

## 4.3 Maintenance

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### Regulation and Standards

#### England

- Regulation 6: The quality and purpose of care standard
- Guide to the quality and purpose of care standard
- Regulation 46: Review of premises

#### Wales

- Regulation 43: Overarching requirement  
<https://www.legislation.gov.uk/wsi/2017/1264/regulation/43/made>
- Regulation 44: Premises accommodation-based services only  
<https://www.legislation.gov.uk/wsi/2017/1264/regulation/44/made>
- Regulation 46: Single occupancy and shared rooms – children  
<https://www.legislation.gov.uk/wsi/2017/1264/regulation/46/made>
- Regulation 48: Facilities and equipment  
<https://www.legislation.gov.uk/wsi/2017/1264/regulation/48/made>

### Related chapters

### COSHH Procedures

## 1. Reporting Repairs

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All staff have a responsibility for reporting deficiencies particularly if there could be any safety implications.

### 1.1 Non-Emergency Repairs

All non-emergency maintenance requirements should be noted in the Maintenance Request Form, which must be submitted to a Facilities Manager. Email once a week to be processed on a Thursday.

### 1.2 Emergency Repairs (Health and Safety issues)

Emergency requirements must be reported immediately by Phone to the Facilities Manager who is available from 8am Monday to Friday calls need to be made as early as possible so the work can be planned at the beginning of the day.

It will be necessary to follow this up with a written maintenance request by email.

A record of damage and repairs should be kept in the home recording actions and repairs.

Out of office hours the maintenance personal can be contacted for emergencies only on their company mobiles.

Emergency call outs to external contractors can only be made with the authorisation of the facilities manager or a senior manager in working hours or the on call manager out of hours a record of this should be sent by email to the Facilities manager informing of the following:

- Company used;
- What the problem was;
- Action taken;
- Authorising manager's name.

## 2. Safety Issues

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If staff become aware of damage that could have safety implications for other staff and children they have other responsibilities beyond reporting it to managers.

It may be some time before a qualified person is available to affect a proper repair, so it may be necessary to provide temporary protection measures. These could include:

- a. Locking a door to prevent access;
- b. Erecting a barrier with signs, if possible;
- c. Isolating an electrical circuit by switching off the trip switch and fixing a warning sign;
- d. Taping cardboard over broken glass;
- e. Removing an electrical item and locking it away;
- f. Locking away car keys in a marked envelope.

The Health & Safety at Work Etc Act 1974 requires the employer and employee to have a duty of care, failure to take appropriate action in isolating the risk, could result in that individual being prosecuted by the Health & safety Executive.

### **3. Asbestos**

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#### **Background**

The Control of Asbestos Regulations 2012 updated all previous asbestos regulations. The Company complies with the "Duty to Manage" and has arranged for surveys to be carried out at all premises.

Where existing asbestos containing materials are in good condition, as reported in the survey, they may be left in place; their condition monitored and managed to ensure they are not disturbed.

The Company will ensure the presence of asbestos within any of its premises does not pose a risk to the health of employees, service users, visitors or contractors.

If existing asbestos containing materials are in good condition and are not likely to be damaged, they will be left in place; their condition monitored and managed to ensure they are not disturbed.

#### **Assessment**

The premises will be surveyed to determine whether asbestos-containing materials are present. It will be presumed that materials contain asbestos unless there is strong evidence to the contrary. The amount and condition of the asbestos-containing material will be assessed and the measures identified to ensure that airborne asbestos fibres are not present or formed in the workplace.

#### **A written plan**

A written plan that sets out the location of the asbestos-containing material and how the risk from this material will be managed will be prepared and steps taken to put the plan into action. The plan and the arrangements will be reviewed at six monthly intervals, or when there has been a significant change to the organisation or personnel.

#### **Control of access to asbestos-containing materials**

Access to asbestos-containing materials in the premises will be controlled so as to prevent inadvertent disturbance of the material and the release of asbestos fibres. A plan or register showing the location of all asbestos-containing materials and presumed asbestos-containing materials will be made available. Systems will be put in place to ensure that anyone liable to disturb asbestos-containing materials is made aware of its location. If any building or maintenance work in the premises, or in equipment that might contain asbestos, needs to be completed, the plan will be made available to contactors so they can identify where it is and its type and condition; assess the risks, and manage and control these risks.

