

- Carry out and regularly update risk assessments for all activities which bring their staff into face-to-face contact with members of the public.

- Devise such additional local procedures as are appropriate for the specific circumstances in which their staff find themselves and discuss and agree these with the Service Manager (Health and Safety).
- Inform their staff of the contents of this policy and supply them with up-to-date copies of all relevant guidelines and procedures.
- Ensure that the VAW guidelines and procedures are followed both by themselves and by their staff as laid down in Annex C.
- Ensure that staff have the necessary training required to undertake their work dealing with potentially aggressive customers.

Employees will:

- Make themselves familiar with, and follow all relevant VAW guidelines (Annex C) and any local procedures laid down for their safety.

6.5 All incidents must be reported promptly (General Reporting Form). ~~The Health & Safety Manager will investigate every incident, with relevant managers/supervisors and staff.~~

Training

6.6 It is the responsibility of all managers to ensure that their staff receives the training appropriate to the degree of risk to which they are exposed.

Guardian Angel System

6.7 The Council operates a 24-hour “Guardian Angel System” for employees that undertake work tasks outside of normal office hours and where it has been identified that they may be at risk. They must use this system for their safety.

6.8 Ring 01284 763252 and give the operator the following details;

- Who you are;
- Your Department;
- Line Manager;
- Person to contact (if different to above);
- Your contact mobile telephone number;
- Where you are visiting (address);
- Your vehicle registration;
- Who you are visiting or what you will be doing;
- Duration of visit/stay.

6.9 At the end of your visit you must call in to report your visit is complete.

6.10 In the event of the person not calling in to say their visit is complete, the operator will take the following action;

- Ring you on your mobile telephone.

6.11 If there is no response they will then;

- Contact your line manager or the person listed, passing on the information you passed to them.

6.12 Further details regarding Lone Workers are found at instruction 14.

6.13 Skyguard lone working devices have been issued to some staff, these devices must be used as per the training (see Annex C for further details).

Annex C to
Health & Safety Policy**VIOLENCE AT WORK****Physical Environment, Main Offices**

As funds permit, the Local Authority will move towards a situation where staff at office locations will work within a "haven" from which clients will be excluded (Clients being defined as members of the public for whom the Authority provides a service). Whilst the Council strives to be accessible to the public they also have a responsibility to ensure the safety of their employees.

All future building projects involving interview rooms and/or reception areas should consider the following;

- A desk / counter at a suitable height and width to prevent anyone from leaning over and touching the member of staff;
- A canopy above the reception desk/counter which would restrict someone trying to jump over the desk/counter
- Toughened / safety glass
- Panic alarms (see separate guidance)
- Loose items, which could be used as missiles/weapons by irate members of the public e.g. hot drinks, fire extinguishers, brochure holders, hole punches. These should be either relocated e.g. on the staff members side of the counter where they would not be accessible to the member of public or fixed securely.
- Good lighting
- Comfortable temperatures
- Appropriate reading material/display boards
- Working practices are to ensure that waiting times are kept to a minimum and an explanation is given for delays.
- CCTV may need to be considered.

Interview rooms should have the following features:

Two doors, one for the public opening into the reception area and one for the staff which will allow them to escape into the "haven" and which can easily be locked behind them.

A desk / counter at a suitable height and width to prevent anyone from leaning over and touching the member of staff.

Chairs for use by the staff must glide smoothly over the floor to allow staff freedom of movement if they feel threatened, items which could potentially be used as a weapon should not be kept within the interview rooms;

Doors should be fitted with vision panels to allow visibility into the room.

Panic Alarms

Interview rooms and reception counters will be fitted with panic buttons, which will sound in the staff area. Where appropriate, arrangements will be made for a member of staff to seek further assistance when the panic alarm is sounded.

C-1

Amdt 003 – Aug 2019

Formatted: Right

Formatted: Font: Verdana, 9 pt

All panic buttons will be positioned strategically so staff can easily activate them if required.. The alarm will sound remotely in appropriate areas where it is likely that there will be staff able to assist.

Staff within the premises must be trained to respond to activation of the panic alarm and provide appropriate assistance.

The response time from activation of the alarm should not exceed 30 seconds.

Testing

All panic buttons will be tested weekly. A record of the testing will be entered in the logbook provided for this purpose. ~~The Office Manager~~ Facilities Management (VERSE) or nominated person ~~(normally the custodian/caretaker)~~ at each office will be responsible for seeing that this testing is carried out. Occasional drills will be carried out by the Health & Safety ~~team~~ Manager to gauge the response of staff to the sounding of the panic alarm. Where necessary, training will be given to ensure that staff can differentiate between panic alarms and other alarms.

Physical environment, other work places

There are many other places where staff work other than the main offices, i.e. Museums, Parks, Depots, the Bus Stations, Car Parks, Public Halls and Public Conveniences.

The Service Manager (Health & Safety) will be consulted about all proposals for construction and alteration of such places and the safety of staff, bearing in mind the risks involved.

Specific working procedures for these places will be devised by managers and discussed and agreed with the Service Manager (Health & Safety).

Meeting clients in our offices

Reception - receptionists are the first point of contact between staff and visitors to our offices, and therefore, must:

- Familiarise themselves with the names and addresses on the ~~Register~~ Customer Alert List (CAL). (See ~~Annex U~~ Page C-4)
- Obtain the name and preferably the address of all persons seeking an interview with a member of staff.

When the **receptionist** is aware that the person in reception is one of the following then, they must warn the officer coming to reception.

- On the ~~Register~~ CAL. (See ~~Page C-4~~ Annex U)
- Under the influence of alcohol or drugs.
- Angry.

Conducting Interviews

There are separate guidelines for the use of each interview room/reception area. Officers should be issued with a copy of and familiarise themselves with the guidelines for any area in which they may be asked to work.

Officers must not bring clients into offices themselves. The security door system is installed to prevent the public from entering this working area.

C-2

Amdt 003 – Aug 2019

Formatted: Right

Formatted: Font: Verdana, 9 pt

There will be occasions when despite their best efforts to provide clients with care and consideration, the degree of verbal abuse being received by staff exceeds their personal tolerance threshold. Under these circumstances staff are permitted to terminate interviews (face to face or on the telephone). Termination of interviews under these circumstances must be reported to a senior officer in writing.

Meeting clients away from the offices

The Local Authority accept that visiting clients in their homes, on building sites or in any of the other numerous situations in which staff find themselves, is inherently more risky than meeting them in the relatively controlled environment of its offices. In recognition of this fact, all staff that carry out this type of work should be given a full day's training undertaken by an experienced consultant.

In addition, the following procedures will apply to all staff whenever they leave the offices to meet a client:

- Mobile phones - Although a mobile phone is of no use if a VAW incident is in progress, it does however enable staff to keep their work place informed of progress and changes to itinerary. Additionally, if they should be trapped in their car, this would enable them to summon help. All staff will be offered this facility when they are meeting clients away from their office base.
- Itinerary logging - All departments will operate a log system to keep track of staff out of the office on site or home visits. A duty officer will be appointed who will be responsible for regularly checking that staff have not gone missing. In particular, the duty officer will ensure that all staff are accounted for at the end of each working day.
- Departments will make such additional arrangements as are appropriate where staff regularly carry out home or site visits out of hours.
- No officer will visit, unaccompanied, a name or an address which appears on the RegisterCAL.
- Whenever there is a matter to be discussed that is likely to cause distress or resentment, careful consideration will be given for the need of a two persons visit.

Use of Skyguard MySOS - Lone Worker Device

Each MySOS device is linked to the user or a number of users, therefore it is essential that users inform their line manager if any details change and/ or you develop a medical condition that MySOS need to be aware of.

Emergency procedure on activation:

- The Call Centre controller will listen in silently for 10 seconds to determine your situation when the emergency button is pressed.
- The Controller will send you an audible beep confirming the 2-way voice connection has been made, if safe to do so.
- The Controller will only speak to you if they believe it is safe to do so.
- If the Controller is unclear as to your situation, they will follow your escalation procedure as you have requested on your profile.
- The controller has the ability to call emergency services without any aggressor being aware of the call.

Accidental activation:

C-3

Amdt 003 – Aug 2019

Formatted: Right

Formatted: Font: Verdana, 9 pt

If you activate the device by mistake, please inform the Call centre Controller by saying "Activation call". If it is not an emergency they will end the call. DO NOT TURN OFF THE DEVICE.

Testing your MySOS device:

Users should test their device regularly, when performing a test 'Activation' Call:

- Always say "Activation Call" or "Test Call" after you hear the beep as this will indicate to the Controller that it is safe to speak to you.
- If it is a real emergency, DO NOT say "Activation call."

Remember:

- CHARGE your MySOS daily.
- ACQUIRE a GPS fix every time it is powered on.
- CARRY your MySOS with you at all times.

