Premises Management

Contents:

1.0   Statement of purpose/objectives

This arrangement sets out the control measures to be used to create safe workplaces in all premises controlled or leased by Shropshire Council. These measures are designed to ensure Shropshire Council complies with Health and Safety law and will demonstrate a commitment to one of the Councils core values – to achieve more by working and learning together.

2.0   Scope

The scope of this arrangement covers the basic health, safety and welfare issues that apply to most workplaces. The arrangement seeks to explain the various regulatory requirements that have to be carried out by Shropshire Council to discharge their duty under the Health and Safety at Work etc. Act 1974. The arrangement applies to all Shropshire Council premises; furthermore, active implementation of the controls will promote a positive safety culture.

3.0   Definition

For the purpose of this arrangement, a premise manager is "The person who is nominated as the single point of contact for the day-to-day management of a premise".

4.0   Duty of Care

Shropshire Council has a general duty to ensure so far as is reasonably practicable, the health, safety and welfare of its employees and visitors by providing safe premises.

5.0   Assessment of Risk at the Workplace

A premise manager is not responsible personally for all work activities that happen in the workplace. However, they are responsible to ensure those activities directly under their control or supervision are carried out safely. Where work activities are carried out by other teams, the manager responsible must take

all reasonable steps to ensure that those persons comply with legislation and good practice and this is communicated to the premise manager.

6.0   Information, instruction and training
Appropriate information and training is an essential component in enabling a premise manager to carry out their duties. For example, understanding the control measures to prevent:

- a fire
- accidental disturbance and exposure to asbestos dust
- the build-up and release of airborne legionella bacteria.

7.0   Implementation
Management guidance is shown in Frequently Asked Questions to help a premise manager ensure the full implementation of this arrangement.

8.0   Compliance
This arrangement will enable Shropshire Council to conform to statutory requirements and best current practice.

9.0   Review of arrangement
This arrangement will be reviewed by the Occupational Health and Safety Team in three years.

Approving Body

Consultation - Health, Safety and Welfare Group – October 2008
Reviewed - HR&D Health and Safety Team – April 2009
Reviewed - HR&D Health and Safety Team - October 2015
Reviewed - Workforce and Transformation Health and Safety Team – October 2018
Reviewed - Occupational Health and Safety Team – March 2021

Premises Management
Frequently Asked Questions

Contents:

1   Roles and responsibilities/who does what?

1.1   Shropshire Council as a local authority employer, through its elected members and appointed executive officers, has ultimate responsibility for compliance with the duties and regulatory requirements set out in the Health and Safety at Work etc. Act 1974 and associated legislation.

1.2   The Chief Executive and Senior Management Team are responsible for ensuring:
- The implementation of the Premises' Management Arrangement across the organisation to ensure consistency of approach.
- The allocation of suitable and sufficient resources.

1.3   Directors/Heads of Service are responsible for ensuring:
- The implementation of the premises' management arrangement and that all employees are familiar with the contents of the arrangement insofar as it is relevant to their role and responsibilities.
- Premise management health and safety standards are achieved and performance in carrying out these duties is monitored.
- A suitable level of competency is attained by anyone who is given premise manager responsibilities, thus for premise managers, enabling them to undertake work activities safely.
- The allocation of sufficient resources including training to effectively manage premises in accordance with these arrangements.

1.4   Premise Managers are responsible for:
- Identifying all work activities and teams within premises;
- Assessing workplace and work activity risks;
- Providing workplace precautions and ensure their correct use;
- Providing training and information;
- Monitoring;
- Reviewing.

For some managers, this will be a simple task. For others, it will be far more complicated especially in multi-occupied, PFI sites etc. but there is help available to assist you – please see 'Further Information/references'.

Some of these tasks may be delegated, but the responsibility for their completion and implementation remains with the premise manager.

A Premise Managers Health & Safety awareness course is available, please contact the Occupational Health and Safety Team on 01743 252819 to book onto a course.

