



The Guernsey Charity for the support of Victims and Witnesses

## COMPLAINTS POLICY & PROCEDURE

Ratified by Board on	<b>15.12.21</b>
Name of Chairperson	<b>Peter Harwood</b>
Next review date	<b>15.12.24</b>

### **Purpose**

The Bailiwick of Guernsey Victim Support and Witness Service is committed to conducting our business with honesty and integrity and we expect our staff and volunteers to maintain high standards in accordance with our policies and procedures. However, in the unlikely event that clients and other service users are not satisfied with the service they receive, our complaints procedure allows complaints to be made and ensures that the complaint is heard and responded to promptly and professionally.

If you are dissatisfied with any aspect of our services we ask that you let a member of staff know at the time. If we know about it, the matter can sometimes be resolved immediately.

### **Raising a complaint**

Anyone using the Victim Support & Witness Service can make a formal complaint.

If the complaint is made on behalf of someone else, we will need the complainant's written permission for us to discuss the relevant details of the matter. This can be done when completing the Complaint Form at the end of this document.

We will process any personal data that you provide in accordance with The Data Protection (Bailiwick of Guernsey) Law 2017.

### **Confidentiality**

All information must be treated as confidential by all parties.

We aim to foster an environment where any party can voice complaints openly. However, if you want to raise your complaint confidentially, we will make every effort to maintain your anonymity. If it is necessary for anyone investigating your concern to know your identity, we will discuss this with you.

## **Protection and support**

It is understandable that people making a complaint may feel worried about possible repercussions. We aim to encourage openness and will support clients, volunteers, staff or any other party that raises genuine concerns under this policy, even if they turn out to be mistaken.

## **How do I complain?**

Your complaint should be made in writing, using the form at the end of this document, and sent to The Manager, The Bailiwick of Guernsey Victim Support & Witness Service, Royal Court, St Peter Port, GY1 2NZ or by email to [victim.support@gov.gg](mailto:victim.support@gov.gg)

If the complaint is against the Manager of the service please send this in writing to The Chairperson, The Bailiwick of Guernsey Victim Support & Witness Service, Royal Court, St Peter Port, GY1 2NZ. You should mark the letter 'Private and Confidential' and 'To be Opened by the Addressee only'.

## **What information should be provided?**

Please give details of any specific issues that you wish to have addressed, giving background information with relevant dates, times and names, if possible. If you have several issues, it will help if you have them in date order.

## **Is there a time limit for making a complaint?**

A complaint should be made within one month if possible.

## **What happens after the complaint is made?**

We will acknowledge receipt of your complaint within 5 working days of receiving it. Your complaint will be investigated by the Manager in the first instance or, if it concerns the Manager, the Chairperson of the Management Committee. We aim to respond within 28 working days from the receipt of the complaint, however if the complaint takes longer than 28 days to investigate, you will receive a letter informing you of the delay.

## **Results of the investigation**

The response letter will set out the results of the investigation and any action that has been taken.

## **What happens if I am not satisfied with the response?**

If you are dissatisfied with the outcome, you may request that this is reviewed by the Directors of the service. This request must be received in writing within 15 working days of the response letter being issued. This should be addressed to Brian Richings, The Bailiwick of Guernsey Victim Support & Witness Service, Royal Court, St Peter Port, GY1 2NZ. You should mark the letter 'Private and Confidential' and 'To be Opened by the Addressee only'.

### **External disclosures**

The aim of this policy and procedure is to provide an internal mechanism for reporting, investigating and remedying complaints in the workplace. In most cases you should not find it necessary to alert anyone externally. However in some circumstances it may be appropriate for you to report your complaint to an external body/regulator such as:-

- The Association of Guernsey Charities
- Guernsey Community Foundation
- The States of Guernsey

### **External Contact Information**

The Association of Guernsey Charities

Tel: 07781 433334

Email: [mail@charity.org.gg](mailto:mail@charity.org.gg)

Guernsey Community Foundation

Tel: 01481 723426

Email: [info@foundation.gg](mailto:info@foundation.gg)

The States of Guernsey – Home Affairs

Tel: 01481 717353

Email: [homeaffairs@gov.gg](mailto:homeaffairs@gov.gg)



The Guernsey Charity for the support of Victims and Witnesses

## **Complaint Form**

Complainant's name	
Address	
Contact number:	
Email:	

If you are making a complaint **on behalf of** someone else please complete the following section:

Your Name	
Your Address	
Your Contact number:	
Your Email:	
Your Relationship to the Complainant	

**Authorisation of Complainant**

**If the complaint is being made by someone on your behalf, please complete:**

I, \_\_\_\_\_ (complainant's name) hereby authorise the complaint to be made on my behalf, and agree that any information which I have provided to Victim Support & Witness Service staff or volunteers, which is relevant to the complaint, may be disclosed to the person completing this form on my behalf.

Signature of complainant: \_\_\_\_\_ Date: \_\_\_\_\_





The Guernsey Charity for the support of Victims and Witnesses

## EQUALITY AND DIVERSITY POLICY

Ratified by Board on	<b>03.03.22</b>
Name of Chairperson	<b>Peter Harwood</b>
Next review date	<b>03.09.22</b>

### **Our aim**

In carrying out its functions as a Charity the Bailiwick of Guernsey Victim Support and Witness Service is committed to promoting equality of opportunity for all, and to ensuring that no individual is discriminated against in the planning and delivery of any of our activities.

We therefore aim to ensure that the values of equality, diversity, and respect for all are embedded into everything that we do.

### **About our policy**

This policy is intended to demonstrate the Bailiwick of Guernsey Victim Support and Witness Service's commitment to eliminating discrimination and encouraging and valuing diversity among staff, volunteers, partners, suppliers, users of our services and our Board.

We recognise our responsibilities and are committed to meeting them in full. We believe that a culture that embraces equality and values diversity will help us to ensure that everyone feels involved and included in our plans, programmes and activities.

