



**Scottish Ambulance Service
H&S: 001 Health and Safety Organisation and Responsibility
Policy**

Recent Author: Fay McNicol	Original Date of Document 23/08/04
Policy Manager: Head of Health and Safety	Other Key Stakeholders: Chief Executive, Director of Human Resources
This document replaces: H&S 001 statement and V6 H&S 002 Health and Safety Organisation and responsibility policy	Consultation & Approval: Health and Safety Committee, Policy Review Group, National Partnership Forum, Staff Governance Committee.
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Policy Statement

The Scottish Ambulance Service recognises and is fully committed to meeting its responsibilities under the Health and Safety at work Act 1974 and Management of Health and Safety at Work regulations 1999.

The Scottish Ambulance Service will comply with its duties under the legislation to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees.

It is an essential part of its responsibility towards its employees and all those affected by its business activities, that effective Health and Safety management improves performance, reduces injuries, ill health, costs and liabilities.

We regard Health and Safety at work as of equal importance to operational and other Service objectives including business ethics, and it is an integral part of the roles of our employees.

We have a Health and Safety Management System that can be accessed through the Service intranet "@SAS". This is mandatory in all areas of the Service and enables all levels of line management to understand the Health & Safety aspects of their activities and all applicable legislation.

The Service will support the aims of this policy through adequate resource (time and money), competent professional advice, and commitment from the Board of Directors.

We request that all contractors and visitors respect this Policy, a copy of which can be obtained upon request

Whilst overall responsibility for Health and Safety management rests with the Chief Executive, day-to-day responsibility is delegated to all managers within the Service. Managers and supervisors are directly accountable for the promotion of good Health and Safety practice; and to minimise accidents, incidents, and ill health caused whilst at work.

This policy is subject to a Bi-Annual review unless determined otherwise.

Signed by:

A handwritten signature in black ink, appearing to be 'P. Allan'.

Date: 29 June 2015

Position: Chief Executive

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Introduction

The Scottish Ambulance Service recognises the importance of providing a safe working environment to its staff, patients and other members of the public who come into contact with the Service.

The Service will ensure that specific responsibilities are fulfilled by carrying out risk assessments of the organisation's activities, controlling identified hazards, providing information, instruction and training to allow staff to carry out their duties safely, and also that auditing systems are in place to ensure that policies and procedures have been implemented.

Purpose.

To define how Health and Safety will be managed within the Scottish Ambulance Service.

Scope.

All Departments / Directorates.

Chief Executive.

The Chief Executive has overall accountability to make sure that the Service fulfils its legal responsibilities, ensuring that:

- i. The Health and Safety policy is effective and appropriate to the Service's risk.
- ii. The responsibility for Health and Safety is properly delegated and accepted at all levels.
- iii. Appropriate resources are made available to enable the management of Health and Safety (e.g.: ongoing pay and overhead budget for department, project work via business case).
- iv. The Health and Safety Management System is reviewed and audited annually.
- v. Health and Safety objectives form part of the organisation's overall objectives.

Service Directors.

All directors are responsible for ensuring that:

- i. Personnel under their control are trained to work safely, and are fully aware of the hazards and controls in their work place.
- ii. Appropriate safe systems of work are established within their areas of responsibility.
- iii. There is adequate supervision to ensure the safety and welfare of all concerned.
- iv. All accidents and incidents are fully investigated and reported as detailed in the Service accident and incident reporting procedure.
- v. All work necessary to maintain the safety of the work place or work equipment is carried out promptly.

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- vi. All machinery or equipment identified as unsafe is removed from service and replaced or repaired as appropriate.
- vii. Ensure that local risk assessments are completed and reviewed.
- viii. Staff are made available for Health and Safety related training.
- ix. Staff are consulted on matters affecting Health and Safety.
- x. Health and Safety risk assessments are completed for all aspects of their directorate's work and that these assessments are reviewed in line with Service policy.
- xi. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.