The Register

~~The Council maintains a Register of names and addresses of members of the public who pose a threat to staff. The purpose of this Register is to disseminate information known only to one group of staff throughout the Authority (including ARP), so that staff are aware of the potential dangers when meeting these people.~~

~~The Service Manager (Health & Safety) will update the Register on a regular basis, with advice from the Data Protection Officer on how the register should be managed.~~

~~The Register consists of the names and addresses of and reported information about people who fall into one of the following categories:~~

- ~~• They have assaulted an officer of the Council or a member of their family.~~
- ~~• They have threatened to assault an officer of the Council or a member of their family.~~
- ~~• We have received information from a reputable source (usually the police) that extreme care should be taken when dealing with them.~~
- ~~• They have made unfounded allegations of a serious nature against an officer of the Council.~~
- ~~• They have caused damage to property.~~

~~Every entry on the Register must be backed up by a written report signed or countersigned by a senior officer (normally on General Reporting Form). The Service Manager (Health & Safety) or his deputy in his absence is the only persons authorised to make additions to the Register.~~

~~Access to the information held on the Register is restricted to those who need to see it.~~

~~When amendments are made to the Register, those that have access to the register will automatically be notified.~~

~~NOTE: No hard copies of the register are to be made.~~

~~The register will be reviewed annually, to determine which names if any should be removed and the relevant managers consulted.~~

Incidents and Incident Reporting

If it is believed by a member of staff that a member of the public poses a threat and is being redirected from one department to another, it is imperative that the staff in that department are forewarned of such a threat by the quickest possible means (by face to face or telephone).

If it is believed that the member of the public concerned poses a potential threat to Council staff in the future and their name is not already on the Register, the Service Manager (Health & Safety) should be notified immediately by telephone.

All incidents must be reported promptly, ~~(General Reporting Form)~~, ~~t~~ The ~~Service Manager~~ (Health & Safety) ~~team~~ will investigate ~~every serious~~ incident, with relevant managers/supervisors and staff.

The Police must be ~~summoned if called if~~ a member of staff is physically attacked.

If the incident is serious, e.g. a physical assault is involved or the member of staff is traumatised, the ~~line manager~~~~section head~~ should immediately inform the Health and Safety ~~team~~~~Manager~~ who will advise on the support to be provided to the member of staff involved. The Authority will provide professional counselling in appropriate cases.

The Crown Prosecution Service will normally prosecute offenders where there is sufficient evidence. Following serious incidents, where the CPS takes no action, the case will be referred to ~~the Head of~~ Legal Services. Provided that there is sufficient evidence, which may lead to a reasonable chance of success, the Authority will undertake a private prosecution on behalf of the member of staff who has been assaulted. To assist in this process, the Health & Safety ~~team~~ ~~Manager~~ will normally arrange for the taking of statements from staff and witnesses, in addition to any statements taken by the Police.

Internal recommended safe working practices

A senior member of staff shall be told of any interview with a potentially violent person or when the subject matter could cause distress or resentment. Consideration should be given to the person most suitable to conduct the interview and the need to have a colleague present.

Although a member of public may appear to be aggressive (in which case the interview should not be started until the person is calmer) this can be relieved by providing a helpful response.

Staff should be aware of "early warning" signs of violent behaviour. Should violence become imminent the officer should alert colleagues by using the panic button and/or leave the room and report to a senior member of staff. If an act of violence is committed without warning, colleagues must be made aware of the situation immediately by whatever means is appropriate, e.g. panic button, shouting.

If the panic alarm is activated or a colleague obviously needs help, response should be immediate and assistance called for. Remember, even if you cannot offer physical support, your very appearance may be enough to defuse the situation; you should also raise the alarm and alert other staff.

External recommended safe working practices

C-5

Amdt 003 – Aug 2019

Formatted: Right

Formatted: Font: Verdana, 9 pt

When a home or site visit is required and the interviewee is known to be potentially violent or the subject matter is so contentious it is likely to cause distress and resentment, the interviewer should be accompanied by a colleague.

It is NOT suggested that this should be the norm because a one to one interview is likely to be more effective and the presence of a second person could be counter productive. It may be feasible, in contentious situations, for the person to be offered an interview in an office where better control measures are in place.

Departments should maintain a log of staff on home or site visits during office hours, showing the time of appointment, the name and address of the interviewee and expected time of return. Consideration should be given to appointing a "duty officer" to make sure that, all staff are accounted for during office hours.

Staff conducting home visits after office hours should notify the "duty officer" or adopt the "Guardian Angel" system as per instruction 14 lone workers.

Visiting or inspecting premises

All staff should follow the following guidelines when visiting or inspecting premises:

- Ensure your whereabouts is known;
- Park your car out of immediate sight;
- If the interviewee is aggressive from the outset, do not enter the property, conduct the interview on the doorstep or suggest that you return later;
- When inside allow the interviewees to proceed you into rooms, specifically invite him/her to do so;
- If there is a dog then ask the interviewee to lock it up;
- State your intentions clearly;
- Do not speak in jargon; make sure that you are understood;
- Do not continue taking notes if the interviewee becomes aggressive;
- Do not attempt to pacify an aggressive interviewee, Leave immediately without explanation.

This page is intentionally blank

C-6

[Amdt 003 – Aug 2019](#)

Formatted: Right

Formatted: Font: Verdana, 9 pt

This page is intentionally blank

C-7

[Amdt 003 – Aug 2019](#)

Formatted: Right

Formatted: Font: Verdana, 9 pt

This page is intentionally left blank

West Suffolk Council – Customer Alert List Policy

Content

1. Introduction – Reason we retain a Customer Alert List (CAL)
2. Why customers are placed on the CAL
3. Under what circumstances are they informed or not
4. Customers right of appeal
5. Who the information is shared with (internal / external)
6. Access controls to the information
7. How it's retained, secured, reviewed and ultimately disposed of
8. Level of decision maker for all of the above

Version 1.1 – published in July 2019

For further information, please contact:

Information Governance Officer
Democratic Services
West Suffolk Council
Email: data.protection@westsuffolk.gov.uk

1. Introduction

1.1 Under the Health & Safety at Work Act 1974 (HSWA) employers have a duty of care to their staff to protect them in the workplace. A Customer Alert List (CAL) is a means of identifying and recording individuals who pose, or could possibly pose, a risk to the members of staff who come into contact with them. The Council maintain a register of names and addresses of these individuals to disseminate information known only to one group of staff through the authorities, including Anglia Revenue Partnership, so that staff are aware of the potential dangers when meeting these people.

1.2 The first data protection principle requires that information must be processed lawfully, fairly and in a transparent manner in relation to the individuals. This means that a decision to put an individual on the CAL must be based on a specific incident or expression of clearly identifiable concern by a professional, rather than general opinions about that individual. The individual should pose a genuine risk and the decision should be based on objective and clearly defined criteria and in line with clear and established policy and review procedure.

1.3 Our lawful basis for processing in regards to the CAL is: Article 6 (d) - processing is necessary in order to protect the vital interests of the data subject or of another person. In regards to special category information our lawful basis is: Article 9 (g) processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

1.4 The above Data Protection articles are further underpinned by the Data Protection Act 2018 Schedule 1 – Special Categories of Personal Data and Criminal Convictions etc. Part 2 – Substantial Public Interest Conditions, states: there is a requirement for an appropriate policy document when relying on conditions in this Part 5 (1) except as otherwise provided, a condition in this Part of this Schedule is met only if, when processing is carried out, the controller has an appropriate policy document in place.

1.5 The Service Manager (Health & Safety) will update the CAL on a regular basis, with advice from the Data Protection Officer on how the CAL should be managed.

2. Why individuals are placed on the CAL

2.1 Individuals are placed on the CAL after a General Reporting Form (signed or countersigned by a senior officer) has been received by the Service Manager (Health & Safety) and any subsequent investigation has been completed. The investigation will cover:

- Any threatening actions, incident or behaviour they have or are alleged to have committed; or
- The apparent mental stability of an individual

If the investigation shows the individual is deemed to pose a serious enough risk to staff then s/he is placed onto the CAL. When deciding whether to put an individual onto the register the Service Manager (Health & Safety) or designated representative, will take into account:

- The nature of the threat
- The degree of violence used
- Whether or not the incident indicates a credible risk of violence to staff

The CAL consists of the names and addresses, the reported information/notes and the reporting officer details and advice for individuals who fall into the following categories:

- They have assaulted an officer of the Council or a member of that officer's family
- They have threatened to assault an officer of the Council or a member of that officer's family
- The Council has received information from a reputable source (usually the police) that extreme care should be taken when dealing with an individual
- They have made unfounded allegations of a serious nature against an officer of the councils
- They have caused damage to property

3. Under what circumstances are individuals informed or not?

3.1 For the processing of information relating to the individual being placed on the CAL to be lawful, fair and transparent, they should normally be informed as to why their behaviour was unacceptable and how this has led to them being added to the CAL. They should be told:

- The nature of the threat or incident that led them to being placed on the CAL
- Who we may pass this information onto
- When we will review the decision

There may be extreme cases where you believe that informing the individual would in itself create a substantial risk of a violent reaction from them. For example, because of the nature of the incident or the risk to another individual. In this case it may not be sensible to inform the individual. However, this decision will be made on a case-by-case basis taking into account, in particular, the impact on third parties – the decision should be documented in the notes column of the CAL along with who made it.