We aim to create an environment which respects and welcomes everyone, and in which no form of bullying, harassment, disrespectful or discriminatory behaviour is tolerated by anyone towards anyone. This includes:

Age, disability, gender reassignment, income, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

### **Our responsibilities**

The Bailiwick of Guernsey Victim Support and Witness Service understands that for equality to be achieved this policy needs to be made understandable to, and embraced by staff, volunteers, suppliers, partners and the Board/Management Committee.

All staff, volunteers, suppliers, partners and the Management Committee have a responsibility to ensure that their own language and actions are consistent with the spirit as well as the contents of this policy.

Overall responsibility for the implementation of this policy lies with The Bailiwick of Guernsey Victim Support and Witness Service Manager and its Management Committee.

### **Our commitments**

The Bailiwick of Guernsey Victim Support and Witness Service recognise that an Equality and Diversity Policy alone is not enough to ensure that equality and diversity are central to everything that we do.

We will seek to create an environment in which diversity and the contributions of all staff, volunteers, suppliers, partners, residents and Management Committee are recognised and valued in all that we do. In this way we hope to provide an example of good equality practice and promote community cohesion within the workplace.

In introducing this policy, we recognise that many people are unfamiliar with the ways in which discrimination and disadvantage affect people's health, well-being and quality of life. We will therefore support people to develop equalities awareness and understanding.

To ensure that we are meeting the aims and the spirit of this policy we will:

- Review how well we are implementing this policy, and adjust our practices and/or develop an action plan where necessary
- Assess any significant new or revised policies and procedures for their impact on equality
- Embed equality and diversity into our development plans
- Ensure our employment practices and procedures are consistent with the aims of this policy

### **Working with contractors, suppliers and partners**

It is important to us that suppliers, contractors and any other individual or organisation working for and on behalf of the Bailiwick of Guernsey Victim Support and Witness Service are aware of and agree to comply with our equality and diversity policy while that work is underway. In addition, we are committed to:

- Using accessible venues for events and meetings
- Using plain English, and offering accessible communications, for example, emails, letters, reports and publicity materials as far as it is within our means to do so

### **Review and Action**

We recognise that it is important for us to regularly review this policy to ensure that it reflects up to date equality best practice.

A review of our Equality and Diversity Policy will be carried out every 3 years as a minimum and any necessary actions taken.



The Guernsey Charity for the support of Victims and Witnesses

## HEALTH AND SAFETY POLICY

Ratified by Board on	<b>15.12.21</b>
Name of Chairperson	<b>Peter Harwood</b>
Next review date	<b>15.12.24</b>

This policy reflects the Bailiwick of Guernsey Victim Support and Witness Service's (VS&WS) commitment to complying with The Health and Safety at Work (General) (Guernsey) Ordinance, 1987, together with any other existing relevant statutory provisions.

As the VS&WS suite of rooms forms part of the Royal Court building, the Health and Safety at Work Policy Statement for that building (see Appendix 1) applies to VS&WS and all staff, volunteers and Board/Committee members are required to familiarise themselves with that document.

In line with The Royal Court's Health and Safety at Work Policy Statement, VS&WS will:-

- Provide reasonable control of exposure to the health and safety risks arising from our working activities
- Undertake recorded risk assessments of all activities provided by VS&WS staff, volunteers and Board/Committee members
- Create a safe environment by putting health and safety measures in place as identified by the risk assessments
- Provide access to adequate first aid equipment and qualified first aider
- Record any injuries or accidents sustained during any VS&WS activity and take appropriate action
- Provide and maintain safe equipment and environmental conditions
- Provide information, instruction and supervision for employees
- Consult with our staff and volunteers on matters affecting their health and safety
- Ensure safe handling and safe use of equipment
- Deliver training to all staff and volunteers
- Prevent accidents and cases of work-related ill health
- Maintain safe and healthy working conditions
- Take practicable measures to ensure any premises it controls are safe and without risks to health
- Review and republish this policy statement every 3 years

- Ensure that all staff and volunteers are aware of and follow The Royal Court Health and Safety at Work Policy Statement

**All staff and volunteers must co-operate by:**

- Taking reasonable care for their own and others' health and safety
- Not misusing or interfering with anything provided in the interest of health and safety
- Using equipment and materials in accordance with their training
- Reporting any hazards in the workplace or shortcoming in the protection for employees

**Health & Safety Officer**

The Health & Safety Officer for Victim Support & Witness Service is Jenny Murphy (Manager).

**Public Liability Insurance**

Victim Support & Witness Service hold Public liability Insurance to cover their activities. The limit of indemnity is £5,000,000. The Insurance is currently held with NFU Mutual through Island's Insurance Brokers. The Certificate of Public Liability Insurance is displayed in the VS & WS office.

**Appendix 1**



**THE ROYAL COURT**

**HEALTH AND SAFETY AT WORK**

**POLICY STATEMENT**

# **THE ROYAL COURT**

## **HEALTH AND SAFETY AT WORK**

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# THE ROYAL COURT OF GUERNSEY

## HEALTH AND SAFETY AT WORK - POLICY STATEMENT

### 1 INTRODUCTION

The Health and Safety at Work (General)(Guernsey) Ordinance, 1987, together with any other existing relevant statutory provisions, impose certain responsibilities on both employer and employees for the health and safety of persons at work and those who may be affected by work activities, including self-employed persons, contractors, persons in control of premises and members of the public.

### 2. POLICY OBJECTIVES

This policy reflects the Royal Court's commitment to:

- comply with the Health and Safety at Work (General)(Guernsey) Ordinance, 1987 (hereinafter referred to as the 1987 Ordinance), ensuring so far as is reasonably practicable, the safety of all persons in the Royal Court Building and of all persons using the Royal Court's services;
- carry out risk assessments, maintain records and review/revise procedures as necessary in accordance with the legal requirement;
- promote and maintain the Health and Safety of all employees, contractors and volunteers working in the Royal Court Building;
- avoid unnecessary injury, illness, loss of well-being or absence as a result of work activities;
- ensure that all employees are aware of their legal responsibilities regarding Health and Safety; and,

- secure the support and commitment of all staff on Health and Safety matters.

