

## **NMH Risk Management and Lone Working Interim Procedure**

This procedure documents how risk and lone working are managed in the Non-Medical Helper (NMH) provision. This is an interim procedure while Falmouth Exeter Plus review their health and safety policies and processes.

Risk refers to the likelihood that a person could be harmed, or suffer adverse health effects, if they are exposed to a hazard. A hazard is a potential source of harm or cause of an adverse health effect. Lone working refers to a NMH working without a member of staff or peer nearby. The NMH may be working on their own or be in a building that is occupied by others but they are separated from them.

To effectively manage risk and reduce the instances of lone working, NMHs are encouraged to conduct their sessions on one of the three campuses (Falmouth, Penryn and Truro) during university hours (Monday – Friday 8.00-18.00). A risk assessment has been completed for this (see appendix A). All NMHs must consult this risk assessment and follow the identified action points.

If a student or NMH identifies that they require a session off campus, or outside of university hours, a separate risk assessment must take place before the session occurs (see appendix B for risk assessment template). The NMH must contact the Accessibility and Inclusive Learning team and complete a risk assessment and, if off campus, photograph the location. A Coordinator will review this and approve or reject the proposed session venue/timing. They will need 2 working days to do this. The assessment must be approved before the session can take place.

The Coordinator will consider safety, accessibility, appropriateness and any professional boundary issues posed. See appendix C for more details.

The Coordinator will email the NMH with a decision as to whether the proposal has been approved, or not, using the template in appendix D. If it is not approved the NMH must resubmit the risk assessment addressing any concerns or choose an alternative location/time.

The risk assessment and photo must be attached to the relevant student's freelancer case on Compass, by a member of the Accessibility and Inclusive Learning team. The team member will also enter the assessment details on the risk assessment log on SharePoint (NMH section). See appendix E for a detailed procedure flow chart.

If the proposal involves lone working the NMH will be advised to follow lone working protocols. These will vary as each NMH is a supplier and will have devised their own system. However, as a minimum we require the NMH to provide us with the details of the named contact who they notify when they arrive and when they leave their lone working sessions. This needs to be included on the risk assessment. The Accessibility and Inclusive team will record this on the lone working log on SharePoint (NMH section).

NMHs must seek approval from a Coordinator for each student they wish to support off campus even if it is in a location that has previously been approved for a different student. If the support is ongoing off campus or lone working then this will be reviewed every term.

In some cases information relating to a student may come to light that increases the risk involved in providing NMH support to that student. For example a student may have violent outbursts, panic attacks or a condition that may need specific first aid responses. If this information is obtained by the NMH they must notify the Accessibility and Inclusive Learning team by emailing [accessibilityadmin@fxplus.ac.uk](mailto:accessibilityadmin@fxplus.ac.uk) and a Coordinator will assess if an additional risk assessment is needed. If the information is obtained by the Accessibility and Inclusive Learning team a Coordinator will assess if an additional risk assessment is needed and liaise with the NMH.

## Risk assessment for a standard NMH session

Falmouth Exeter Plus Risk Assessment Form						
<b>Department</b>	<b>Accessibility and Inclusive Learning</b>	<b>Location</b>	Campus wide (Falmouth, Penryn and Truro)	<b>Date of assessment</b>	Period of assessment: July 2016. Final version:	
<b>Assessor</b>	Kim Collett	<b>Operation</b>	Accessibility & IL service	<b>Serial Number (Dept/No)</b>	A&ILO2	
<b>Date to be reviewed</b>	January 2017 Completed by:	<b>Date to be Reviewed</b>	Completed by:	<b>Date to be Reviewed</b>	Completed by:	

Hazard	Who might be harmed and how?	Control Measures in place	Risk with controls in place			Risk Rating	What further action is necessary?	Action by whom and when?	Done
			S	L	S x L				
Slips and trips	NMHs and students attending NMH sessions  Slips and trips could result in a range of injuries.	<ul style="list-style-type: none"> <li>General reasonable housekeeping of campus rooms and study locations</li> <li>Availability of sufficient lighting</li> <li>No trailing leads or cables</li> <li>Walkway areas clear, e.g. no boxes or other items are left in walkways</li> <li>Campus rooms and study locations are regularly cleaned</li> <li>Encouragement for NMH</li> </ul>	3	3	9	M	<ul style="list-style-type: none"> <li>Floor spaces to be kept clear and items to be placed neatly on a chair or other suitable location</li> <li>Any cable from laptops or other devices must not trail across the floor</li> </ul>	NMHs  NMHs  September 2016	