3.2 Data Subject Access Request. The Data Protection Act gives individuals the right to make a request to access the personal information held about them. In most circumstances, you should reveal the fact that there is an entry on the CAL for them, although in many cases the individual should already have been informed. However, there may be rare cases where the councils will need to consider whether:

- Revealing the existence of the CAL entry

- Revealing the information in the CAL entry; or
- What the individual may infer from the existence of the CAL entry may actually cause serious harm to the physical or mental health, or condition of that individual or third party.

4. Right of Appeal

If after being informed, an individual may wish to appeal the decision to add their information to the CAL, they can do this by writing to the Service Manager (Health & Safety), if still not satisfied it will be dealt with as a Step two complaint in accordance with our complaints procedure. If the individual is still unhappy with the decision, they have a right of appeal to the Information Commissioner's Office.

5. Who the information is shared with (internal and external)

5.1 Where there is good reason for providing the information to another organisation, for example to alert them to a potential risk to their staff, this will be justified even though the original purpose of the CAL (and the lawful reason to process) is to protect the data subject or another person (in this case our own staff). The Service Manager (Health & Safety) – as the senior officer responsible for the CAL – will determine sharing of information, on a case-by-case basis, where there is a credible risk that an unlawful act, such as an assault will occur. The sharing of this information, who with, when and why, should also be documented in the CAL.

5.2 If information about an individual is passed to another organisation, the individual should be informed, unless that would be a serious risk to the person or a third party as described earlier. If this information is reviewed, changed or removed from the CAL then the other organisations which received this information should also be informed so they can also review, change or remove the information from their systems.

6. Access controls to the information

6.1 Internal – Access to the information on the CAL is restricted by permissions authorised by the Service Manager (Health & Safety)

6.2 External – The Service Manager (Health & Safety) should only pass on information to someone of a similar level in external organisations. Organisations receiving the information should ensure:

- They have adequate systems in place to secure the information
- It is only shared with staff who may come into contact with the individual
- It is not shared with any other organisation without the permission of the West Suffolk Council The Service Manager (Health & Safety)
- Systems on which the information is stored have the ability to amend or delete the information as required

7. How information on the CAL is retained, reviewed and ultimately disposed of.

7.1 The fifth principle under Data Protection states: information which permits identification of data subjects should be kept for no longer than is necessary. Information on the CAL will be reviewed regularly to ensure it is removed when the individual is deemed to no longer be a threat. The review will be carried out by the Service Manager (Health & Safety) annually, or sooner if new information concerning an individual comes to light. The retention period for individual case is likely to depend in part on:

- The original level of threat or violence
- How long ago this was
- The previous and subsequent behaviour of the individual; and Whether or not the incident was likely to have been a 'one-off'. For example, where the individual was suffering an unusual amount of stress to a particular set of circumstances

The Service Manager (Health & Safety) will inform any organisation, who the information was shared with, to amend their records accordingly. If information concerning an individual is to be disposed of it will be done in accordance with the Council's Record Management Guidance. The lawful basis on which the Council process this information will be documented in the Record of Processing Activities.

8. Level of decision maker

8.1 The Service Manager (Health & Safety), in his absence his deputy (with Assistant Director approval), will update the CAL on a regular basis, with advice from the Data Protection Officer on how the CAL should be managed. The Service Manager shall also be responsible for:

- Who goes on the CAL
- Who the information is shared with
- Ensuring any organisation which receives the information has adequate access controls in place to protect the information
- Ensuring any organisation which receives the information is updated of any changes to the individuals' situation or status

9. Staff Training

9.1 It is the responsibility of all Service Managers to make staff aware of this framework and where necessary:

- Incidents and incident reporting
- Their duty to report all violent and threatening incidents or professional expressions of concern or potential violence
- The name of the person they should report the incidents to
- The senior person who makes the decisions about the CAL
- Staff responsibility to check the CAL before visits or interviews

9.2 Incidents and Incident Reporting. If it is believed by a member of staff that a member of the public poses a threat and is being redirected from one service to another, it is imperative that the staff in that service are forewarned of such a threat by the quickest possible means (face-to-face or telephone).

If it is believed that the member of public concerned poses a potential threat to Council staff in the future and their name is not on the CAL, the Service Manager (Health & Safety), or representative, should be notified immediately by phone.

All incidents must be reported promptly (General Reporting Form). The Service Manager (Health & Safety), or representative, will investigate high risk incidents with relevant managers/supervisors and staff.

The police must be summoned if a member of staff is physically attacked.

If the incident is serious (e.g. a physical assault is involved) and the member of staff is traumatised, the team leader / service manager should immediately inform the Service Manager (Health & Safety) who will advise on the support to be provided to the member of staff involved. The Council will provide professional counselling in appropriate cases.

The Crown Prosecution Service will normally prosecute offenders where there is sufficient evidence. Following serious incidents, where the CPS takes no action, the case will be referred to the Service Manager (Legal Services). Provided that there is sufficient evidence, which may lead to a reasonable chance of success, the authority will undertake a private prosecution on behalf of the member of staff who has been assaulted (where appropriate). To assist in this process, the Service Manager (Health & Safety) will normally arrange for the taking of statements from staff and witnesses, in addition to any statements taken by police.

LONE WORKERS

References:

- A. Health and Safety at Work Act 1974.
- B. The Management of Health and Safety at Work Regulations (as amended).
- C. Instruction 6 – Violence at work (VAW).
- D. Annex Q – Personal Safety Guidance for Councillors.
- D-E. Annex V – Lone worker guidance with example risk assessment

Introduction

14.1 The Health and Safety Executive defines "Lone Working" as:

"Lone workers are those who work by themselves without close or direct supervision. They are found in a wide range of situations".

For the context of this ~~policy~~ instruction, lone working may be any combination or one of the following examples:

- Working alone at the Councils offices and facilities
- Home workers
- Routine visits to other sites during normal working hours
- Routine out-of- hours visits
- Emergency call out
- Remote or hazardous sites
- Empty, derelict or abandoned premises and sites
- Dark/confined premises
- Unmade ground and building sites
- Home visits or meeting the public off site
- Driving on Council business

This policy applies to all Council employees including temporary and agency staff, volunteers, students and those on work experience.

Responsibility

14.2 When it is considered essential that work has to be carried out by a lone worker, it is the responsibility of managers and supervisors to ensure that a suitable and sufficient risk assessment has been carried out and all steps possible have been taken to ensure that employee's safety, this may include the issue of a lone working device such as Skyguard.

14.3 If it is likely that the lone worker will need to use the Guardian Angel system, then the manager/supervisor is to ensure an up to date call out list, with details of individuals to call if ~~there is an~~ employee fails to call in. incident, is lodged with the operator.

Arrangements

14.4 Frequent and regular checks are to be carried out by a supervisor or co-worker by phone. Otherwise, adequate arrangements are to be set in place by that department for the lone worker to check in at set intervals with another co-worker or department to confirm that nothing is untoward.

14.5 No lone work is to be carried out if it involves:

- Suspended loads
- Working under vehicles or equipment raised on jacks
- Working with heavy lifting equipment
- Working in vehicle inspection pit
- Working with toxic fumes or gases.
- Visiting sites where there is a history / threat of violence.

14.6 Skyguard lone working devices have been issued to some key staff, these are to be used by the lone worker (as per the skyguard training [also see Annex C](#)) in the case of an emergency.

14.7 Mobile phones must be issued to employees as a means of communication if there is no other alternative.

Out of Hours

14.8 Lone workers that are required to work outside of normal working hours are to have frequent and regular checks carried out by a designated person (duty officer) or co-worker by phone. Otherwise, adequate arrangements are to be set in place by that department for the lone worker to check in at set intervals with another co-worker or department to confirm that nothing is untoward, i.e. use of the Council's Guardian Angel System. [Whatever system is used, there must be a clear plan of escalation to enact, if the lone work fails to make contact.](#)

Guardian Angel System

14.9 The Council operates a 24-hour "Guardian Angel System" for employees that undertake work tasks outside of normal office hours and where it has been identified that they may be at risk. They must use this system for their safety.

14.10 Ring 01284 763252 and give the operator the following details;

- Who you are;
- Your Department;
- Line Manager;
- Person to contact (if different to above);
- Your contact mobile telephone number;
- Where you are visiting (address);
- Your vehicle registration;
- Who you are visiting or what you will be doing;
- Duration of visit/stay.

14.11 At the end of your visit you must call in to inform them that your visit is completed.

14.12 In the event of the person not calling in to say their visit is complete, the operator will take the following action;

- Ring you on your mobile telephone.

14.13 If there is no response they will then;

- Contact your line manager or the person listed, passing on the information you passed to them.

Personal Safety – Guidance for Councillors

14.14 It is important that Councillors keep in touch with their communities; this includes helping individuals with problems they might have. Often Councillors meet members of the public on their own therefore at Annex Q to this policy is guidance for Councillors on personal safety.

This page is intentionally left blank

Lone Worker guidance

As previously stated Managers are responsible under Health and Safety Legislation for the safety of their staff this includes lone working.

The following checklist can be used to assess whether you have covered the relevant points.