For the purpose of this policy, reference to the Royal Court shall be deemed to include the Bailiff's Chambers, the Offices of Her Majesty's Greffier and Her Majesty's Sheriff and Sergeant and the Guernsey Victim and Witness Support Service.

The Royal Court Building forms part of a complex that also includes the premises of the Law Officers of the Crown. Although physically joined together, for reasons of judicial independence, the premises of the Law Officers are operated independently and separately of the Royal Court. This policy only extends to the offices of the Royal Court.

Notwithstanding the above, it is acknowledged that there is a single external and two internal link corridors between the two premises for which the Royal Court and the Law Officers share joint responsibility. It is also acknowledged that the Royal Court provides a reception service for the Law Officers. Any visitors to the Law Officers arriving and/or waiting in this reception area are subject to the provisions of the Royal Court's policy.

### **3. GENERAL STATEMENT OF INTENT**

Her Majesty's Greffier has overall responsibility for ensuring that every member of staff at the Royal Court abides with all Health and Safety legislation and with this Policy Statement. Authority is delegated to the Head of Operations to lead on this area to ensure the Royal Court is compliant.

Managers of individual departments are accountable for implementing agreed health and safety arrangements, and monitoring compliance with health and safety management and operational procedures with their respective areas.

It is important to safeguard the health, safety and welfare of staff and of other persons who may visit the Royal Court Building. This requires the full and continuing commitment of all staff members. The Royal Court recognises its responsibilities as an employer under the 1987 Ordinance and all subsequent legislation delegated from it.

#### **3.1 General Duties of Employers to their Employees**

It is the duty of the Royal Court as the employer to provide and maintain for all employees and contractors working at the Royal Court Buildings, so far as is reasonably practicable, the following:

- a) safe and healthy working conditions and places, systems and methods of work for the protection of staff and others, including members of the public;
- b) plant and equipment which is safe and without risk to health;
- c) arrangements to ensure that the control, use, handling, storage and transport of articles and substances are safe and free from risk to health;
- d) safe access/egress to and from the place of work; and,
- e) such information, instruction, training and supervision as are necessary to ensure health and safety at work.

The Royal Court will also ensure, so far as is reasonably practicable, that service users, contractors and other professional workers, including visitors, are not exposed to risk to their health and safety and are provided with clear instructions and information about such matters which might affect their health and safety.

### **3.2 General Duties of Employees at Work**

It is the duty of all employees at work:

- a) to take reasonable care of their own health and safety and that of other persons, including contractors and visitors, who may be affected by their acts or omissions at work; and
- b) to cooperate with their employer in matters of health and safety and comply with any legal obligations and safety procedures.

### **3.3 General Duties of Contractors**

It is the duty of every contractor to ensure that they and their employees comply with the general duties set out above.

#### **4. ORGANISATIONAL ARRANGEMENTS FOR IMPLEMENTING HEALTH AND SAFETY**

Formal accountability for all matters relating to Health and Safety rests with HM Greffier.

The Head of Operations is the **Delegated Officer**. He has delegated authority from HM Greffier for Health and Safety in areas under the Royal Court's control and for advising senior staff on the implementation of the Royal Court's Health and Safety Policy. This includes the development and implementation of Fire Safety Procedures, Business Continuity Management and ensuring that there are adequate numbers of staff trained in key elements. The Head of Operations shall consult with States Property Services, as owners of the Royal Court Building, in respect of health and safety matters pertaining to building and plant maintenance.

As **Department Managers**, the following Officers are responsible for ensuring the effective implementation of the Royal Court's Health and Safety Policy within their respective Departments or Divisions: Head of Operations, the Principal Officer of the States Assembly & Constitution Committee; the Secretary to the Bailiff, Her Majesty's Sheriff, The Principal Clerk to the Royal Court, The Principal Clerk to the Magistrates Court, The Facilities and Projects Manager, the Head of Registration and the Finance Manager. (See Appendix A for a more detailed breakdown of responsibilities)

All employees will ensure that they comply with the standards in this Policy Statement.

All **employees** have a responsibility to co-operate with **Departmental Managers** to achieve a healthy and safe workplace and to take reasonable care of themselves.

#### **5. COMMUNICATIONS**

A copy of this Policy Statement will be available on the Royal Court Drive and will be displayed on notice boards throughout the Royal Court.

## **5.1 Notices**

The Head of Operations will ensure that A copy of the “Health and Safety Law – What You Should Know” notice is displayed at prominent points around the Royal Court Building.

A copy of the Royal Court’s Public Liability Insurance certificate is displayed at the entrance to the Building in St James Street.

Certificates of inspection for passenger lifts are displayed in each of the four lifts in the Royal Court Building.

## **5.2 New Employees**

On the first day of appointment, or as soon as is reasonably practicable thereafter, new employees will be given the welcome pack which will include fire evacuation procedure information and be verbally briefed by their immediate line manager. As part of their induction new employees will be required to sign a declaration that they have read and understood this Policy Statement and the Fire Safety Procedures.

## **5.3 Health and Safety sub group**

The quarterly meeting of the entire management team will have Health and Safety as a standing agenda item, to deal with Health and Safety issues and to encourage all employees and all Court Users to work and act safely.

The Head of Operations Health and or the Health and Safety Coordinator will report on the previous quarter to the meeting.

The meeting will consider the following issues relating to Health and Safety:

- any change which may have a significant impact on Health and Safety matters;
- the planning of health and safety training;
- incident reports and associated recommendations for improvements;
- any Health and Safety issues associated with the introduction of new technology; and,
- arrangements for reporting the outcomes of meetings to employees.