1.5 **Team Managers** are responsible for:
- Ensuring risk assessments are undertaken for all work activities and that control measures are communicated to the appropriate people.
- Ensuring that all employees receive appropriate information, instruction and training relating to their work activities.
- Reporting any premise issues to the Premise Manager or Property Services Group.
- Ensuring that risk assessments are reviewed annually or more frequently where there has been any significant change or incidents, and if new legislation requires change to best working practice.

1.6 **The Occupational Health and Safety Team** is responsible for:
- Providing advice and guidance to enable premise managers to carry out their duties and responsibilities effectively.
- Ensuring, in conjunction with premise managers, that premises are monitored on a regular basis via self-auditing and auditing processes.
- Monitoring to ensure risk assessments are undertaken for working activities and the results are communicated to the appropriate persons. See section 2.9 risk assessment.

1.7 **Employees** are responsible for:
- Understanding and carrying out the safety arrangements, information and instructions relevant to their workplace
- Informing their line manager or the premise manager of any defect or damage to the structure, fixtures or fittings; or any workplace situation they consider likely to affect or endanger the health, safety or welfare of themselves or other occupants on the premises

2 What are the key areas for consideration?
2.1 Asbestos
The premise manager will be responsible for the day-to-day management and control of asbestos on their premises. They must understand the information in the site Asbestos Record and know where Asbestos Containing Material (ACM) has been identified and confirmed. The premise manger must control access to any ACM and prevent accidental or deliberate disturbance or damage to an ACM caused by unauthorised works within their premises.

HSE guidance indicates that buildings constructed after 2000 are unlikely to contain ACM's; accordingly, surveys are not required.

The premise manager is not authorised to instruct others to undertake any type of asbestos survey, carry out repairs to or remove any ACM. Shropshire Council' – Property Services Group (PSG) has responsibility for planning and co-ordinating work on or near ACM's. The Statutory Compliance Officer working in the Asset and Estate Management team is responsible for collating information and findings derived from Asbestos surveys to ensure the effective maintenance of an

accurate corporate database.

The premise manager will be responsible for informing the Asset and Estate Management team, Occupational Health and Safety team and PSG of any accidental disturbance, damage or deterioration to any ACM on their site. For example, accidental damage to external ACM can happen as a result of severe weather, fallen branches or trees, vandalism, collisions with vehicles, plant or equipment.

All contractors and caretakers must read and sign the asbestos register before they commence any work likely to damage or disturb the fabric of the building.

Premise Managers must attend an Asbestos Awareness training course and refresh this on an annual basis. Contact the Occupational Health and Safety Team (H&S) on 01743 252819 to book onto a course.

See the Asbestos quick guide on the health and safety web pages.

2.2   Legionella

As a premise manager, should have ready access to the site Legionella logbook and understand the information it contains. The logbook will have a copy of:

- The Legionella Risk Assessment
- Details of any completed remedial work
- A water temperature record for each hot and cold-water system identified in the risk assessment

A water temperature monitoring contractor will make monthly visits to conduct a systematic temperature measurement programme and record the findings on a service record. The premise manager must be aware of any temperature non-compliance and understand possible reasons and necessary actions to ensure compliance, e.g. water heaters turned off in areas used infrequently, water heater fault already reported and awaiting attention, system drained down etc. A premise manager's local knowledge may help prevent an unnecessary attendance by a contractor.

Control measures that will minimise the risk of legionella bacteria colonising water systems are listed below:

- A temperature regime where:
  Hot water is stored at temperatures above 60 ^{o}C.
  This can be reduced to 50 ^{o}C at local small storage water heaters e.g. Santon or Heatrae Sadia oversink or undersink water heaters that serve one outlet only.
  Cold water is stored at temperatures below 20 ^{o}C.
- Avoidance of water stagnation by:
  Draining down any systems that are not in regular use.
  Where draining down is not practical, flush through any outlets that are not used at least once per week, for several minutes on a weekly basis, e.g. showers, outside taps, outlets in disabled facilities, and outlets in outbuildings.
- Thermal disinfection following plant shutdowns and holiday periods of over

one week's duration, by raising the temperature of the centralised hot water system to 60 °C for more than one hour and running each outlet for five minutes, working back from the most remote outlet to the water heater. Cold outlets shall be run with the respective hot outlet.