Director of Human Resources

The Director of Human Resources has designated authority for the implementation of Health and Safety policy within the organisation.

Director of Human Resources is responsible for:

- i. Ensuring that Health and Safety issues are appropriately considered for all Board decisions.
- ii. Ensuring that Health and Safety is appropriately resourced.
- iii. Ensuring that competent Health and Safety advice is available.
- iv. Ensuring the Health and Safety system is effective and audited annually.
- v. To recommend to the Board corporate strategies for continuous improvement in Health and Safety performance in line with Service goals.
- vi. Ensures that there is a common specification for the provision of Occupational Health services, with common protocols and procedures governing access and referral to these services.

General Managers, Department Heads.

Are responsible for ensuring that:

- i. Their departments / divisions comply with the Health and Safety management system as found on @SAS.
- ii. Divisional General Managers, General Manager Fleet, General Manger NRRD, General Manager Airwing, General Manager Ambulance Control Centres are required to ensure that the appropriate Regional Health and Safety Officer are members of their divisional / departmental Safety group meetings and Divisional Management Team meetings.
- iii. Divisional General Managers, General Manager Fleet, General Manager NRRD, General Managers Airwing, General Managers Ambulance Control Centres are required to ensure that all locations achieve the necessary NCSS audit standards.
- iv. Their employees are aware of the requirements of the Health and Safety Management System.
- v. Their employees are aware of the processes to follow in the event of an emergency (e.g. Fire, Bomb Threat).
- vi. Departmental Health and Safety risk assessments are in place, reviewed and approved in line with Service policy.

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- vii. All accidents and incidents are fully investigated and reported as detailed in the accident and incident reporting procedure.

Area Service Managers

1. Their employees are aware of the processes to follow in the event of an emergency (e.g. Fire, Bomb Threat).
2. That any visitors on their premises are aware of the requirements of the Health and Safety Management System.
3. All accidents and incidents are fully investigated and reported as detailed in the accident and incident reporting procedure.
4. All employees under their control are aware of the hazards in their workplace and the controls in place and that these controls are used.
5. All employees wear appropriate Personal Protective Equipment (PPE) whilst at work.
6. All employees are adequately supervised (especially young or inexperienced workers).
7. Damaged or unsafe work equipment is removed from service until it is either repaired or replaced. If replaced the equipment must be suitably disposed of.
8. Unsafe work areas are quarantined until they are made safe.
9. Good housekeeping standards are maintained within their area of responsibility, with particular attention to areas used to store equipment, consumables and data.
10. Storage areas should be suitable for the materials being stored and provide no risk to the integrity of the items being stored.
11. Matters affecting Health and Safety are recorded and reviewed at local Health and Safety committees.
12. Departmental Health and Safety risk assessments are in place, reviewed and approved in line with Service policy.
13. All contractors working in their areas comply with national and local control of contractors procedures.
14. Ensuring that all staff are consulted with regard to Health and Safety.
15. Ensuring that all Health and Safety related tasks identified in their areas of responsibility are actioned in a timely manner.
16. Use local & national resources to anticipate situations of high risk and put suitable and sufficient control measures in place to deal with them.

Head of Health and Safety

Is responsible for:

- i. Ensuring all staff and senior management are aware of their legal obligations
- ii. Ensuring the Health and Safety Management System is in place and allows the Service to comply with existing legislation.
- iii. Advising the senior management team of any forthcoming legislation, codes of practice and industry best practice which may affect the operation of the Service.
- iv. Proposing procedural changes to allow the Service to comply with new Health and Safety law prior to its implementation.
- v. Ensuring that all divisions and departments are appropriately audited.