1.	Have you adequately risk assessed the work being done by the lone worker and reduced the risk to them to as low as possible?	<input type="checkbox"/>
2.	Do you have safe working procedures in place to ensure that staff have safe access to and from the site(s)?	<input type="checkbox"/>
3.	Do you have safe working arrangements where work needs two or more people to do the task, e.g. for a manual handling task that could put one person at risk of an injury?	<input type="checkbox"/>
4.	Have you considered if there is any risk of violence and aggression for the visit?	<input type="checkbox"/>
5.	Do staff need access to the Customer Alert List (CAL) and do they know how and when to make the necessary checks?	<input type="checkbox"/>
6.	Does your risk assessment identify the need for a Skyguard SOS device?	<input type="checkbox"/>
7.	If you have provided the lone worker with a Skyguard SOS device has training be provided on how they can call for assistance should it be required?	<input type="checkbox"/>
8.	Have you considered the needs of individuals e.g. those new to the job, have a disability, are pregnant or have a medical condition that puts them at greater risk?	<input type="checkbox"/>
9.	Have you given adequate training to lone workers so that they know when and how to avoid or diffuse difficult situations before they might be harmed?	<input type="checkbox"/>
10	Have you got monitoring arrangements in place to ensure that the lone working procedures are being followed and that your lone workers are working safely?	<input type="checkbox"/>
11	Do you have procedures in place in case the lone worker fails to return or becomes uncontactable, including escalation?	<input type="checkbox"/>
12	Are all the contact details for your lone workers up-to-date and available?	<input type="checkbox"/>

EXAMPLE RISK ASSESSMENT

Department:		Section:		Location:	
-------------	--	----------	--	-----------	--

Activity/Process	Location of Activity/Process	Number of persons at risk	1	2- 5	6-10	10 +
Lone Working		Employees				
		Others				

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Individual - Medical fitness: Is the Lone Worker subject to any medical condition that may place them at increased risk when working alone. (Where there may be doubt refer the Lone Worker to the H&S or HR)	1. The Lone Worker must ensure that any medical conditions which might be relevant to them working alone are fully discussed with their line manager and, if necessary, Occupational Health and own GP. 2. Individuals must not work alone if any such condition is assessed as placing them at increased risk. 3. Any person who requires assistance to get out of the building in an emergency must not work alone.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Individual - Supervision: What arrangements are in place to maintain contact with the Lone Worker?	1. The Lone Worker must comply with the out of hours log in/out arrangements in operation within the team. Including the use of Outlook calendars. 2. Contact arrangements with colleagues, family and/or partner are set up. 3. Use of the Guarding Angels system as required as per Instruction 14 of the Health and Safety (H&S) policy 3. Use of the Skyguard system as required. 4 Call contact numbers in order if no contact has been made with lone worker until resolved. Examples include: 1. Regular verbal contact by phone, not texting, during the day - identify who is responsible for maintaining contact with the Lone Worker and how this will be achieved. 2. Contact Line manager/supervisor to inform them of finishing work. 3. Periodic site visit to lone worker by Line Manager/supervisor	1 X 2 = 2	If contact has not been made then to call 101 or 999. Identify co-workers to be in verbal contact of the lone worker. Signing in/out arrangements		
				Target Date	Completion Date
				New Score	X =

Risk Rating Model	1 Trivial injury	2 Slight injury	3 Serious injury	4 Major injury or death
1 Most unlikely	1 Minimal	2 Minimal	3 Low	4 Low
2 Unlikely	2 Minimal	4 Low	6 Medium	8 Medium
3 Likely	3 Low	6 Medium	9 High	12 High
4 Most likely	4 Low	8 Medium	12 High	16 High

Rating Band	Action
1 – 2 = Minimal Risk	Maintain Control Measures
3 – 4 = Low Risk	Review Control Measures
6 – 8 = Medium Risk	Improve Control Measures
9 – 12 – 16 = High Risk	Improve Control Measures immediately / Consider stopping work

Date	Assessor	Signature	Managers Name & Signature	Date

Comments:

Assessment review date: (1 year from last review date unless process changes or other wise stated)

Review Date	Assessor	Signature	Date	Remarks

Additional Remarks:

Continuation sheet

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Individual - Training & Competency : Has necessary information instruction and training been given to the Lone Worker and is the Lone Worker competent to carry out the work alone?	1. Any person authorised to be in the building outside normal hours must be fully competent to carry out the work safely. 2. To be fully conversant with emergency procedures for the building they are in.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Location & Premises - Building security: Is the building secure?	1. Access to the building is restricted to authorised personnel only outside normal hours. 2. If Lone worker has concerns about security or suspects there is an intruder in the building, they must contact the Guardian Angels on 01284 763252 informing them of the situation as per Instruction 14 of the H&S policy. 3. Alert Skyguard call centre using the emergency procedures.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Location & Premises - Access: Is there a safe means of access/egress for the lone worker (consider lighting and personal security issues and means of escape in emergency)	1. Entrances in the vicinity of the building and car park are well lit. 2. Park in a well-lit area of a car park 3. If unable to the Lone Worker should plan how to get to their car/public transport after leaving, taking account of potential personal safety issues.	1 X 3= 3			
				Target Date	Completion Date
				New Score	X =
Location & Premises - Emergencies: Does the Lone Worker have access to emergency warning devices to raise the alarm in event of emergency e.g. fire alarm, motion sensors /manual device (panic alarms).	1. Lone Workers must know and understand local emergency arrangements on how respond in event of fire or any other emergency. 2. Access to Skyguard system as required. 3. Personal alarms are available.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =
Location & Premises - First aid: Are there arrangements are in place to deal with a situation where the Lone Worker becomes ill or has an accident? (Access to First aiders and facilities)	1. First aiders are unlikely to be present. First aid boxes are available and contents checked regularly. 2. In the event of a Lone Worker feeling unwell they should if possible return home or contact the Guardian Angels or use the Skyguard system.	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =

Continuation sheet

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Location & Premises Welfare facilities: Is there adequate heating, lighting, access to drinking water and toilets.	1. The Lone Worker should be aware that heating/cooling in the area may be much reduced unless the business need for after hours working has been established. So should dress accordingly. 2. Welfare facilities will be available in the building.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Slip/trips/falls	1. Regular inspection of buildings to ensure that any trip hazards receive prompt attention. 2. Individuals with temporarily or have permanently impaired mobility must not work alone.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Electrical equipment	1. Ensure all office equipment is electrically tested on an annual basis. 2. Electrical cables and plugs visually inspected for damage. 3. Do not interfere with plugs or power supply.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Work with hazardous substances and or machinery	Not permitted.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Single handed lifting or handling of any load that is of such a weight as to cause injury.	Not permitted.	1 X 1 = 1			
				Target Date	Completion Date
				New Score	X =
Process/Work Activity - Driving	1. Follow driving policy and teams risk assessment. 2. Complete online training annually. https://westsuffolk.britsafelearning.com/	1 X 2 = 2			
				Target Date	Completion Date
				New Score	X =

Continuation sheet

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Vehicle Movement Struck by moving vehicle Crushing by moving vehicle or slung loads.	1. Wear Hi-Vis PPE while on site. 2. Site briefing (if applicable) to identify safe walkways. 3. To be escorted (if applicable) whilst on site. 4. Council officer to keep to marked walkways wherever possible. 5. To be aware of their surroundings at all times. 6. Careful watch to be kept on moving vehicles. 7. Care to be taken when moving about site. 8. Pay particular attention to reversing vehicles or vehicles with poor forward vision. NEVER assume a vehicle driver has seen you. NEVER position yourself between a moving vehicle, object or slung load and a solid object. NEVER remain under a slung load.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Excavations Falling into excavations. Collapse of trenches. Falls or trips into open, unguarded or poorly protected excavations	1. Keep clear of unguarded excavations. 2. Ensure trench walls are safe Depending on sub-soil conditions, even shallow trenches may require shuttering. DO NOT enter or allow anybody to enter the trench if you consider it unsafe. 3. To be escorted on site (if applicable) to prevent coming into contact with unguarded excavations. 4. Care to be taken when walking across disturbed ground. 5. Do not stand too close to edge of excavations.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Rough Terrain Falls or trips due to uneven ground	1. Care to be taken when walking over uneven ground. 2. Avoid piles of building materials and discarded/broken items.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Discarded building materials Puncture wounds to feet, sprains and strains.	1. Be aware of surroundings at all times. 2. Care to be taken to avoid stepping on discarded building materials. Wearing of correct PPE.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Unguarded stairways and holes in floors Falls from heights whilst accessing upper levels of properties	1. Be aware of surroundings at all times. 2. Great care to be taken when accessing upper stories of buildings. Do not step through openings without first checking what is on the other side. 3. Avoid whenever possible passing other workers on unguarded stairs or landings. Notice to be taken of guidance laid out in <i>The Work at Height Regulations 2005</i>	2 X 3 = 6			
				Target Date	Completion Date
				New Score	X =
Access to upper levels of scaffolding. Falls from height while accessing upper levels of scaffolding	1. Prior to going onto the scaffolding, check that the scaffolding register has been completed and signed by the erecting contractor (if applicable) and there have been no visible changes to the scaffolding layout. 2. Do not climb on the scaffold if it appears incomplete or unsafe. Ensure access ladders are securely footed and secured. The top of the ladder should protrude far enough beyond the alighting point.	2 X 3 = 6			
				Target Date	Completion Date
				New Score	X =
Fragile roof surfaces and loft spaces. Falls through fragile surface	1. Under no circumstances are Officers to venture onto any fragile roof surface unless proper fall arrest measures are in place. 2. Care to be taken when walking inside roof/loft spaces. 3. Keep to identified walkways or use joists.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Electrical wiring Electrocution Trip hazard	1. Council Officers not to interfere with exposed electrical wiring. 2. Care to be taken when walking around on site to avoid trailing cables. 3. Be aware of surroundings at all times.	2 X 3 = 6			
				Target Date	Completion Date
				New Score	X =