- Flushing of all WCs, with lids closed, following system shutdowns and holiday periods of over one week's duration.
- Run all showers to temperature at least once per week.

See Legionella quick guides on the health and safety web pages and HSE Approved Code of Practice (ACoP) L8 - "Legionnaires' disease: The control of legionella bacteria in water systems".

2.3 Management of Electrical Safety

The premise manager must ensure that any alterations or additions to an existing installation are authorised by PSG and carried out by an approved contractor registered with either the National Inspection Council for Electrical Installation Contracting (N.I.C.E.I.C.) or the Electrical Contractors Association (E.C.A.)

Premise Managers in conjunction with PSG, Team Managers and Team Members should:

- Routinely check electrical equipment located in any 'common areas' within the premises. They check that switches, sockets, etc., are in good order and maintained in a safe condition;
- Remove faulty or damaged equipment from use, or electrically isolate it at a switch, fix a prominent out of order notice on the item and report it for repair;
- Arrange testing of electrical equipment and installations:
    - Fixed equipment every 5 years;
    - Portable equipment as required;
- Maintain records and certificates of all installations, alterations and additions to electrical installations;
- Maintain records of inspections, tests and test results for portable electrical equipment;
- Written records must be retained in the Health & Safety file and Log Book (except PAT records).

2.4 Fire Safety and Fire Risk Assessment

The premise manager in conjunction with strategic asset managements - statutory compliance officer will ensure that a fire risk assessment is carried out. The fire risk assessment will focus on the safety in case of fire of all 'relevant persons. The fire risk assessment must pay particular attention to those at special risk, such as people with disabilities (mobility or sensory impairment or learning disability); those known to have special needs and children. The risk assessment must include consideration of any dangerous substance liable to be on the premises. The outcome of fire risk assessment will help to identify risks that can be removed or reduced and to decide the nature and extent of the general fire precautions required.

A personal evacuation action plan (PEEP) must be undertaken for all identified as special risk.

A generic PEEP and systems to assist those who may be at special risk should be available where the building is used by members of the public.

If there is more than one responsible person in any type of premises (e.g. a multi-occupied complex), setting up a building user group is a key tool for managing health and safety in premises by ensuring that the building users co-operate and co-ordinate with each other.

Fire drills should be carried out at least annually or more frequently if determined necessary by the fire risk assessment for example where there is a high turn-over of employees or as stated under regulations made under the Care Standards Act 2000.

The fire risk assessment should be reviewed on a yearly basis as a minimum and when there is reason to suspect that it is no longer valid or there has been a significant change in the matters to which it relates including when the premises, undergo significant changes, extensions, or conversions.

2.5 Security Arrangements

The Premise Manager should ensure adequate security arrangements are provided for the grounds and building(s) by ensuring that each building is securely locked and alarmed each night; that each building has a secure entrance with security arrangements as appropriate and that the perimeters are sufficiently secure.