In addition the Head of Operations will report to the Court's Senior Management Team at its meetings with an update on health and safety matters at the Royal Court as and when required.

#### **5.4 Reporting of Accidents, Diseases and Dangerous Occurrences**

Persons working within the Royal Court Buildings are required to report any health and safety issues or concerns relating to the general aspects of this policy to the Head of Operations.

They must also report any accidents to the Health and Safety Officer (Lars) and in their absence the Head of Operations.

The Law requires the employer to keep a record of all accidents at work. Further procedures are required in respect of any accident in which a person dies or sustains certain specified injuries. Certain prescribed diseases and dangerous occurrences are also notifiable.

The Health and Safety representative must be advised immediately in the event of any person:

- sustaining an injury as a result of an accident at work;
- contracting a disease; or,

- becoming involved in or observing a dangerous incident or occurrence while at work (near-miss incidents etc).

He will then consider whether such an event is notifiable under the Law or whether any other form of action is required. Accident Report Forms are available from the Health and Safety representative.

## **6. DOCUMENTATION**

Health and Safety representative will, in conjunction with and where appropriate with the Policy and Resources Committee, ensure that the following records and documentation are maintained:

- fire detection system inspection and testing;
- fire extinguisher services;
- building and plant maintenance and inspections;
- staff health and safety training records;
- accident records;
- a COSHH Register;
- an approved contractor register will be commenced from Oct 2019, including copies of their insurance documentation and their own health and safety policies and method statements for all new contracts;
- risk assessments

The above documentation will be maintained in a General Health and Safety Register on the Royal Court Drive.

## **7. CONTRACTORS**

The Royal Court has contracts with a number of different contractors providing cleaning, maintenance and security services within the Royal Court Building.

The Health and Safety Coordinator will ensure the following:

- each contractor has been provided with a copy of this Policy Statement and the Fire Safety Procedures and has certified in writing that they understand them and their responsibilities under them;
- each contractor provides the Court with copies of their own health and safety policy statements, their public liability and professional indemnity insurance documentation and, where applicable, their method statements.

The above documentation will be maintained in the General Health and Safety Register on the Royal Court Drive.

Contractors working inside the Royal Court Building are required to register with the Court's Security Officers before being given access to the premises. The Facilities Team will oversee the management of contractors working at the Building.

## **8. RISK ASSESSMENTS**

The Royal Court has a duty to make a suitable and sufficient assessment of the risks to the Health and Safety of its employees to which they are exposed whilst they are at work and the risks to the Health and Safety of persons not in its employment arising from or in connection with the Royal Court's business or activities. Such assessments must be recorded.

Following an assessment of risk, there is a requirement to record any significant findings, to identify persons at risk and to ensure that suitable controls are put in place to reduce those risks identified to acceptable levels.

Assessments need only be completed once, unless significant changes occur in the workplace, to work equipment or to work processes and procedures. Assessments can be shared across sections where similar work or activities or risk exist.

Department Managers are responsible for ensuring that adequate risk assessments in accordance with the above are undertaken. It is critical that ownership of operational control is retained by those with each specific area. As such, risk assessments must be created by a person competent to do so, under the direction of the person responsible for the area.

Where assessments identify significant (medium or high level) risks, it is the responsibility of the Departmental managers, in conjunction with the Delegated Officer to ensure that suitable control measures are identified, documented, implemented, monitored and reviewed.

Staff members must be satisfied that control measures in place bring the risk rating down to acceptable levels before engaging in the activity; where risk level remains high; consideration must be given to additional controls to further mitigate the risk before going ahead.

Copies of documented risk assessments must be provided to the Health and Safety Coordinator for maintenance in the General Health and Safety Register on the Royal Court drive

Risk assessments for any given activity should be reviewed whenever any of the following occur:

- Change in legislation
- An accident, dangerous occurrence or near miss incident
- Changes in control measures
- Changes (minor or major) to specific activity carried out
- Transfer to new technology
- Original assessment no longer valid
- At least every 12 months

## **9. PERIODIC INSPECTIONS**

Bi-annual inspection of the offices, stairwells, Court rooms, public areas and walkways, plant rooms and car parking areas will be organised by the Health and Safety Coordinator. A Health and Safety checklist has been established for these inspections and this is attached as Appendix 2 to this Policy Statement.

## **10. DETAILED STATEMENT ON HEALTH & SAFETY**

Specific attention is drawn to the following key aspects of health and safety management:

An office is often assumed to be a safe environment in which to work and, whilst undoubtedly safer than a factory, this assumption is false and can lead to complacency. In an effort to minimise accidents and loss, staff are expected to apply general principles of common sense to their work routine. This will include the following precautions:

### **10.1 Slips and falls**

Avoid bending, twisting and leaning backwards whilst seated.

Exercise caution when using trailing power cables and telephone leads. Cables and leads must be made safe and should not obstruct walkways between desks etc.

Filing cabinets must not be left with protruding drawers and not more than one drawer should be opened at a time;

Do not use chairs, boxes etc to gain access to high shelves or windows, ie where steps or ladders should be used.

Never climb on shelving.

Clean up spills

Be patient and do not rush.

## **10.2 Lifting and carrying**

Manual handling is one of the most common causes of absence through injury at the work place.

Poor lifting or carrying techniques can result in discomfort and increase the risk of injury. These risks can be reduced by adopting the following simple precautions:

- Make full and proper use of aids to lifting and carrying. Suitable step ladders have been provided around the building for access to upper shelves in storage areas. Suitable trolleys have also been provided for transporting boxes and other heavy loads. Do not pile the load so high as to obstruct forward vision.
- Store heavy items between shoulder and hip height. Only store small light items above shoulder height or below knee height;
- Use the legs and knees to bend and lift. Keep the back straight. Do not stoop or bend the back;
- Avoid tasks which require stretching or twisting.
- Ensure that regular rest breaks are taken where manual handling activities are repetitive and to prevent the onset of fatigue;

- Ensure that there are no sharp, hot or cold edges on the item being lifted which could cause injury;
- Ensure that walkways are free from obstruction and are not slippery;
- Report any problems or concerns associated with manual handling operations to your line manager or the Health and Safety Co-ordinator without delay;
- Heavy or bulky items should not be carried on stairs. The lifts should be used when carrying such items.