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- vi. Measuring Health and Safety performance within the Service, alerting the Service to any new Health and Safety risks or opportunities and to publish this information via the senior management team meetings
- vii. Sourcing expertise from outside the Service, where appropriate, and liaising with the regulatory bodies, e.g. Health and Safety Executive (HSE), Local Authorities, Fire Authorities etc.
- viii. Advising the training department on the necessary requirements for Health and Safety training, both at induction and for ongoing refresher training.
- ix. Providing expert advice to the estates department in relation to design and maintenance of new and existing Service properties in relation to the physical health, safety and welfare requirements.
- x. Ensuring a Fire Safety Officer is appointed for the Service with responsibility for compliance with all current fire related Acts, Regulations, codes and policies.
- xi. Ensuring a generic and specific risk assessment programme is completed
- xii. Providing line management support and guidance to the Health & Safety Team (Ergonomics Advisor, National Officer, Regional Officers and Auditors)
- xiii. Advising senior management of shortfalls in Service's Safety Management Systems as identified by the Health and Safety Team.
- xiv. Ensuring audit and review of stations and departments are completed according to pre-arranged schedules with data forwarded in a timely manner to relevant persons.

Ergonomics Advisor

Is responsible for:

- I. Providing the Service with expert advice on how to avoid or mitigate the incidence and consequences of (non-violence related) physical injury to staff and Service users. Measures may include the design of assistive equipment or work environment, identifying training needs to control hazards or developing evidence based systems of work.
- II. Benchmarking current practice to context specific best practice and standards (beyond generic guidelines contained in legislation at present there are no agreed standards for patient handling for the Ambulance Services in the UK).
- III. In partnership with external Occupational Health providers offering expert advice to Human Resources and line managers as to which physical rehabilitation/return to work pathway would best suit to the needs of individual staff who may have suffered chronic illness, or be returning from a period of acute illness or injury.
- IV. Providing expert advice to the Service on the physical requirements of different roles within the Service, and how these might be measured.
- V. Supporting other members of the team by providing subject matter expert advice on (physical) ergonomics related matters, for example manual handling, the use of display screen equipment, or the adoption of poor posture at work.
- VI. Providing support to operational colleagues in cases of complex and challenging patient handling tasks.

National Health and Safety Officer

Is responsible for:

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- I. Developing and maintaining suitable and sufficient policies and procedures to enable the organisation to conform to their legal and moral obligations in respect of Health and Safety in the workplace.
- II. Provide expert technical advice on matters relating to the organisation's Health and Safety matters to managers and colleagues.
- III. The commission of audits to identify robustness of existing control measures, and identify action plans to control any non-conformities or potential hazards identified by the process.
- IV. Assist the Head of Health and Safety to maintain an orderly database and intranet web pages to assist staff to access Health and Safety guidance, policies and protocols.

Regional Health and Safety Officers

Are responsible for:

- i. Ensuring the implementation of Health and Safety systems in their division / department.
- ii. Ensuring that risk assessments are completed and reviewed as necessary.
- iii. Ensuring that monthly accident statistics are collated for their assigned areas of responsibility.
- iv. Implementing a Divisional Health and Safety plan for action through the local Health and Safety committees and through Divisional Management Team.
- v. Ensuring that all accidents/incidents are appropriately investigated by divisional staff, offering advice and support upon request, and ensuring any corrective actions taken.
- vi. Ensuring that RIDDOR reportable incidents are reported by divisional management in line with the timeframes identified in the RIDDOR regulations.
- vii. Informing their General Manager or Department manager of issues which cannot be resolved locally.
- viii. Informing the Health and Safety manager of issues that may have national significance.
- ix. Maintaining accident and incident information for their areas of responsibility
- x. Providing Health and Safety advice, education and support to all staff and managers.
- xi. Ensuring all Health and Safety audits are completed in a timely manner and offering advice, guidance to Health and Safety Auditors.

Regional Infection Control; and Health and Safety Auditors

Are responsible for:

- i. Auditing all locations in line with the audit timetable.