The security arrangements should be based on a risk assessment for the building(s) and be regularly reviewed taking into account:

- the location of the site
- the physical layout of the site
- the movements needed around the site
- arrangements for receiving visitors
- staff/pupil training in security

Things to consider should include:

- Lighting for staff safety and building security
- Building design to prevent crime, reduce fear of crime and enhance staff safety
- Signage for name of site/service and direction/information purposes
- Arson prevention - letterbox and waste storage
- Appropriate access control and well managed
- Control and management of both staff id's and visitor passes
- Management of visitors
- Interview rooms and training in use
- Intruder and panic alarms
- Doors and windows (window and door blinds)
- Property marking
- Surveillance equipment
- Cash handling
- Control of keys, access codes and proximity fobs

- Car parks
- Suspect Packages/Suspicious behaviour
- Staff security, training, instruction and advice.
- Lone working and responding to intruder alarms
- Boundaries suitable for site-fences, gates and hedges
- Landscaping –defensive planting, well maintained and good visibility

2.6 First Aid

The premise manager should ensure that a first aid needs risk assessment has been completed and documented. See the Intranet appendix 3 & 4 of the First Aid Arrangement for further guidance.

The premise manager should ensure the nomination of the required number of First Aiders, ensuring that suitable replacements are nominated and booked in for training as soon as possible after learning that a post is to become vacant

Premise Managers should ensure first aiders:
- Attend first aid training as required in order to maintain adequate certification.
- Provide a copy of the relevant certificates for recording and display at agreed locations within the premises.
- Complete a monthly check and replenishment of all first aid boxes in the premises, ensuring that they are located in their correct positions and that limited life items are replaced prior to their expiry date.
- Attend to incidents as required.
- Ensure that all incidents requiring first aid or medical assistance are reported in accordance with current reporting procedures using the Shropshire Council Corporate Accident Reporting System (CARS) Form.

2.7 Lift Safety

Premise managers should ensure that systems are in place to manage an emergency lift evacuation during opening hours of the premise. All staff required to deal with emergency lift evacuation must be adequately trained. Refresher training should be undertaken at suitable intervals and recorded.

Premise managers should report ALL faults and breakdowns to:
- Property Services Group (during normal hours);
- Emergency call out facility will be available at all times (lift maintenance);
- Fire Service in extreme emergencies only e.g. if contact can't be made with the above.

Lifts should be isolated and secured to prevent use until the fault or breakdown has been remedied by an approved contractor.

Records of faults and breakdowns will be retained in the Health & Safety File and Log Book.

The lifts in current use within Shropshire Council are:
- Passenger lifts;

- Passenger / goods lifts;
- Goods lifts;
- Service lifts (dumb waiter);
- Stair lifts.

Premise managers must ensure that maintenance is carried out by an accredited contractor. Where maintenance reveals a fault that may have health and safety implications, immediate repairs will be carried out, or, if not, the lift will be taken out of service. The maintenance frequency is:
- Passenger lifts   Six monthly;   ]
- Goods lifts   Six monthly;   ] or as per manufacturer's instructions
- Chair and vertical lifts   Six monthly.   ]

Also see lifting operations arrangement on the health and safety web pages.

2.8   Contractors

Premise managers in conjunction with PSG must ensure that contractors are not simply left to "get-on-with-it" but must be carefully chosen and proactively monitored by those commissioning the works. In addition, managers must ensure that they take adequate steps to avoid risks to the contractors' employees.

Professional advice and support for all projects is also readily available from both Building Services and Technical Support within the Council's Property Services Group section. Utilising these in-house services is strongly recommended for all construction/building projects and activities.

Also see Contractor's - A guide for Premises Managers on the health and safety web pages.

2.9   Risk Assessment

The Management of Health and Safety at Work Regulations 1999 contains a specific requirement to undertake risk assessments for work activities.

It is a manager's responsibility to ensure that, for each work activity undertaken, a full risk assessment has been carried out, and any significant risks recorded, made available to employees and others, and a schedule of reviews is in place.

A generic premise risk assessment is available on the health and safety web pages and should be documented for each building.

Risk Assessments are a method of evaluating all work activities undertaken, identifying the risks of injury, ill-health or accident inherent within the task, and then explore ways of reducing the risk to within appropriate limits.

Some generic templates are available on the health and safety web pages, when used, these must be developed to personalise to the teams and work activities involved.

2.10   Training

It is the premise/team manager's responsibility to ensure that all employees,

volunteers and others receive the appropriate health and safety training in order to undertake the requirements of their post.