Staff should consult with the Head of Operations over the movement of particularly heavy items so that, if necessary, outside assistance can be provided.

### **10.3 Housekeeping**

Poor standards of housekeeping are a common cause of injury and damage at work and can create unnecessary fire hazards. All employees must:

- Ensure that articles are not left in walkways;
- Ensure that there are no trailing cables. If a trailing cable is necessary, it must be secured to the floor using gaffa tape or covered with a “walkover” cover. Liaise with Health and Safety Co-ordinator.
- Ensure that articles are stored in designated places;
- Remove obstacles or unwanted articles from the work area;
- Ensure they do not allow waste materials to accumulate in their work area.

### **10.4 Machinery**

Apart from electrical issues (below), office machinery tends to present a low hazard, but some items can be dangerous if incorrectly used. Always read instructions before using any electrical or other equipment or seek appropriate instruction from trained staff.

### **10.5 Electrical safety**

Electricity represents a potential hazard in offices and the following precautions must be observed at all times:

- Users, as well as supervisors, should check electrical appliances regularly for signs of worn leads, broken plugs, etc, as a matter of routine;
- Any faults in portable or fixed electrical equipment must be reported to your line manager or the Health and Safety Coordinator immediately and appropriate action taken. Do not attempt to use the item in the meantime;
- Do not try to repair faulty equipment. The Health and Safety Coordinator will make appropriate arrangements for such repairs by a properly qualified individual;
- Never use electrical equipment in damp surroundings or where flammable vapours may be present;
- Do not overload electrical sockets. The use of adapters is discouraged and, wherever practicable, a suitable number of plugs and sockets should be provided;
- Electrical equipment should be switched off before being plugged in or having the plug removed;
- Electrical equipment must be switched off at the end of each working day;
- Liquid refreshments must not be placed where they can be knocked over onto electrical equipment;
- Desk lamps or other portable appliances which may cause a fire hazard must be switched off when left unattended.

As part of its responsibilities as the owner of the Royal Court Building, the States Property Services will carry out testing of the Building's fixed wire installations every five years.

## **10.6 Workstation Assessments**

A workstation assessment will be carried out for all members of staff who request one. The assessment will determine what Display Screen Equipment each employee may require and will include an ergonomic assessment. The assessment will include recommendations on adjustments to existing chairs/seating or replacement of chairs that may be required.

## **10.7 Dangerous Substances**

Modern working methods involve the use of substances, principally chemicals, which may pose a risk to the health of the people using them.

Stocks of cleaning fluids or any other potentially dangerous substances must be kept safely stored in locked cupboards.

A COSHH (Control of Substances Hazardous to Health) Register is maintained by the Royal Court. This identifies substances in use around the Building which may be hazardous to health. For each substance, a Material Safety Data Sheet provided by the manufacturer is included in the Register that details matters such as what the risks are, how the substance can be safely handled and what action to take in the event of an accident involving the substance.

The Health and Safety Coordinator will ensure that the COSHH Register is updated on an annual basis. Copies of the Register are stored in the offices of the Health and Safety Coordinator (as part of the General Health and Safety Register).

It is Royal Court policy that the Cleaning staff undertakes periodic training in the use of hazardous substances.

## **10.8 Working at height**

In order to prevent falls of persons or objects from a height, the following measures should be taken:

- Under no circumstances should any wooden ladders or steps be used;
- All ladders and steps must be suitable for purpose.
- Ladders and steps must be checked for defects before use. Employees should check the sides for buckles or dents, that the rungs/steps are tight and that there are no dents or buckles in the rungs/steps. In the case of steps, check to ensure that the platform locates correctly (if applicable).
- The base of the ladder or steps should be set on firm and flat ground. The top should rest firmly against a support. Precautions to prevent the ladder from slipping should be taken;
- Do not overreach when using a ladder or steps.

## **10.9 Environmental Issues**

The States Property Services undertakes annual testing of air and water quality within the Royal Court Building as part of its responsibilities as owner of the Building.

## **10.10 Smoking**

Members of staff who wish to smoke shall only do so in the recognised areas on the outside of the building. When using those areas, burning cigarettes must not be left unattended and cigarette ends must always be properly extinguished and deposited in the metal containers provided. They must not be deposited with other waste.

### **10.10.1 E-Cigarettes**

E-Cigarettes are not permitted to be used on the premises and can only be used in the designated areas as per 10.10

## **10.11 Office Furniture and Storage**

Some forms of damage or defect in office furniture can be considered to constitute a potentially hazardous or dangerous situation. Therefore, the existence of any such damage or defect should be reported to the Health and Safety Coordinator who will take appropriate action.

Filing cabinets should be filled from the bottom drawer upwards to minimise the risk of them toppling over. Cardboard storage boxes should not be stacked more than four high.

## **10.12 Office Re-organisations**

Any office alterations, no matter how small, should first be discussed with the Health and Safety Coordinator. Such measures could have implications on the provision of electrical, fire safety, data and telecommunications services or impede circulation or evacuation routes.

## **10.13 First Aid**

The delegated person accountable for First Aid provision will be the CSO Supervisor. They will conduct a First Aid risk assessment which will determine how many First aiders are required and their distribution. First Aiders are responsible for taking prompt and appropriate action following any accident. They are also responsible for maintaining the contents of all First Aid kits within the building, including maintenance and testing of Defibrillators and the First Aid room itself.

## **10.14 Other Issues**

Extra caution should be exercised when walking around the building and up/down staircases whilst carrying bundles of paperwork.

Take care in kitchen areas. Avoid wet floors and do not touch electrical equipment with wet hands.