Hazard	Who might be harmed and how?	Control Measures in place	Risk with controls in place			Risk Rating	What further action is necessary?	Action by whom and when?	Done
			S	L	S x L	L/M/H			
		sessions to take place on campus							
Manual handling	<p>NMHs and students attending NMH sessions</p> <p>Risk of repetitive strain injuries or back injury/pain from manual handling of items of various weights.</p> <p>Risk of back pain from carrying laptops and paperwork due to no fixed work location.</p> <p>Injury from people handling.</p>	<ul style="list-style-type: none"> <li>NMHs are required to avoid manual handling where possible</li> <li>NMHs have undertaken relevant health and safety training</li> <li>Specific people handling training undertaken by NMHs allocated to students requiring this type of support</li> <li>NMHs book their own work locations so have a majority control over their work location and can minimize travel between sessions</li> </ul>	3	3	9	M	<ul style="list-style-type: none"> <li>Ensure staff with management responsibilities are provided with a copy of the HSE Manual Handling Operations Regulations and Guidance booklet, and are aware of the guidance that needs to be followed.</li> <li>Remind all NMHs that they should not try to lift objects that are awkward to lift or seem too heavy.</li> <li>Remind all NMHs</li> </ul>	<p>KC/SA/NB</p> <p>KC/SA/NB</p> <p>KC/SA/NB</p>	

Hazard	Who might be harmed and how?	Control Measures in place	Risk with controls in place			Risk Rating	What further action is necessary?	Action by whom and when?	Done
			S	L	S x L	L/M/H			
							to use appropriate carry aids for their equipment and paper work	September 2016	
Working with DSE	NMHS  Risk of muscular skeletal pain or other pain/discomfort e.g. to limbs (hands/arms), from excessive or improper use of equipment or from inadequately designed workstations Also risk of vision discomfort and/or headaches.	<ul style="list-style-type: none"> <li>NMH have control over the amount of sessions they do and the majority of control over the location. NMHS can therefore, plan their time to allow for breaks</li> <li>IT workstations are available for the NMHS to use in the Libraries and IT suites</li> </ul>	3	3	9	M	<ul style="list-style-type: none"> <li>Ensure staff with management responsibilities are provided with a copy of the HSE DSE Regulations and Guidance booklet and are aware of the guidance that needs to be followed.</li> <li>Ensure NMHS are aware of DSE and actions they can take to minimise the risk</li> <li>Encourage</li> </ul>	KC/SA/NB  KC/SA/NB  KC/SA/	

Hazard	Who might be harmed and how?	Control Measures in place	Risk with controls in place			Risk Rating	What further action is necessary?	Action by whom and when?	Done
			S	L	S x L	L/M/H			
							NMHs to take breaks from DSE work	NB  September 2016	
Lone working	NMHs  Risk of delayed treatment of illness or collapse or risk of assault.	<ul style="list-style-type: none"> <li>All appointments are pre-arranged so any increased risk from particular students can be individually risk assessed</li> <li>Lone working guidance document given to all NMHs</li> <li>NMHs are encouraged to have sessions on campus during university hours and if this isn't the case a separate risk assessment is conducted including lone working protocols</li> </ul>	4	2	8	M	<ul style="list-style-type: none"> <li>Give all NMHs the risk management and lone working interim procedure</li> <li>NMHs to complete lone working training</li> <li>Review the lone working policy to include NMHs</li> </ul>	KC  NMHs September 2016  PH January 2017	

Hazard	Who might be harmed and how?	Control Measures in place	Risk with controls in place			Risk Rating	What further action is necessary?	Action by whom and when?	Done
			S	L	S x L	L/M/H			
Prolonged sitting at work station	NMHs  Risk of muscular skeletal pain or other pain/discomfort	<ul style="list-style-type: none"> <li>NMH have control over the amount of sessions they do and the majority of control over the location. NMHs can therefore, plan their time to allow for breaks</li> <li>Campuses offer a variety of workstations as well as places to relax and exercise</li> </ul>	3	3	9	M	<ul style="list-style-type: none"> <li>NMH to be reminded to take breaks</li> </ul>	KC/SA/NB  September 2016	
Intense and prolonged periods of concentration	NMHs  Risk of distress, stress or impact on physical and psychological wellbeing.	<ul style="list-style-type: none"> <li>NMHs have control over the amount of sessions they do and the majority of control over the location. NMHs can therefore, plan their time to allow for breaks</li> <li>NMHs are advised to ensure that the design of support</li> </ul>	2	3	6	M	<ul style="list-style-type: none"> <li>Ensure NMHs are aware of the support available for de-stressing</li> <li>Ensure NMHs are encouraged to take breaks</li> <li>Provide supervision for roles that may lead to increased impact on wellbeing</li> </ul>	KC/SA/NB  KC/SA/NB  KC	