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
Dust Inhalation of various types of dust	1. If required Council officers to wear appropriate face masks and/or eye protection. 2. If none are readily available Council Officers are not to enter space or area where dust is being generated.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Adverse weather Slips and trips due to ice, rain etc.	1. Appropriate PPE to be worn at all times, coat, boots, gloves etc. 2. Care to be taken during adverse weather. If possible do not step into puddles. 3. Avoid touching metal with bare hands in very cold weather. Ice and wet weather make the ground slippery, extra care to be taken when walking or climbing on site.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Violence at Work Verbal and/or physical abuse/assault	1. To walk away before any situation escalates. 2. Council Officers are not to react to provocation. Remain calm, stick to factual information and do not enter into heated dialogue. 3. Further information on dealing with verbal and physical abuse can be found in the Instruction 6 Violence at Work Policy. 4. All circumstances of verbal abuse and physical assault are to be immediately reported to your Line Manager and the Health and Safety Team via the general reporting form.	2 X 2 = 4			
				Target Date	Completion Date
				New Score	X =
Lone working Risk of unreported injury whilst working alone	1. Council Officers are not to leave the office without informing someone of their whereabouts, how long they will be and expected time back to the office. 2. Extra information on Lone Working can be found in the Instruction 14 Lone Working Policy. 3. If finishing work from a site visit, contact the Line Manager/Office/colleague to let them know. 4. Procedures in place to react to missing or uncontactable lone workers including escalation procedure.	2 X 3 =6			
				Target Date	Completion Date
				New Score	X =

Hazards involved with Activity/Process	Existing Safety Measures/Controls	Score See Table Below	Additional controls required	Responsibility (Name)	Signature on Completion
General Activities Risk of minor injury Page 57	1. Council Officers are to ensure that they comply with all site Health and Safety requirements. 2. They are not to intentionally place themselves in danger. 3. They must ensure that they employ the same standards of personal health and safety on any site. 4. Correct PPE must be worn at all times. When on site be aware of your surroundings at all times. 5. NEVER assume that another person has seen you and will stop what they are doing, as either they approach you or you them. 6. Council Officers will (if applicable) receive a recorded site briefing from a representative of the builder before they enter any site. As this will identify walkways, emergency procedures, restricted areas, welfare facilities, excavations and any general site activities.	2 X 2=4			
				Target Date	Completion Date
				New Score	X =
		X =		Target Date	Completion Date
				New Score	X =
		X =		Target Date	Completion Date
				New Score	X =
		X =		Target Date	Completion Date
				New Score	X =
		X =		Target Date	Completion Date
				New Score	X =

Intentionally Blank

Intentionally Blank



Christmas Fayre 21-24 November 2019 Event Safety Plan

Report No:	HSS/WS/19/006	
Report to and date:	Health and Safety Sub Committee	21 October 2019
Cabinet Member:	Councillor Carol Bull Cabinet Member for Governance Tel: 01953 681513 Email: carol.bull@westsuffolk.gov.uk	
Lead officer:	Martin Hosker BEM Service Manager (Health and Safety) Tel: 01284 757010 Email: martin.hosker@westsuffolk.gov.uk	

Decisions Plan: N/A

Wards impacted: All

Recommendation: Health and Safety Sub-Committee:

The Health and Safety Sub-Committee is requested to Note Christmas Fayre Event Safety Plan, at Appendix A to this report is the introduction the remainder of the event plan can be accessed via the following link <K:\Health and Safety\Christmas Fayre 2019\Draft Event Safety Plan>

1. Background / Context

- 1.1 Current legislation requires the organisation to have a suitable and sufficient event safety plan for any event that it runs.

West Suffolk Council recognises its responsibility to ensure so far as is reasonably practicable the health, safety and welfare of all its employees and to conduct its undertakings in such a way as to prevent the public and others not employed by the Council from being exposed to risks to their health and safety during this event.

The event safety plan has been compiled (acknowledging the guidance contained in the 'Purple Guide' issued by the Event Safety Forum and endorsed by the Health and Safety Executive), to provide an operational event safety plan for the Christmas Fayre in Bury St Edmunds.

All employees and people working on a voluntary or paid basis will have access to this document and be made aware of its contents.

The event safety plan is to ensure, as far as is reasonably practicable, the safety of the spectators in their enjoyment of the event and to promote a unified, co-ordinated response to any emergency arising from that event. It is based on the principles of health and safety management and risk assessment, recognising that, in all considerations, the safety of the general public is of paramount importance.

The production of this event safety plan includes the procedures for dealing with untoward events and major incidents should such an incident occur. West Suffolk Council acknowledges the assistance of the numerous local agencies and emergency services in the compilation of this plan. It has been proved that by working together as a team it may be possible to prevent an incident occurring and thereby ensure that Bury St Edmunds residents and visitors to the Christmas Fayre enjoy a safe time at the event.

This event safety plan is intended for sole use by the organisations involved in this event and not for public distribution, as some information contained within the plan is considered restricted.

Safety Plan Objectives:

- To identify roles, duties and responsibilities for each organisation;
- To identify lines of communication, command and control;
- To ensure the safety of the General Public and people attending or working at the event;
- To minimise impact on people not involved in the event including local residents and local businesses.

2. Proposals

- 2.1 Note the Christmas Fayre Event Safety Plan.

3. Alternative Options

- 3.1 None

4. Consultation and engagement

- 4.1 The Christmas Fayre Event Safety Plan 2019, has been written with input from third parties i.e. Police, Counter Terrorism Intelligence Unit (CTIU), Fire, Ambulance, Highway Authority, Emergency Planning and other stakeholders.

The plan has been discussed at the Health and Safety Group on the 27 August 2019.

The plan was up loaded to members of the Safety Advisory Group for comment on the 8 October 2019.

5. Risks

- 5.1 Legal non-compliance, but this is considered low/medium taking into account mitigation that has been put into place, this includes the production of the event safety plan.

6. Implications arising from the proposal

- 6.1 Financial – N/A
- 6.2 Legal Compliance – Statutory duties under Health and Safety at Work etc Act 1974 and relevant regulations.

The above requires event organisers to maintain a safe environment at all events, this applies to staff, contractors, stall holders, visitors and non-visitors. This not only applies when the event is on but also during build up and break down periods.

- 6.3 Personal Data Processing – Personal data maintained in line with GDPR.
- 6.3 Equalities – N/A
- 6.4 Crime and Disorder – Relevant information is passed onto the police when a crime is committed.
- 6.5 Environmental or sustainability - N/A
- 6.6 HR / Staffing – N/A
- 6.7 Changes to existing policy – N/A
- 6.8 Impact on other organisations (e.g. community groups, businesses, partner organisations) – Businesses, Emergency Services, Residents, Visitors

7. Appendices

7.1 **Appendix A** – Christmas Fayre introduction

8. Background documents

8.1 <K:\Health and Safety\Christmas Fayre 2019\Draft Event Safety Plan>

Bury St Edmunds Christmas Fayre

21-24 November 2019



Event Safety Plan (Ver. 1.2)

West Suffolk Council
West Suffolk House
Bury St Edmunds
IP33 3YU

BURY ST EDMUNDS CHRISTMAS FAYRE SAFETY PLAN 2019

CONTENTS

- Foreword
- Introduction
- General Arrangements

Glossary:

CTIU	- Counter Terrorism Intelligence Unit
CPNI	- Centre of Protection of National Infrastructure
NaCTSO	- National Counter Terrorism Security Office
HVM/VAW	- Hostile Vehicle Mitigation/Vehicle used as a Weapon
SCC	- Suffolk County Council
SAG	- Safety Advisory Group
TTX	- Table Top Exercise
TMP	- Traffic Management Plan
P&R	- Security Industry Authority
ETC	- Event Traffic Control

Annex

- A. Site Maps
- B. Roles & Responsibilities
- C. Communications Plan
- D. Risk Assessments
- E. Fire Risk Assessment
- F. Stallholders & Traders Terms & Conditions
- G. Emergency evacuation and temporary zone closure plan
- H. First aid assessment
- I. CCTV camera locations – *Event Organisers file only*
- J. Crowd Management
- K. Traffic Management Plan
- L. Electrical certification – *Event Organiser file only*
- M. Marquee certification – *Event Organiser file only*
- N. Stage certification/calculations – *Event Organiser file only*
- O. Fairground – Public Liability, Electrical tests & Operational compliance – *Event Organiser file only*
- P. Stewards briefing presentation – *Event Organiser file only*
- Q. Stewards notes
- R. Stewards booking in sheet
- S. Found, missing child procedure and form
- T. Market Square Group, certification and risk assessments – *Event Organiser file only*
- U. COMAH off site Action Card at Saxham
- V. Firework display, safety plan, documentation and risk assessments – *Event Organiser file*
- W. Emergency Incident Guidance
- X. Zone Leader notes
- Y. Counter Terrorism Strategy – *Event Organiser file*
- Z. Suffolk Resilience, annex I to the "Guide to the evacuation and shelter in Suffolk" evacuation guidance for Bury St Edmunds.