Switch on electric lights whenever natural lighting is insufficient, especially on staircases and landings.

## **11. EMERGENCY PREPAREDNESS AND RESPONSE**

Procedures for the identification and response to potential emergency situations are also set out in the Critical Incidents Plan and the Business Continuity Plan. It will be ensured these plans are robust and practical and will be tested at least once a year.

After an emergency situation, accident or near miss, the plans will be reviewed in light of the incident.

## **12. LONE WORKING**

An employee shall be deemed to be working alone if they are working alone outside of normal working hours or if there is a chance of not having contact with any person for more than 2 hours whilst at work. See Lone Working Policy on Royal Court drive.

## **13. GENERAL FIRE SAFETY**

All members of staff are required to familiarise themselves with Fire Safety Policy and Procedures in operation within the Royal Court Building. Copies of the Fire Safety Procedures are displayed throughout the general office areas of the Building. They are available from the Head of Operations and on the Royal Court drive and will be made available to all new members of staff.

## **14. COURT SECURITY**

Court Security Officers (CSO) are employed to operate a range of security systems and procedures at the Royal Court buildings to safeguard the building and to provide for the safety and security of all Court users, including the Judiciary, Jurats, States Members, staff, members of the public, witnesses and defendants. Overall responsibility for Security rests with the Head of Operations, and a separate Security Review and risk assessment process is being conducted to address all elements of Security which will link in with this document.

(SEE ALSO LONE WORKING POLICY AND PMVA POLICY)

## **15. TRAINING**

The Head of Operations will complete an appropriate Occupational Health and Safety course.

Training in manual handling and in the use of hazardous substances will be organised, as appropriate, for new members of staff.

Relevant managers will be provided training in the undertaking of risk assessments.

The CSO Supervisor will ensure those trained in First Aid maintain their qualifications with relevant training.

Breakaway training will be organised for new Court Security Officers and Court Ushers and for new members of staff within the Office of HM Sheriff. It will be a requirement that these staff attend refresher training in this area no less than every two years.

A record of training will be maintained on the Royal Court drive.

## **16. ACCIDENT AND NEAR MISS INCIDENT REPORTING**

All accidents and near miss incidents must be reported. This will be done centrally on The Bridge when that element of the site is operational.

## **17. REVIEW**

This policy will be kept up to date as the nature, size and activities of the Royal Court evolves. To ensure this, the Policy and the way that it operates will be reviewed at least annually as a minimum, and as per the elements listed in Section 8.

A handwritten signature in black ink, appearing to read 'Gregg Stuart', is written over a horizontal line. The signature is stylized and cursive.

Gregg Stuart

Head of Operations

Date 11/10/19

## **APPENDIX 1**

### **Royal Court Health and Safety sub group (Joint Management quarterly meeting)**

#### **Purpose and Objectives;**

The Royal Court Health and Safety sub group (quarterly Management meeting) will assist the Court's Senior Management Team in dealing with Health and Safety issues and encourage all Court Users (Staff, Judiciary, Contractors and visitors to the building) to work and act safely.

#### **Terms of reference**

Day to day Health and Safety matters will continue to be dealt with locally, as they arise.

The sub group will consider the following issues relating to Health and Safety including;

- Any change which may have a substantial affect on Health and Safety matters;
- The planning of health and safety training
- Incident reports, and recommendations for improvements.
- The health and safety consequences of introducing new technology.
- Arrangements for reporting the outcome of meetings to employees

Meetings are to be held quarterly.

Standing items for the agenda are listed below, other items will be added as necessary.

- Statistics on accident records, ill health and sickness absence;
- Accident investigations and subsequent action;
- The reports of the quarterly workplace health-and-safety checks and such other inspections that may be carried out by enforcing authorities, management or other health and safety representatives;
- Risk assessments;
- Health and safety training;
- Emergency procedures;
- Changes in the workplace affecting the health, safety and welfare of employees; and
- Health and Safety communications and publicity in the workplace.

Minutes of the meeting will be circulated and any relevant matters relating to Health and Safety will be circulated to staff.

Specific areas of management responsibility:

### **HM Greffier**

- Provide Leadership and promote a positive health and safety culture throughout the organisation by considering the impact on health and safety when developing business plans and implementing key strategic business initiatives
- Ensure appointment of a Health and Safety lead to confirm the Royal Court meets its obligations in this area
- Review health and safety performance and ensure that preventative and corrective actions are taken where necessary as part of regular meetings of the Senior Management Team.

### **Head of Operations**

- Delegated responsibility from HM Greffier to lead on Health and Safety on behalf of the Court.
- Provide leadership and promote a positive culture throughout the organisation
- Ensure that their staff are competent in order to meet legal obligations, the health and safety policy commitments and their delegated responsibilities
- Introduce and maintain H&S dialogue within non “H&S” meetings and discussion sessions
- Review the H&S risk register at least quarterly and where necessary confirm that actions to mitigate significant risk are being managed.
- Ensure that accidents, near miss incidents and cases of work related ill-health are reported and investigated to determine the root causes and to identify and implement the action required to minimise the likelihood of reoccurrence.
- Provide sufficient budgetary funding and other resource to fulfil the requirements of health and safety management.
- Provide line management to HM Sheriff, the Registrar, Project and Operations Manager and Finance Manager in their risk assessment process for their departments.