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			S	L	S x L	L/M/H			
		sessions takes effective account of capacity to sustain concentration levels <ul style="list-style-type: none"> <li>NMHs are advised to discuss any concerns about caseloads or complex cases with management or Wellbeing</li> </ul>						September 2016	
Machinery and equipment	NMHs and students attending NMH session  Risk of injury from use of machinery or setting up of equipment	<ul style="list-style-type: none"> <li>NMH attend induction sessions with technicians</li> <li>Technicians are present</li> </ul>	3	3	9	M	<ul style="list-style-type: none"> <li>Remind NMHs that they should only use the machinery and equipment if confident in its safe use</li> <li>Review if support is occurring without technician presence</li> </ul>	KC/SA  KC  September 2016	

\*Add lines as required

Name	Signature	Department	Date
Kim Collett		Accessibility & Inclusive Learning	



I confirm I have read and understood the risk assessment and am able to work within the control measures. If at any point I am unable to work within these controls, I will cease work and inform my supervisor/manager.

Risk assessments need to be approved by the Line Manager prior to implementing. This risk assessment will be reviewed at least annually or as required due to a change in the risk severity or a change in the working procedures. Any changes made will be brought to the attention of all personnel who may be affected by the change.

## Guidance on completing the risk assessment form

Severity categories		
1	Very minor injury	Causing scratches / abrasion.
2	Minor injury	Causing sprains, bruises, cuts and lacerations.
3	Major injury	Causing temporary disability (fractures), burns, lost time accident.
4	Severe injury	Causing permanent disability (loss of limb, sight or hearing).
5	Fatality	Causing death to one or more people.

Likelihood categories		
1	Rare	Loss, accident, illness could only occur under freak conditions. The situation is well managed and all reasonable precautions have been taken.
2	Unlikely	The situation is generally well managed, however occasional lapse could occur. This also applies to situations where people are required to behave safely in order to protect themselves but are well trained.
3	Possible	Insufficient and substandard controls in place. Accident/incident is unlikely during normal operation, however it may occur in emergencies or non-routine conditions (e.g. unsupervised equipment, obstructed walkways, refresher training required).
4	Likely	Serious failure in management controls. The effects of human behaviour or other factors could cause an accident but is unlikely without additional factor (e.g. ladder not secured properly, oil spill on floor, poorly trained personnel).
5	Almost certain	Absence of any management controls. If conditions remain unchanged there is a 100% certainty that an accident will happen (e.g. lack of edge protection while working at height, untrained personnel, no safe systems of work).

Using the formula: Risk Rating = Severity x Likelihood, the risk rating can be calculated and will identify a Low, Medium or High risk.

SEVERITY	1 – Very minor injury	2 – Minor injury	3 – Major injury	4 – Severe injury	5 – Fatality
LIKELIHOOD	1 – Rare	2 – Unlikely	3 – Possible	4 – Likely	5 – Almost certain
RISK RATING	1 – 5 <b>Low</b>	6 – 11 <b>Medium</b>	12+ <b>High</b>	Severity (S) x Likelihood (L) = Risk Rating	

LOW RISK (1 – 5)	May be acceptable, however, review task to see if risk can be reduced further.
MEDIUM RISK (6 – 11)	Task should only proceed with appropriate consultation with specialist personnel. Where possible the task should be refined to take account of the hazards involved or the risks should be reduced further prior to task commencing.
HIGH RISK (12+)	<b>Task/Process/Operation must not proceed.</b> It should be refined further and additional control measure put in place to reduce risk i.e. using the hierarchy of control measures: eliminate the hazard, substitute the hazard with a lesser risk, isolate the hazard, use of engineering controls, training and PPE. The controls should re-assessed for adequacy prior to work commencement.