A number of generic health and safety training courses are available from the Occupational Health and Safety Team:
•Lone Working
•COSHH
•Display Screen Equipment Assessment
•Personal Safety
•Manual Handling
•Ladder Safety
•Personal Protective Equipment
•Fire Safety
•Fire Warden Training
•Managers H & S Responsibilities
•Risk Assessment
•Fire Risk Assessment

Service Areas commissioning specific training will maintain records of any training provided through their training plan.

The Occupational Health and Safety Team maintain records of all training undertaken by employees, as well as records of identified mandatory training for specific posts.

Any specific or job-related training should be recorded by the local manager.

2.11 Accident Reporting

All accidents, near misses and incidents of violence or aggression must be reported using the Council's Business World/ERP accident reporting system.

The reporting of all incidents, no matter how minor, enables the Council to conduct:
• Trend analysis – whether health and safety performance is improving or deteriorating;
• Learn from mistake's made; and
• Take corrective action to prevent a reoccurrence

This information enables Managers and individual Health and Safety Working Groups to make informed decisions about the welfare of staff and any necessary safety precautions e.g. Panic button, security guard at high risk times etc.

3 What safe systems need to be considered?

This section highlights the major points of each safe system of work which will give the premise manager an insight into key points that will require addressing. The first section highlights safe systems of work which will be applicable to all premise managers. The second section highlights those which are more specialised i.e. care homes, agricultural sites etc. Should any of the following points be relevant to your area of work you are encouraged to review the complete safe system of work contained on the Health & Safety web pages.

3.1	**Applicable to all Premises**	
	Access & Egress	• All work areas must be safely accessible • All items must be safely stored
	Accident / Near Miss Reporting	• Report all instances
	Alcohol & Drugs	• Be aware of Policy • Encourage employees to seek advice / counselling
	Asbestos	• Location is recorded in Site Premise Log Book • All contractors are informed and shown the Site Premise Log Book on entering the building and prior to commencing work
	Auditing / Self Monitoring	• Self monitoring must be undertaken on an annual basis using the Self monitoring checklist available on the Health and Safety website • Plan, prepare for audit and implement actions required
	Catering & Vending	• Suitable facilities to make hot drinks • Suitable facilities to heat own food (if not easily obtained)
	Construction Design Management (CDM)	• Consult Policy if construction work being done on site
	Disabled Persons	• Consider adaption and relocation of items • Consult Occupational Health Service • Complete a PEEP
	Display Screen Equipment	• Risk Assessment • Regular breaks for users • Correct equipment & use • Eye Tests
	Electricity at Work	• Ensure Portable Appliance Testing is done • Permit to Work for live working • Risk Assessment
	Emergency Bomb Threat	• Business Continuity Plan in place • Appoint emergency co-ordinator
	Fire Procedures	• Appoint Fire Wardens • PEEP's • Fire Drills • Training
	First Aid	• Appoint First Aiders • Training
	Housekeeping	• Ensure items stored correctly • Remove waste materials daily
	Induction of New Employees	• Occupational and site-specific H&S instruction
	Lighting	• Must be adequate for safe performance of task
	Manual Handling	• Risk Assessment • Training • Consider use of manual aids
	Mobile Telephones	• Do not use while driving • Be aware of Policy