### **Senior Deputy Greffier**

- Ensure that their staff are competent in order to meet legal obligations, the health and safety policy commitments and their delegated responsibilities
- Have documented risk assessments in place to manage actions undertaken by their staff
- Ensure staff have received relevant training, which is current and maintained.
- In conjunction with other managers ensure the court rooms are a safe working environment
- Ensure that adequate arrangements are in place throughout their area of responsibility for meeting the commitments contained in the Health and Safety Policy by implementing the documented health and safety procedures and guidance relevant to their activities and operational risks

### **Secretary to the Bailiff**

- Ensure that their staff are competent in order to meet legal obligations, the health and safety policy commitments and their delegated responsibilities
- Ensure staff have received relevant training, which is current and maintained.
- Have documented risk assessments in place to manage actions undertaken by their staff
- Have documented risk assessments in place to manage actions undertaken by the Bailiff & Deputy Bailiff in all roles of the position. (Civic, Parliamentary and Judicial)
- In conjunction with other Court managers ensure the court rooms are a safe working environment for the Judiciary
- Ensure that adequate arrangements are in place throughout their area of responsibility for meeting the commitments contained in the Health and Safety Policy by implementing the documented health and safety procedures and guidance relevant to their activities and operational risks

### **Principal Officer of SACC (or States Greffier when appointed)**

- Ensure that their staff are competent in order to meet legal obligations, the health and safety policy commitments and their delegated responsibilities
- In conjunction with other Court managers ensure the States of Deliberation are a safe working environment for the Deputies through a documented risk assessment process
- Ensure that adequate arrangements are in place throughout their area of responsibility for meeting the commitments contained in the Health and Safety Policy by implementing the documented health and safety procedures and guidance relevant to their activities and operational risks

### **HM Sheriff, Head of Registration, Operations and Project Manager and Finance Manager**

- Ensure that their staff are competent in order to meet legal obligations, the health and safety policy commitments and their delegated responsibilities
- Ensure staff have received relevant training, which is current and maintained.
- Have documented risk assessments in place to manage actions undertaken by their staff

### **Health and Safety Manager**

- Provide governance and advice for the effective management of health and safety risks arising from activities by developing and maintaining Health & Safety, and ensuring consistency with agreed best practice and States of Guernsey requirements.
- Develop and maintain health and safety procedures and guidance relevant to the activities and operational risks
- Promote co-operation between individuals to share knowledge and best practice for the management of operational health and safety risks.
- Coordinate audit processes on the site and maintain the audit programme.
- Advise on the setting of health and safety objectives
- Participate in the conduct of health and safety reviews annually
- Maintain safety records and lead investigations into breaches with Head of Operations

**Health and Safety Checklist**

Name of person appointed for inspection	
Date of inspection	
Premises:	

HOUSEKEEPING					
		Yes	No	Comment	Action Date
1.	Is the general housekeeping satisfactory?				
2.	Are the floors clean and uncluttered?				
3.	Are the passageways clear?				
4.	Is the front entrance slip & trip free?				
5.	Is there adequate storage space for archive materials?				
6.	Are glass panels clean and undamaged?				

ELECTRICS					
		Yes	No	Comment	Action Date
1.	Are all wire cable tied to avoid trip hazards?				

2.	Are all electrics in good order – no frayed wires, broken plugs, cracks etc?				
3.	Are any multiple adaptors used and are they suitable?				

### HEATING & VENTILATION

		Yes	No	Comment	Action Date
1.	Would you consider the temperature to be satisfactory?				
2.	Is the temperature at least 16C° within 1hr of start of work?				
3.	Are the premises adequately ventilated?				

### LIGHTING

		Yes	No	Comment	Action Date
1.	Is the general lighting adequate?				
2.	Are stairways adequately lit?				
3.	Do windows have appropriate means to reduce glare?				

### CONVENIENCES & ACCOMMODATION FOR CLOTHING

		Yes	No	Comment	Action Date
1.	Are they (WCs & WHBs) kept clean & flushed?				
2.	Are lavatory pans & WHB free from cracks and chips?				
3.	Do soap dispensers work?				

4.	Are hand drying facilities adequate and working?				
5.	Is there provision for safe disposal of STs in the ladies lavatory?				
6.	Are facilities provide for storing outdoor clothing?				

<b>DSE</b>					
		Yes	No	Comment	Action Date
1.	Are any workstations poorly set up?				
2.	Have you received any complaints of neck /shoulder ache or discomfort from users?				
3.	Have any employees complained of headaches or eye strain?				

<b>ACCESS EQUIPMENT</b>					
		Yes	No	Comment	Action Date
1.	Are hop ups and stepladders entered into ladder log?				
2.	Is the equipment in good condition?				

<b>FIRST AID FACILITIES</b>					
		Yes	No	Comment	Action Date
1.	Are first aid kits available and properly stocked?				

2.	Are they accessible?				
3.	Is there a notice stating the First-Aiders in charge?				

<b>FIRE</b>					
		Yes	No	Comment	Action Date
1.	Are the doors free from chocks, blocks, or other items keeping them open?				
2.	Does the door release mechanism work on automatic fire doors?				
3.	Are fire doors closed at all times?				
4.	Are direction signs easily visible?				
5.	Are there clearly marked instructions indicating assembly points?				
6.	Are fire extinguishers accessible and correctly positioned?				
7.	Has a fire drill been held in the last 12 months?				

<b>ANY OTHER HAZARDS</b>					
		Yes	No	Comment	Action Date
1.					
2.					
3.					
4.					

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Signature of Inspector:	
Date:	

## **Appendix 3 Roles and Responsibilities**

The below members of staff, by virtue of their role and position, carry specific accountability and/or responsibilities for the management of health and safety – these include:

### **HM Greffier:**

- Provide leadership and promote a positive health and safety culture throughout the organisation by considering the impact on health and safety when developing business plans and implementing key strategic business initiatives.
- Ensure access to competent health and safety assistance in order to meet its legal obligations and policy commitments by appointing a Health and Safety Manager or making other suitable arrangements.
- Ensure adequate arrangements are in place throughout operations for meeting the commitments contained with the Health and Safety Policy statement by putting in place documented procedures and guidance relevant to services, activities and operational risks.
- Review Health and Safety performance and ensure that preventive and corrective actions are taken where necessary as part of regular meetings of the Senior Management Team.