Note: Stallholder's Risk Assessments (stalls that have identified risks and Public Liability held separately by the Economic Development Team (Sharon Fairweather)

Bury St Edmunds Christmas Fayre Safety Plan

Foreword

West Suffolk Council recognises its responsibility to ensure so far as is reasonably practicable the health, safety and welfare of all its employees and to conduct its undertakings in such a way as to prevent the public and others not employed by the Council from being exposed to risks to their health and safety.

This Event Safety Plan has been compiled (acknowledging the guidance contained in the 'Purple Guide' issued by the Event Safety Forum and endorsed by the Health and Safety Executive), to provide an operational event safety plan for the Christmas Fayre in Bury St Edmunds.

All employees and people working on a voluntary or paid basis will have access to this document and be made aware of its contents.

This plan is to ensure, as far as is reasonably practicable, the safety of the spectators in their enjoyment of the event and to promote a unified, co-ordinated response to any emergency arising from that event. It is based on the principles of health and safety management and risk assessment, recognising that, in all considerations, the safety of the general public is of paramount importance.

The production of this document includes the procedures for dealing with untoward events and major incidents should such an incident occur. West Suffolk Council acknowledges the assistance of the numerous local agencies and emergency services in the compilation of this plan. It has been proved that by working together as a team it may be possible to prevent an incident occurring and thereby ensure that Bury St Edmunds residents and visitors to East Anglia enjoy a safe time at the event.

This document is intended solely for the use of the organisations involved in this event and not for public distribution, as some information contained within is considered restricted.

Objectives:

- To identify roles, duties and responsibilities for each organisation
- To identify lines of communication, command and control in both normal and emergency circumstances
- To endeavour to ensure the safety of the Public and people attending or working at the event
- To endeavour to minimise impact on people not involved in the event including local residents and local businesses.

Bury St Edmunds Christmas Fayre Safety Plan

Introduction

This will be the Sixteenth year that that the Christmas Fayre has taken place. If it continues to be successful, it is the intention that it will continue on an annual basis.

It involves the erection of over 300 temporary stalls set up on Angel Hill, Charter Square, Moyse's Hall, Abbey Gardens, Hatter Street and within the Athenaeum/Apex (see annex A).

At this stage, there is no indication of the likely number of visitors, however it was estimated that there were over 125,000 visitors last year. Given the Market's size and the numbers attending, there is a high dependence on event planning and safety arrangements.

West Suffolk Council receives advice and support from a multi-agency Safety Advisory Group (SAG).

Timings

The timings for the event are as follows:

11 – 20 November 2019

- Throughout the 2 weeks - Individual Zone Leaders briefings
- Steward briefings
- Build up in Abbey Gardens

Tuesday 19 November 2019

1800 hrs – Public parking on Angel Hill suspended

Wednesday 20 November 2019

- 0800 hrs – Pre build up (Angel Hill car park)
- 0930 hrs – Road Closures (Angel Hill Traffic lights to Churchgate Street)
- 1000 hrs – Hatter Street closes, Higher Baxter Street closed to through traffic
- 2130 hrs – Pre build up finish

Thursday 21 November 2019

- 0800 hrs – Stall holders build up
- 1000 hrs – Health and Safety walk round
- 1030 hrs – Operations room opens
- 1100 hrs – One way system reversed on Angel Lane and Lower Baxter Street closed to through traffic
- 1100 hrs – Excursion coach party deploys to Honey Hill
- 1130 hrs – All vehicles clear of market areas
- 1200 hrs – Fayre opens to the public

Thursday 21 November 2019 continued...

- 1800 hrs – Parking for residents and permit holders is limited at Crown Street and both sides of Honey Hill
- 1945 hrs – Firework display Abbey Gardens
- 2000 hrs – Fayre closes
- 2030 hrs – Operations room closes

Friday 22 November 2019

- 0800 hrs – Parking for residents and permit holders is limited at Chequer Square
- 0800 hrs – Operations room opens
- 0815 hrs – Excursion Coach Drop off/pick up brief
- 0830 hrs – Park and Ride (P&R) starts
- 0830 hrs – All vehicles clear of market area
- 0900 hrs – Brentgovel Street/St John's Street closed to traffic
- 0900 hrs – Fayre opens to the public
- 1800 hrs – Brentgovel Street/St John's Street open to traffic
- 2000 hrs – Fayre closes
- 2030 hrs – P&R finishes
- 2030 hrs – Operations room closes

Saturday 23 November 2019

- 0800 hrs – Operations room opens
- 0830 hrs – P&R starts
- 0830 hrs – Park and Walk (P&W) opens at Greene King, West Suffolk College & Olding Road
- 0830 hrs – All vehicles clear of market area
- 0900 hrs – Brentgovel Street/St John's Street closed to traffic
- 0900 hrs – Fayre opens to the public
- 1800 hrs – Brentgovel Street/St John's Street open to traffic
- 2000 hrs – Fayre, and PW close
- 2030 hrs – P&R finishes
- 2030 hrs – Operations room closes

Sunday 24 November 2019

- 0800 hrs – Operations room opens
- 0900 hrs – P&R starts
- 0900 hrs – Brentgovel Street/St John's Street closed to traffic
- 0930 hrs – P&W opens at Greene King, West Suffolk College & Olding Road
- 0930 hrs – All vehicles clear of market area
- 1000 hrs – Fayre opens to the public
- 1700 hrs – Fayre closes
- 1700 hrs – P&W closes at Greene King, West Suffolk College & Olding Road
- 1715 hrs – Fayre breakdown
- 1730 hrs – P & R Finishes
- 1800 hrs – Brentgovel Street/St John's Street open to traffic
- 2000 hrs – Operations room closes
- 2300 hrs – Roads Open (Angel Hill, Mustow Street, Angel Lane, Hatter Street, Higher & Lower Baxter Street), reversed one way system Angel Lane stops.

General Arrangements

Whenever a member of event staff notices a health and safety hazard or potential hazard, s/he must act immediately by:

- Making the area safe – i.e. cordon
- Report to Event Manager

Roles & Responsibilities

The responsible body for the organisation of the Christmas Fayre is West Suffolk Council; detailed responsibilities are shown in Annex B.

Operations room

The Cathedral Modern Theology Library, Abbey House, Angel Hill, Bury St Edmunds, IP33 1LS, has been designated as the Operations Room for the duration of the event and set up with the support of ICT.

The Operations Room will be operational from the times stated previously; it will also be used as a focal point for all staff and the emergency services as required.

In the event of the **Operations room being compromised** an alternate operations room will be located at Bury Police Station. So as to reduce time, the following safe route has been identified to avoid crowd conflict see Annex G.

The stewards will relocate to St Mary's Church.

Risk assessments

The Council will undertake a generic risk assessment for the event, supported by individual risk assessments for the areas of high risk; these risk assessments will be included at Annexes D & E.

In addition, the Council obtains third party risk assessments/public liability insurances/qualifications from all major contractors and suppliers which are checked and validated by a member of the Safety Team prior to the Fayre opening and held in the operational Event Safety Plan.

Accidents / Near Misses / Violence at Work reporting

All Accidents/near misses and violence at work incidents must be reported under current legislation, they are to be reported as follows:

- **Event Staff** - All Accidents / near misses / violence at work incidents are to be reported and recorded on the Council's General Reporting Form; these will be located at the Operations Room, Athenaeum, Moyses Hall and Apex. A copy of the report is to be sent to the West Suffolk Health and Safety team.
- **Members of the Public** - Any incident involving a member of the public must be brought to the attention of the Zone Leader and first aid assistance called if appropriate. Zone Leaders to report incidents to Event Manager, where appropriate. A record of the incident is to be recorded on the Council's General Reporting Form. These are located as previously mentioned. A copy of the report is to be sent to the West Suffolk Health and Safety team.

Security/Stewards

Routine crowd control is to be managed by a team of stewards and professional security staff. Their roles and responsibilities are shown in Annex B.

Security of the Fayre at night will be managed by a team of security guards provided by a professional security company and the organiser of the world market.

The Event Manager will arrange briefing for all stewards/security prior to the event, outlining responsibilities, hazards, reporting of incidents, Fayre layout etc, briefings will take place between the;

- Early October up to the 21 November 2019

Additional briefings will be undertaken by the Event Director/Manager or Health and Safety adviser as and when required.

All stewards are to book in at the Operations room prior to starting work and book out at the end of the day passing on any debriefing points to the operations room supervisor.