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- ii. Providing advice to local staff and managers on issues relating to audits, and within the remits of their training / competence.
- iii. Raising tasks for completion as necessary on the RIVO system.
- iv. Informing station management of any necessary corrective actions.
- v. Providing feedback following all audit activity.
- vi. Identifying estates issues that impact on cleanliness of the environment and therefore increase the risk of HAI, National Cleaning Services Specification (NCSS).
- vii. Identifying safety (including infection control) issues that impact on site and patient safety (Health and Safety).
- viii. Training of staff in line with NCSS standards, Service cleaning schedule for vehicles and stations and in the use of specific cleaning equipment. (NCSS).
- ix. Providing basic infection control advice as per training given by Infection Control Advisor (NCSS).
- x. Providing basic Health and Safety (including infection control) advice as per training provided (Health and Safety).
- xi. Referring staff, supervisors and managers to the Infection Control Manager/Advisor for specialist Infection Control advice.
- xii. Referring staff, supervisors and managers to the Health and Safety Team for specialist Health and Safety advice.

Infection Control Manager:

Is responsible for:

- i. Responsible for developing, implementing and advising on Service management systems and standards in relation to Healthcare Acquired Infection (HAI)/infection control, decontamination and cleaning.
- ii. Act as a source of specialist advice with regard to infection control issues.
- iii. Providing regular (monthly) updates to the HAI Executive Lead.
- iv. Development and review of Infection Control Policies and Procedures.
- v. Compilation and delivery of an annual Infection Control Programme to meet the requirements of the national HAI agenda and to address Service specific issues.
- vi. Completion of HAI updates reports to SGHD, Healthcare Environment Infection (HEI) and Service Board.
- vii. Participating in relevant committees to include Infection Control Committee, National Health and Safety Committee, Risk Management Steering Group, Divisional Management Team Meetings, Regional Health & Safety Committees.
- viii. Advising the training department on the necessary requirements to meet NHS HAI standard 5 and other national HAI education requirements
- ix. Risk assessing infection control/ NCSS audit activity and providing General Managers with regular reports.
- x. Managing the NCSS monitoring process and monitoring Service compliance.
- xi. Production of an annual report covering HAI/infection prevention and control, decontamination and cleaning.

Infection Control Advisor:

Is responsible for:

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- i. Act as a source of specialist advice with regard to infection control issues.
- ii. Compilation, review and audit of Infection Control Policies and Procedures
- iii. Audit and review of stations.
- iv. Development of training packages to support HAI education in conjunction with training dept.
- v. HAI risk assessment.
- vi. Providing relevant annual Infection Control Training to NCSS and Health and Safety Auditors and other relevant staff e.g. Paramedic Advisors.
- vii. Advising managers on levels of cleaning contracts to ensure the required standard is met.
- viii. Participating in relevant committees to include Infection Control Committee, National Health and Safety Committee, Divisional Management Team Meetings, Regional Health & Safety Committees.

Infection Control Doctor

Is responsible for:

- I. Providing specialist advice on all aspects of infection control.
- II. Advising in the development of infection control policies/guidance/reports.
- III. Advising in the development of infection control education and training programmes.
- IV. Participating in relevant committees to include Infection Control Committee, Medicines Management Committee, Scottish Antimicrobial Prescribing Group (SAPG) National Infection Control Doctors Network.
- V. Advising Medical Directorate on antimicrobial prescribing and development of Patient Group Directives (PGDs).

Standard Infection Control Precautions (SICPs) Co-ordinator

Is responsible for:

- I. Promoting SICPs compliance to raise staff awareness of the elements of SICPs, across the Service
- II. Promoting zero tolerance to non-compliance with SICPs policy and procedure.
- III. Implementation and Completion of a rolling monthly national SICPs audit programme
- IV. Compilation and distribution of SICPs audit reports/action plans to Divisional Managers
- V. Networking with IP&C Teams across other NHS boards and UK Ambulance Services
- VI. Monitoring trends in SICPs non-compliance and communicating this within action plan section of audit reports.
- VII. Advising on and supporting staff to develop and implement measures to improve SICPs in any area demonstrating low compliance
- VIII. Providing progress reports to the Infection Control Manager
- IX. Promoting good practice to staff, patients and the public.