	New and Expectant mothers	• Risk Assessment
	Office Safety	• Good housekeeping • Report hazards
	Personal Hygiene	• Information & Instruction • Suitable welfare facilities must be provided
	Photocopiers	• Well sited & maintained
	Risk Assessment	• Ensure undertaken & reviewed
	Safety Signs & Signals	• Risk Assessment • Ensure comply with regulations
	Safety Training	• Ensure undertaken & reviewed
	Slips, Trips and Falls	• Good Housekeeping • Report Hazards and Near Misses
	Security	• All work areas must be secure • Use of physical security devices, intruder alarms and surveillance equipment
	Temperature	• Maintain records • Report problems
	Temporary and casual staff	• Risk Assessment • Information & Training • Supervision
	Ventilation	• Report faults immediately • Keep maintenance records
	Violence at Work	• Report all instances • Risk Assessment • Training
	Visitors	• Information & Supervision • Security arrangements
	Voluntary Workers	• Risk Assessment • Training & Supervision
	Washroom Facilities	• Provision and Maintenance • Report problems
	Waste Disposal	• Provision of suitable containers • Ensure daily disposal • Refer to COSHH requirements
	Window Cleaning	• Permit to Work • Risk Assessment • Information & Training
	Working Space	• Layout of workspace must be considered
	Working Time	• Be aware of Policy
	Young persons at work	• Risk Assessment • Training & Supervision • Be aware of restrictions for under 18's
3.2	**Applicable to specific areas of Premises**	
	Agriculture	• Risk Assessment • Training
	Biological Hazards	• Prevent contact with blood spillages
	Compressed Gas Cylinders	• Risk Assessment • Provide PPE • Training

	Confined Spaces	• Risk Assessment • Permit to Work • Provide PPE
	Fall Arrest	• Risk Assessment • Inspection & Testing • Training
	Flammable Liquids	• Risk Assessment • Training
	Hazardous Substances	• COSHH Risk Assessment • Provide PPE • Keep Inventory
	Home Working	• Risk Assessment • Supervision
	Hot Working	• Risk Assessment / permit to work • Training • Provide PPE
	Interview Room	• Risk Assessment • Panic Button • Respond Procedures
	Kitchens	• Consult Policy if have kitchen supplying the public
	Ladders	• Risk Assessment & Training • Permit to Work • All ladders must be 'industrial' class, grade one.
	Lasers	• Risk Assessment • Inspection & Testing • Training
	Legionella	• Risk Assessment • Monitor • Audit and Review
	Lifting Equipment	• Risk Assessment • Inspection & Testing • Permit to Work
	Lone Working	• Risk Assessment • Training • Effective Buddy System • Corporate Monitoring System
	Maintenance of Plant & Equip	• Maintenance logs to be kept • Must be in good repair and working order • Training
	Night Work / Shift Work	• Information & Training • Effective communication channels • Emergency aid procedures
	Noise Control	• Risk Assessment • Provide PPE
	Operation of Passenger Lifts	• Maintenance checks every 6 months • Fire action signage • Emergency procedures for release of passengers

		• Training
	Outdoor Peripatetic Workers	• Risk Assessment
		• Training
		• Supervision
	Permit to Work	• Keep records of use
	Personal Protective Equip.	• Risk Assessment
		• Training
		• Ensure maintenance and repair
		• Records
	Plant & Machinery Safety	• Risk Assessment
		• Information & Training
	Play Equipment Safety	• Risk Assessment
		• Training
		• Inspection records
		• Ensure maintenance and repair
	Pressure Systems	• Risk Assessment
		• Training
	Transport	• Be aware of Policy
	Ventilation	• Report faults immediately
		• Keep maintenance records
	Vibration Control	• Carry out vibration risk assessment / survey
		• Maintain equipment and keep maintenance logs
		• Health Surveillance
	Violence at Work	• Report all instances
		• Risk Assessment
		• Training
	Work Equipment	• Risk Assessment
		• Provide PPE
		• Training

4   Where can I get further advice?

Further information, guidance and advice can be provided by:

- Occupational Health and   01743 252819
  Safety Team   health.safety@shropshire.gov.uk

- Strategic Asset   01743 281082
  Management Team   asset.management@shropshire.gov.uk

- Property Services Group   01743 281079
                                              Enquiries.psg@shropshire.gov.uk

5   Where can I get further information?

- The Corporate Health & Safety policies and guidance available on the intranet
- Health & Safety Executive – www.hse.gov.uk
- HSE Books