Pre Event Checks

Zone Leaders/Duty Managers will undertake pre-event checks of their zones of responsibility this creates an opportunity for good housekeeping. By removing unnecessary items, rubbish, materials will reduce the likelihood of hoax calls, the placing of devices/items that may cause a disruption to the event.

Serious Incident/Bomb threat/Act of terrorism

In the event a serious incident, bomb threat or act of terrorism an Incident Controller will be appointed, they will be responsible for dealing with the incident/threat. Depending on the severity of the incident one of the 3 emergency services may take control, detailed procedures can be found at Annex W to this event safety plan.

At the time of writing this event safety plan the current threat level for the UK is "SEVERE" (which it has been for a number of years with the occasional rise to critical). This means that an attack is highly likely, however there is no specific intelligence to suggest that an attack is likely at this year's Christmas Fayre.

In light of recent events and taking into account the nature of the event and the expected numbers of attendance a counter terrorism strategy has been written specifically to cover the Christmas Fayre, part of the strategy is to deploy Hostile Vehicle Mitigation (HVM) on approaches that lead to highly crowded areas to prevent a vehicle attack (see counter terrorism strategy at Annex Y).

Evacuation and zone closure procedures

Should there be a situation that requires the Fayre, or parts of, to be evacuated or closed down, stewards will then be directed by the Event Director/Manager and Zone Leaders.

The Fayre has been divided into 23 zones for management and control purposes (see Annex A).

- Zone 1 – The ARC
- Zone 2 – The Apex
- Zone 3 – Moyses Hall
- Zone 4 – The Buttermarket/Cornhill
- Zone 5 – The Traverse
- Zone 6 – Abbeygate Street
- Zone 7 – Hatter Street
- Zone 8 – Angel Hill World Market
- Zone 9 – Angel Hill Fun Fair
- Zone 10 – Abbey Gardens West
- Zone 11 – Abbey Gardens East
- Zone 12 – Abbey Gate
- Zone 13 – British Market (Angel Hill)
- Zone 14 – Athenaeum
- Zone 15 – Crown Street (Park & Ride drop off/pick up)
- Zone 16 – The Great Church Yard
- Zone 17 – Honey Hill (Excursion Coach drop off/pick up)
- Zone 18 – Olding Road P&W (Sat-Sun)
- Zone 19 – West Suffolk College P&W (Sat-Sun)
- Zone 20 – Park & Ride (Fri-Sun)
- Zone 21 – Greene King P&W (Sat-Sun)
- Zone 22 – Firework no go zone (Thurs)
- Zone 23 – St Johns Street

Detailed emergency evacuation and zone closure plan is at Annex G.

Angel Hill and Hatter Street will be closed for the duration of the event, in the unlikely event of an emergency all parts of Angel Hill (including transit) will be maintained for the emergency services.

If the park and ride has to be suspended for any reason, temporary shelter will be the Cathedral and St Mary's Church.

Rendezvous Point (RVP)/Forward Control Point (FCP)

In case of a major incident the 4 locations have been identified as possible RVP's/FCP's (see Annex A):

RVP/FCP 1 - West Suffolk House, visitor's car park Western Way, IP33 3YU (Annex A-22)

RVP/FCP 2 - Rugby Club, Southgate Green, Bury Saint Edmunds IP33 2BL (Annex A-23)

RVP/FCP 3 - Rear of Apex, St Andrews St South, IP33 1SD (Annex A-6)

RVP/FCP 4 - Police Station, Raingate St, Bury Saint Edmunds IP33 2AP (Annex A-15)

Emergency vehicle access

Emergency vehicle access will be maintained to all areas of the Fayre at all times. Stewards are instructed to ensure that access routes are not compromised by any obstructions.

In the event of emergency access being required stewards will be notified and deployed to the area.

Emergency vehicle movements within the foot print of the Fayre will always be subject to a dynamic risk assessment and escorted by foot stewards.

Town Centre Evacuation

If there is a requirement for the town centre to be evacuated, there is separate guidance on evacuation, found within Suffolk Resilience, Annex I to the "Guide to the evacuation and shelter in Suffolk" (Town centre Bury St Edmunds). A copy of which can be found at Annex Z to this safety plan.

First Aid

Appropriate first aid cover will be in attendance at the event; this cover will be provided by St John Ambulance, the first aid assessment is found at Annex H.

The first aid post will be established in the lay-by, east side of the Athenaeum, Angel Hill (see Annex A). An additional first aid point is located in St Andrews Street South at the rear of the Apex; co-located at these points will be an ambulance. In addition to the above there will be a First Aid Pod in the Abbey Gardens, any casualties evacuated from the Fayre will be taken to the A&E department West Suffolk Hospital.

There will be 2 roving patrols (one for the East side of the event and the second for the West side), during the excursion coach pick up times an additional patrol will be in zone 17.

In the event of a major incident St John Ambulance will notify both the Ambulance Service and West Suffolk Hospital.

Air Ambulance - In the event of the Air Ambulance being needed for an emergency medical evacuation the centre of the Abbey gardens will be cleared and used as a Helicopter Landing Site (HLS).

Fire Safety

The Fire and Rescue Service have visited the Fayre in its current configuration to ensure their vehicles will be able to access the site and the surrounding buildings to deal with an emergency.

Every stall holder at the Christmas Fayre that has a risk of fire is required to carry a fire extinguisher appropriate to their business. These will be inspected prior to the Fayre opening by a member of the Safety Team.

Weather

Weather monitoring is key to the safe delivery of the event as weather conditions can deteriorate quickly at this time of year. Weather monitoring is the best defence against adverse weather conditions as it allows us to act before the conditions take hold and so avoid dangerous situations.

The event hierarchy will monitor weather throughout the event using conventional systems. Alongside these shall be invaluable monitoring techniques such as visual assessments and locally deployed anemometer checks. The Christmas Fayre weather monitoring employs both long and (more accurate) short term predictions using on line weather forecasts which display clear warnings for any forecasts of undesirable weather.

Both long/short term weather monitoring will be via the BBC Weather and Met Check links listed below.

<http://www.bbc.co.uk/weather>
<http://www.metcheck.com/UK>

The long range forecast monitors 10 days in advance. Temperatures, wind speed and whether rain/snow has been forecast.

In event of ice/snow, there will held gritting barrows available to deploy which are located in the Abbey Gardens.

Main routes such as Angel Hill will be closed however due to it being on the County gritting route therefore there may be a requirement to open this route to allow winter maintenance vehicles through, during Fayre closure times; this will be briefed separately if required.

Note:

Priority 1 routes

- Angel Hill
- Abbeygate Street

Priority 2 routes

- Hatter Street
- Angel Lane

Over the past few years when there has been a real threat of severe weather i.e. gale force winds a good relationship has been set up with the local metrological office who will provide hourly local updates, the telephone number can be found out in Annex C.

For more information also see Annex W appendix 3

Crowd Management and Dynamics

The Event will be monitored by the CCTV control room in addition the operations room will have additional CCTV coverage (not covered CCTV control room) of the event. Staff from both the CCTV Control Room and the Operations Room will monitor crowd behaviours and potential issues and update the Event Manager or Zone Leaders as necessary. Locations of the CCTV control room cameras are at Annex I, Operation room cameras are shown at Annex A.

There are two areas that require additional control crowd control measures, they are:

- Abbeygate street
- The Abbey Gate (access from Angel Hill to the Abbey Gardens).

Details of these additional measures can be found at Annex J.

There is a requirement to have additional stewards (if available) at the operations room to respond to an emergency.

Barriers

Crowd control barriers will be set up as shown in Annex A.

Additional barriers will be located at the junctions of Abbeygate Street and Lower and Higher Baxter Streets, to prevent members of the public overcrowding Angel Hill again see Annex G.

Contractors, Equipment, Stages, etc

All equipment supplied by contractors (“public announcement equipment, stages etc”) will be the subject of individual risk assessments submitted by the supplier to the Event Manager.

Performers and Entertainers

Full details of performers and entertainers are with the Event Manager, all entertainers and performers are to provide individual technical requirements and risk assessments if appropriate.

Fairground

The Health and Safety Advisor must receive satisfactory evidence from the Fairground Operator of liability insurance, risk assessment and ride test certification prior to setting up. A final check of compliance on all attractions will be carried prior to opening.

Stallholders and traders

The responsibilities and obligation of stallholders and traders are regulated by written conditions, a signed copy by stallholders and traders will be held by the Event Manager, details of conditions can be found in Annex F.

Food Hygiene

All stallholders selling food and drink have received specific guidance notes from the Council’s Environmental Health Section, and Environmental Health Officers will visit stallholders during the event to ensure compliance.

Liquid Petroleum Gas (LPG)

All stallholders cooking with LPG have received specific guidance notes on the safe use of LPG. Inspection to ensure compliance will be undertaken by a member of the Safety Team prior to the Fayre opening.

Electrical Safety

The power supply for this year’s market will be supplied by two independent contractors each contractor will supply power as follows:

Pearce Hire – will supply power to;

- Both sides of Angel Hill including the ready assembled marquees and the Athenaeum.
- All stall holders in the Abbey Gardens (top end) and tower lights.
- Decorative lights on Abbey Gate.
- Lighting and PA at coach drop off point.
- The bottom of the gardens which will include a small fairground, children’s activities, toilets and Santa’s Grotto.
- Stalls in Hatter Street and small marquee in Langton Place.