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Estates Department

The manager in charge is responsible for ensuring that:

- i. Effective building maintenance and inspection systems are in place.
- ii. A robust control of contractors scheme is in place
- iii. Contractors used are competent and are aware of their safety requirements.
- iv. All “construction” work is correctly licensed and documentation is completed as required by the CDM Regulations.
- v. All extraction systems fitted (e.g. exhaust extraction) is examined as required by the COSHH regulations.
- vi. A system/framework for all relevant legislation, providing evidence to demonstrate compliance with all relevant legislation, e.g. PUWER, LOLER, Legionella, Asbestos, etc is in place.
- vii. All new buildings meet at least the minimum requirements or the workplace and other health, safety and welfare regulations.
- viii. There is a plan in place to bring existing buildings up to the appropriate standards of legislative compliance.
- ix. Agreeing standards of maintenance for in house and contracted services, ensuring quality and value and that the Health and Safety performance of the main estates contractor and their sub contractors are appropriate and closely monitored for standard and quality of workmanship.
- x. Fire risk assessments are conducted, reviewed and available for all sites including all areas used to store equipment, consumables and data and that all recommendations made are implemented.
- xi. Funding is allocated to rectify safety and fire safety related items.
- xii. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.
- xiii. Operate policies and procedures in respect of permit to work systems, safety alerts and other statutory requirements.
- xiv. Act as main point of contact for all maintenance requirements in relation to building fabric, heating, lighting, power, lifts, fuel pumps and tanks, compressors and garage equipment, motorised doors, fire fighting equipment, fire detection and alarms, intruder alarms, estate wide flexible master key locking system, access control systems and the maintenance of a helpdesk.
- xv. Ensure that the Service has certificated ‘competent persons’ for fire safety assessment, and provide assurance to the Chief Executive that fire safety is compliant with all relevant legislation.

Head of Education and Professional Development

Is responsible for ensuring:

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- i. All Health and Safety training is provided in a timely manner.
- ii. All trainers are competent to train.
- iii. All full time trainers are “competent” manual handling instructors.
- iv. All levels of management receive appropriate Health and Safety training.
- v. Training records are maintained in a recoverable format (initial and all subsequent training).
- vi. All employees are trained or retrained as appropriate.
- vii. All employees who drive under “blue lights” are appropriately trained or experienced.
- viii. All lease car drivers receive appropriate training.
- ix. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.

General Manager Fleet

Is responsible for ensuring that:

- i. All vehicles used by the Service are appropriately maintained.
- ii. Fleet provided work equipment provided within the vehicles is appropriately maintained.
- iii. Maintenance systems are in place to ensure items i and ii.
- iv. Appropriate records are kept.
- v. Systems are in place to identify failure trends and to rectify these faults
- vi. Emergency vehicles are fitted with appropriate warning signs, lights and markings.
- x. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.

General ICT Manager

Is responsible for ensuring that:

- i. All IT / Comms equipment fitted to vehicles is maintained.
- ii. All new workstations are assessed by ICT staff at installation.
- iii. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.

Fire Safety Advisor

Is responsible for:

- i. Providing competent advice to the Service on all aspects of fire safety, completing fire risk assessments, and providing advice on emergency procedures.

Other Advisors

The Service has access to a range of other competent, specific professional advice.

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Other external advisors will be used if required by the Service. The Human Resources director shall be responsible for ensuring a funding stream for such advice.

All Employees.

All employees of the Scottish Ambulance Service should approach health, safety and wellbeing with a positive attitude to encourage a safe working environment that we all can be proud of.

All employees must comply with the duties placed upon them by the Health and Safety at Work Act 1974.