## Appendix B

### Blank risk assessment form

Falmouth Exeter Plus Risk Assessment Form					
<b>Department</b>		<b>Location</b>		<b>Date of assessment</b>	
<b>Assessor</b>		<b>Operation</b>		<b>Serial Number (Dept/No)</b>	
<b>Date to be reviewed</b>	Completed by:	<b>Date to be Reviewed</b>	Completed by:	<b>Date to be Reviewed</b>	Completed by:

Hazard	Who might be harmed and how?	Control Measures in place	Risk with controls in place			Risk Rating	What further action is necessary?	Action by whom and when?	Done
			S	L	S x L	L/M/H			

\*Add lines as required

Name	Signature	Department	Date
(Line Manager)			

I confirm I have read and understood the risk assessment and am able to work within the control measures. If at any point I am unable to work within these controls, I will cease work and inform my supervisor/manager.

Risk assessments need to be approved by the Line Manager prior to implementing. This risk assessment will be reviewed at least annually or as required due to a change in the risk severity or a change in the working procedures. Any changes made will be brought to the attention of all personnel who may be affected by the change.

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4	Severe injury	Causing permanent disability (loss of limb, sight or hearing).
5	Fatality	Causing death to one or more people.

## Likelihood categories

1	Rare	Loss, accident, illness could only occur under freak conditions. The situation is well managed and all reasonable precautions have been taken.
2	Unlikely	The situation is generally well managed, however occasional lapse could occur. This also applies to situations where people are required to behave safely in order to protect themselves but are well trained.
3	Possible	Insufficient and substandard controls in place. Accident/incident is unlikely during normal operation, however it may occur in emergencies or non-routine conditions (e.g. unsupervised equipment, obstructed walkways, refresher training required).
4	Likely	Serious failure in management controls. The effects of human behaviour or other factors could cause an accident but is unlikely without additional factor (e.g. ladder not secured properly, oil spill on floor, poorly trained personnel).
5	Almost certain	Absence of any management controls. If conditions remain unchanged there is a 100% certainty that an accident will happen (e.g. lack of edge protection while working at height, untrained personnel, no safe systems of work).

Using the formula: Risk Rating = Severity x Likelihood, the risk rating can be calculated and will identify a Low, Medium or High risk.

SEVERITY	1 – Very minor injury	2 – Minor injury	3 – Major injury	4 – Severe injury	5 – Fatality
LIKELIHOOD	1 – Rare	2 – Unlikely	3 – Possible	4 – Likely	5 – Almost certain
RISK RATING	1 – 5 <b>Low</b>	6 – 11 <b>Medium</b>	12+ <b>High</b>	Severity (S) x Likelihood (L) = Risk Rating	

LOW RISK (1 – 5)	May be acceptable, however, review task to see if risk can be reduced further.
MEDIUM RISK (6 – 11)	Task should only proceed with appropriate consultation with specialist personnel. Where possible the task should be refined to take account of the hazards involved or the risks should be reduced further prior to task commencing.
HIGH RISK (12+)	<b>Task/Process/Operation must not proceed.</b> It should be refined further and additional control measure put in place to reduce risk i.e. using the hierarchy of control measures: eliminate the hazard, substitute the hazard with a lesser risk, isolate the hazard, use of engineering controls, training and PPE. The controls should re-assessed for adequacy prior to work commencement.

## Appendix C

### Coordinator Checklist for Reviewing NMH Risk Assessments

If any risks have been identified as high (H) the assessment must automatically be rejected.

<b><u>Measure</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>	<b><u>Comments</u></b>
Fully completed risk assessment form (and a photo if off campus location)			
Lone working contact provided (if lone working)			
Accessible for the student's disability			
Appropriate for support session i.e. creates a learning environment			
Confidential location for support (levels of confidentiality dependent on support role)			
Maintains professional boundaries i.e. does not create a social setting			
All M risks must have further actions required and that these actions are achievable and deemed to minimise the risk			

**Please see advice from the Health and Safety Adviser if unsure.**

## Appendix D

### Decision wording templates

#### Approved:

We have reviewed your risk assessment on *location/time* in regards to support sessions for student's name. *Location/time* has been approved based on your risk assessment and photo. We would like to remind you that action points in risk assessments must be addressed and lone working policies followed where applicable.

#### Not approved:

We have reviewed your risk assessment on *location/time* in regards to support sessions for student's name. *Location/time* has not been approved due to the following:

- Concerns

If you feel these concerns can be addressed please resubmit your risk assessment documenting these for consideration. Otherwise please select an alternative location/time and submit documentation for this.

## Appendix E