St Edmundsbury Theatre Services – will supply power to;

- Marquees on Charter Square.
- St John’s Street

There will be a Duty Electrician in attendance from both contractors throughout the event including the build up and break down periods.

All electrical equipment and supplies provided by the event contractors are to be compliant with current legislation and the certification is to be handed to the Health and Safety Team.

The Duty Electricians or a Safety Team member is authorised to confiscate appliances or withdraw supply from any stallholders or operators using appliances that are deemed to be unsafe.

All stallholders using electrical equipment (heaters, boilers, fridges, extensions etc) are required to supply Portable Appliance Test (PAT) certificates, as stated in the terms and conditions (Annex F).

Noise

Noise levels for the stage area are to be controlled by the system provider.

Fairground rides with associated music/noise are controlled by the fairground operator.

In all cases, noise must be of a reasonable level and compliant with current regulations and not cause a nuisance.

Litter / street cleaning

Litter collection and street cleansing will be provided by West Suffolk Council's Waste and Street Scene Services.

If there is a requirement for additional litter/street cleansing, then this will be organised through the Event Manager.

Lost Property

Lost property must be handed to the event operations room, where a written record will be made of time, date, location, who found it (contact number) description of item.

Lost Children

If required a Lost Child Liaison Officer can be appointed in which case they should have been DBS checked and had training in child protection awareness. The lost child point will be the operations room, for further details see Annexes B and S.

Inspections

The Safety Team will undertake a full inspection of the market area on Thursday from midday with any follow up visits prior to the opening to ensure remedial actions have been taken.

Various specialist inspectors (trading standards, environmental health etc) will make independent inspections throughout the 4 day event.

Communications

All key personnel including key stewards will be issued with a radio. A simple radio plan including key mobile telephone numbers can be found in Annex C.

Radios will be issued daily from the Operations Room and returned at the end of each day, spare batteries and chargers will also be located in the Operations Room.

Radio communications will be monitored by the Operations Room. Radio's are to be used to exchange key information and messages should be short and precise.

Guidance for the use of radio's can also be found in Annex C.

Mobile Phones

In addition to the two-way radios, all key members of event staff will be contactable via mobile phones (this may include the use of apps).

Note: With all communications, be it face to face, by radio or mobile phone you must minimise the potential of sensitive information being over heard by members of the public.

Training

All staff will receive the training necessary to ensure that they are able to do their job safely; this will be identified by the Event Manager.

Vehicle Movements

There will be a certain amount of vehicle movement during the build up, start/end of each day and the breakdown of the event. A strict one-way system will be in place during these times and managed by the stewards.

All vehicles moving during this period must have hazard warning lights on and be limited to 5 mph; stewards will be available to act as banks men if required.

All vehicles must have left all parts of the site 30 minutes prior to the Fayre opening to the public.

Individual stallholders will be given time slots during the build up to relieve congestion and improve safety during this busy period.

Traffic Management Plan (TMP)

Due to the changes to the Park and Ride site the traffic management plan has been changed, the new TMP and this can be found at Annex K.

There will be a media plan in place to alert the public on traffic issues around the Town.

Road Closures

Angel Hill, Abbeygate Street and Hatter Street will be closed for the duration of the event. There will be no access to Abbeygate Street from Higher and Lower Baxter Street. Angel Lane will be closed but access is available to residents and businesses.

Access

Visitors to the Christmas Fayre access the site by a variety of routes and transport modes.

By Car

Cars are directed to the park at either:

a. Park & Ride (Saxham Business Park) Friday - Sunday

Park and Ride (P&R) site at Saxham Business Park (Fri – Sun) is located 3 miles West of Bury St Edmunds. Where a fleet of buses will then transfer the passengers to the drop off/pick up point by the side of St Mary's Church on Crown Street.

The service will operate from 1100 hrs to 2030 on Thursday, 0830 hrs to 2030 hrs on the Friday and Saturday and 0900 hrs to 1730 hrs on the Sunday and will have a frequency of approximately 15 to 20 minutes.

Note: CALOR Gas Limited, at Saxham, is subject to the Control of Major Accident Hazards Regulations (COMAH) 2005 because it stores and bottles hazardous substances, such as propane and butane which are extremely flammable.

The P&R site at Saxham falls within the boundaries of the Public Information Zone (PIZ). As per the Regulations an action card has been produced to advise you what to do in the unlikely event of a major accident on the CALOR site.

For further information refer to the action card is at Annex U (which must be read by all P&R staff and instructions followed if the continuous COMAH alarm is sounded), and the emergency plan at Annex G.

The slip road is the preferred RV point for the emergency services so all P&R services will be suspended.

b. Park & Walk (West Suffolk College and Olding Road) Saturday - Sunday

The car parks at West Suffolk College and Olding Road will be open as normal for those wishing to park and walk to Christmas Fayre.

c. Park & Walk (Greene King Cullum Road depot) Saturday - Sunday

The car park is operated by Greene King in conjunction with the Council.

By Excursion Coach

Excursion coaches are pre-booked and allocated set departure times so that organisers can understand and manage volumes of vehicles and passengers during the Christmas Fayre opening times, especially through the busy egress phases.

On arrival coaches are directed to the drop off/pickup point by the side of St Marys Church on Honey Hill (Zone 17). The empty coaches are then directed to the lorry park at Rougham Hill, Nowton Park has been designated as an overflow if required.

By Rail

Christmas Fayre visitors also arrive by rail into Bury St Edmunds; appropriate signage is in place directing them to the Fayre.

On Foot

Many local people and some visitors (who seek to park in the town centre car parks) will access the Fayre on foot.

Car parking

Normal car parking will be in operation during the event on a first come first served basis.

Disabled car parking

There will be limited disabled parking on a first come, first served basis throughout the Town.

Stallholder parking

Stallholders will be able to park free of charge in the exhibitor's car parks as directed, when displaying the appropriate issued permit.

Media

In the event of any 'Untoward Incident' or 'Emergency Situation' occurring during the event, which generates media interest, the initial response would be handled by the Council's nominated communications officer, a media centre will be established in the Apex back of house, if the Apex is compromised a media centre will be established at West Suffolk House. (See Annex B & C).

If the media ask any event employee to comment they should simply reply that they are not in a position to comment and refer them to the communications officer.

Information

All information, enquiries, including general tourist enquiries will be dealt with by the Tourist Information Office, The Apex, Charter Square, Bury St Edmunds (01284 764667).



M J Hosker BEM
Event Director

October 2019

Distribution:

Action:

Internal:

Directors	- Jill Korwin, Alex Wilson (Hard Copy)
Assistant Director	- Jen Eves (Hard Copy)
Event Director	- Martin Hosker BEM (Hard copy)
Event Manager	- Sharon Fairweather (Hard Copy)
Deputy Event Manger	- Michele McCoy (Hard Copy)
Health and Safety Team	- (Hard Copy)
Emergency planning	- Steve Henthorn (Hard Copy)
Environmental Health/Licensing	- Richard Smith (Hard Copy)
	- (Hard Copy)
Communications Officer	- Mark Miller (Hard Copy)
Steward Supervisor	- Chris Read (Hard Copy)
Operations Room	- Operations room supervisor (Hard Copy)
Highways	- Cheryl Froud (Hard Copy)
Athenaeum	- Duty Manager (Hard Copy)
Apex	- Duty Manager (Hard Copy)
Moyses Hall	- Duty Manager (Hard Copy)
CCTV Control Room	- Teresa Claydon (Hard Copy)
Waste Management	- Chris Silverwood (Hard Copy)
Leisure & Cultural	- Damien Parker (Hard Copy)
	- Abbey Gardens (Hard Copy)
Property Services	- Darren Dixon (K Drive)
Car Parks	- Alan Reed (Hard Copy)

External:

Police	x 4	(Hard Copy)
Fire and Rescue Service	x 5	(Hard Copy)
Ambulance Service	x 1	(Hard Copy)
St Johns Ambulance	x 3	(Hard Copy)
ARC Management	x 1	(Hard Copy)
PPE Security (day)	x 1	(Hard Copy)
Keepguard Security (night)	x 1	- Chris Mattack (Hard Copy)
Pearce Hire	x 1	- John Huson (Hard Copy)
SETS	x 1	- Marcus Eustace (Hard Copy)
CLAAS (P&R site)	x 1	- Richard Vaughan (Hard Copy)
SCC Highways	x 1	(Hard Copy)
Radio Supplier	x 1	(Hard Copy)
Steward Supplier	x 1	(Hard Copy)
Park and Ride site	x 1	(Hard Copy)
Traffic Management	x 1	(Hard Copy)

Information

Internal:

Chief Executive	x 1	- Ian Gallin (K Drive)
Assistant Directors	x 2	- Mark Walsh & Julie Baird (K Drive)
Service Manager	x 1	- Andrea Mayley (K Drive)

External:

Suffolk College	x 1	(Hard Copy)
Sodexo	x 1	(Hard Copy)