It is the responsibility of all employees to familiarise themselves with the contents of the Service's Health and Safety Policy:

- I. To co-operate with their employer and line manager as far as is necessary to enable the Service to comply with its duty of care.
- II. To accept their responsibility and their duty of care to themselves and colleagues and to co-operate actively in achieving the aims of the Health and Safety Policy.
- III. To take reasonable practical care for the health, safety and welfare of themselves and of others who may be affected by their acts or omissions; including persons not employed by the Service. This duty not only relates to avoiding obvious reckless behaviour, but also includes taking positive steps to understand the hazards in the workplace, to comply with safety rules and operational procedures and to ensure that nothing they do or fail to do places others at risk.
- IV. To inform their supervisor / manager of any shortcomings in the Safety Management System.
- V. Not to interfere with or misuse anything, which is provided in the interests of health, safety and welfare.
- VI. To report and co-operate in the investigation of all incidents and near misses that have led to or may lead to serious injury.
- VII. To see that the quantities of hazardous materials on site are minimised and that they are properly stored and handled.
- VIII. To report any damage or defects to premises, equipment and vehicles promptly to their manager or supervisor and that any unsafe machine or area is properly isolated and reported to their supervisor.
- IX. To wear Personal Protective Equipment provided for their safety.
- X. To conform to any cautionary or other safety signs.
- XI. To refrain from any act that will damage or render unfit for use, safety equipment.
- XII. Perform duties in accordance with training/instruction provided and use appropriate safety devices relating to their particular job/task.
- XIII. Participate in all health, safety and welfare related training.
- XIV. To familiarise themselves with and comply with all other Service policies and procedures introduced in the interest of health, safety and welfare.

National Health and Safety Committee

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The National Health and Safety Committee is responsible for:

- I. Providing a strategic, functional and accessible forum at which all concerns regarding health, safety and welfare can be objectively discussed and progressed by management, staff side representatives and elected trade union representatives.
- II. Advising the senior management team of actions required to ensure legislative, mandatory and regulatory compliance.
- III. The co-ordination of all matters affecting employee health, safety and welfare. Note: a specific committee exists to examine infection control matters.
- IV. Recommending Health and Safety policies and objectives, setting priorities and performance standards and overseeing implementation of these.
- V. Promoting a Health and Safety culture across the service.
- VI. The periodic review of said policies and procedures.
- VII. The review of Service risk assessments.
- VIII. Monitoring incident rates and initiating corrective actions to address root causes.
- IX. Provide advice on new policies and procedures required to comply with new or pending legislation.
- X. Report on any significant findings from accidents or incidents where policy or procedure has been found to be insufficient.
- XI. Report on any significant findings from Health and Safety audits and inspections (internal and external) and make recommendations for improvements.
- XII. The above items to cover Service wide issues.
- XIII. Advising departments or a division on appropriate corrective actions for issues that have been outstanding on Divisional Health and Safety Committee meetings for 6 months.
- XIV. Advising departments or a division on appropriate corrective actions for issues which may have Service wide implications or which the Divisional Management Team cannot resolve.
- XV. Use local & national resources to anticipate situations of high risk & put suitable & sufficient control measures in place to deal with them.

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Compliance Audit Tool.

Criteria	Yes	No	N/A	Comments
Managers are aware of the policy				
Managers are aware of their responsibilities				
Are regional H&S officers part of DMT / local safety committees				
Staff and Managers know where to find Service policies				
Analysis of RIVO database shows that divisions action tasks raised in a timely manner				
Is there evidence of an effective local Health and Safety Committee				

Review History

Issue No	Reason for review and brief description of changes made	Effective Date
1	Initial Issue	23/08/04
2	Reviewed 09/06/05, new sections added , and some minor modifications	10/06/05
2	Reviewed at Health Safety and Welfare Committee May 2007 – no changes	
3	Reviewed Jan 09, change in job titles	20/01/09
4	Reviewed July 09, minor changes relating to storage areas	22/07/09
5	Reviewed Oct 10 to incorporate new H&S structures and to incorporate other role changes, addition of compliance audit tool	Feb 11
6	Reviewed Dec 11. Additional roles and responsibilities / individuals added	Dec 11
7	Changes to job titles SCIPS Co-ordinator replaces Hand Hygiene Co-ordinator with update to responsibilities. Other advisors sections removed as all mentioned specifically in document (repetition).	Jun 15

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