### **Senior Managers:**

- Provide leadership and promote a positive health and safety culture throughout their areas of responsibility by considering the impact of health and safety when developing business plans and implementing key business initiatives.
- Ensure that staff are competent in order to meet their legal obligations, the health and safety policy commitments and their delegated responsibilities.

- Ensure that those delegated to create and review risk assessments are doing so
- Ensure that all those members of staff that are affected by individual risk assessments are made aware of the content of them and acknowledge their responsibility to adhere to the controls reflected in them
- Ensure that accidents, near miss incidents and cases of work related ill health are reported and investigated to determine the root causes and to identify and implement the action required to minimise the likelihood of recurrence.

### Departmental Managers

- Ensure their staff are competent in order to meet legal obligations and where there are any concerns ensure they are addressed.
- Support the requirements laid down in this document
- Develop and maintain health and safety procedures and guidance relevant to the activities and operational risks of the area of responsibility.
- Consult with staff on matters that could affect their safety or health
- Report accidents, near miss incidents and work related ill-health
- Provide assistance and advice on the creation of risk assessment and safe systems of work
- Identify and evaluate all significant health and safety hazards and ensure they are appropriately controlled





The Guernsey Charity for the support of Victims and Witnesses

## WHISTLEBLOWING POLICY

Ratified by Board on	<b>15.12.21</b>
Name of Chairperson	<b>Peter Harwood</b>
Next review date	<b>15.12.24</b>

The Bailiwick of Guernsey Victim Support and Witness Service LBG (VS&WS) is committed to operating with honesty and integrity and all staff, Board/Committee members and volunteers are expected to maintain high standards, in accordance with our policies and procedures. We promote a culture of transparency, honesty and accountability. However, all organisations face the risk of things going wrong.

### **Purpose**

The purpose of this policy is:

- to encourage all staff, Board/Committee members, volunteers and clients to report suspected malpractice, impropriety or wrongdoing as soon as possible and in the knowledge that their confidentiality will be respected and that their concerns will be taken seriously and investigated
- to provide all parties with guidance as to how to raise any concerns
- to reassure all parties that they should be able to raise concerns without fear of reprisal

### **Definition**

Whistleblowing is the disclosure of information which relates to suspected wrongdoing - generally a breach of a legal, statutory or regulatory requirement or unethical, immoral behaviour.

### **Protection and support for whistle blowers**

It is understandable that whistle blowers may feel worried about possible repercussions. We aim to encourage openness and will support staff members and volunteers that raise genuine concerns under this policy, even if they turn out to be mistaken.

### **Raising a whistleblowing concern**

All whistleblowing disclosures will be treated as confidential and should be reported in the first instance to the Manager of VS&WS.

If reporting your concern to the Manager is, for any reason, not appropriate, the alternative point of contact is the Deputy Manager of VS&WS.

All information must be treated as confidential by all parties and treated in a sensitive manner. All disclosures will be investigated by a member of the VS&WS Management Committee. In accordance with our Data Protection Policy we will provide the whistle blower with an update where possible. A thorough and accurate record of the investigation will be securely stored electronically by the investigating officer. If there is evidence of criminal activity, then the investigating officer should inform the police.

### **Confidentiality**

We aim to foster an environment where any party can voice concerns openly. However, if you wish to raise your concern confidentially, we will make every effort to ensure that your identity is not disclosed. If it becomes necessary for those investigating your concern to be informed of your identity, we will discuss this with you beforehand.

### **Anonymous Allegations**

Individuals are encouraged to put their name to any disclosures they make. Concerns expressed anonymously are less credible and will only be accepted at the discretion of the Manager or Deputy Manager. When exercising this discretion, the factors to be taken into account will include:-

- The seriousness of the issues raised
- The credibility of the concern
- The likelihood of confirming the allegation

### **External disclosures**

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally. However, in some circumstances it may be appropriate for you to report your concerns to an external body/regulator such as:-

- The Association of Guernsey Charities
- Guernsey Community Foundation
- The States of Guernsey

### **Timescales**

Due to the varied nature of complaints, which may involve internal or external investigators and/or the police, it is not possible to provide precise timescales. The investigating officer should ensure that investigations are undertaken as quickly as possible without affecting the quality and depth of those investigations.

The investigating officer should, as soon as practically possible, send a written acknowledgement of the concern to the complainant and must thereafter report back to them, in writing, the outcome of the investigation and the proposed action. If the investigation is a prolonged one, the investigating officer should keep the complainant informed, in writing, as to the progress of the investigation and when it is likely to be concluded.

All responses to the complainant should be in writing and sent to their home address marked "Confidential".

### **Investigating Procedure**

The investigating officer must:-

- Obtain full details and clarifications of the complaint
- Inform the individual against whom the complaint is made as soon as is practically possible. The individual will be informed of their right to be accompanied by a trade union or colleague at any future interview or hearing held under the provision of these procedures. At the discretion of the investigating officer and dependent on the circumstances of the complaint, an alternative representative may be allowed e.g. the individual's legal representative
- Consider the involvement of the VS&WS Board and the Police at this stage and consult with the Chairman if appropriate
- Fully investigate the allegation(s) with the assistance, where appropriate, of other individuals/bodies.
- Make a judgement relating to the complaint and its validity
- Detail this judgement in a written report containing the findings of the investigation and the reasons for the judgement.
- Pass the report to the Chairman who will decide what action should be taken. If the complaint is found to be justified, the organisation's disciplinary procedure or other appropriate procedure will be invoked
- Keep the complainant informed of the progress of the investigation and, if appropriate, of the final outcome

If the complainant is not satisfied that their concern is being, or has been, properly dealt with by the investigating officer, they have the right to raise their dissatisfaction, in confidence, with the Chairman.

If the investigation finds the allegations unsubstantiated and all internal procedures have been exhausted, but the complainant remains dissatisfied with the outcome of the investigation, VS&WS recognises the lawful rights of employees and ex-employees to make disclosures to prescribed persons or bodies (e.g. the Health and Safety Executive).