#### **Monitoring and maintenance**

The condition of all asbestos-containing materials or materials suspected of containing asbestos will be inspected at agreed intervals to ascertain that there has been no damage or deterioration. Where damage or deterioration is found the asbestos-containing material will be reassessed and repaired or removed as appropriate by a licensed contractor.

## **Asbestos work or removal**

Work with asbestos needs to be done by a licensed contractor. This work includes most asbestos removal, all work with sprayed asbestos coatings and asbestos lagging and most work with asbestos insulation and asbestos insulating board (AIB).

## **Asbestos-related emergencies**

Procedures, including the provision of information and warning systems, to deal with asbestos-related incidents, will be in place.

Where an employee raises a problem related to health and safety in the use of asbestos, the company will:

1. Take all necessary steps to investigate the circumstances;
2. Take corrective measures where appropriate, and;
3. Advise the employee of actions taken.

Where a problem arises in the condition of asbestos-containing material in the premises or during work with an asbestos-containing material, the employee must:

- Inform your Manager or the Head Teacher immediately, usually a supervisor or manager;
- In the case of an accident or emergency, respond quickly to ensure effective treatment.

## **4. Construction Work**

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In those cases where a contractor(s) is used, the company will ensure the contractor(s) is competent and has sufficient resources to carry out the work. The contractor(s) will be informed about any relevant information about the condition of the premises and any hazards that may be encountered. The company will ensure co-operation and co-ordination between all those working on the project.

The Health and Safety Executive needs to be notified where a project is expected to:

- last longer than 30 working days **and** have more than 20 workers working at the same time at any point on the project or
- exceed 500 person days

All days when construction takes place count towards the period of construction. Holidays and weekends do not count if no construction work takes place.

For all notifiable projects the Company will ensure that the CDM co-ordinator is provided (as soon as is reasonably practicable, but in any case before the commencement of the work to which it relates) with all information about the condition of any premises under its control at or on which construction work is to be or intended to be carried out.

The company will ensure that such work will not commence until suitable welfare facilities are in place and a construction phase plan is available.

The company will ensure that any health and safety file, prepared in relation to any project, is kept readily available for inspection and that when any such file is handed over to a third party the necessary steps are taken to ensure that the party understands the purpose and nature of the file.

## **5. Lead**

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Where there is work with lead, the risk assessment will include an assessment of the likelihood of accidents, incidents or emergencies related to the presence of lead. Events that will be considered are:

- Any serious process fire involving lead or its compounds;
- Any serious spillage of molten lead, uncontrolled release of lead dust or fumes, or spillage of a lead alkyl;
- Any acute process failure that could lead to a sudden release of lead fume or dust;
- Any threat to or significant excursion over an occupational exposure limit.

Unless the quantity, type and form of the lead would create no more than a slight risk, or existing control measures and emergency arrangements are sufficient to control risk, emergency procedures will be put in place. These will include special arrangements to deal with situations that the general emergency procedures do not cover. People to manage the emergency will be nominated. Procedures will be put in place for:

- Employees on how they should respond to an incident;
- Ensuring that persons not concerned with the emergency are excluded from any area of contamination;
- Ensuring that appropriate personal protective equipment is available and is worn
- Isolating plant or equipment;
- Cleaning up after spillages.

Lead is hazardous to the worker and others if the proper procedures and precautions are not observed, however it can be used safely if the following points are followed.

1. Ensure that you are using the correct work methods;
  2. Ensure that you are using the controls appropriate to the work being carried out;
  3. Ensure that the controls are working in the way in which they were designed - report any defects to your supervisor immediately;
  4. Maintain a good standard of personal hygiene by washing all exposed areas of skin immediately on leaving the work area, and prior to smoking, eating or drinking; never smoke, eat or drink within the work area;
  5. Use the protective clothing provided and store clothes for wearing outside the work area in a "clean" area;
  6. Remember the training you have been given.
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## 6. Roofing

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Failure to comply with procedures laid down to ensure the safety of personnel involved in roof work could have tragic consequences. Roofing work is to be carried out by qualified and experienced contractors and a permit to work system, method statements, RAMS and Risk Assessments in place. Staff are not to access the roof. Accidents and injuries can be avoided by adopting the following precautions.

1. Provide properly erected and maintained access and egress to work areas;
2. Provide working platforms, guard rails and toe boards, etc which are suitable and adequate;
3. Ensure that crawling ladders or boards are secured in position and are capable of bearing the required load;
4. Ensure that access on or over fragile materials is guarded or that the fragile material is suitably covered;
5. Display prominent warning notices at all access points to fragile materials;
6. Ensure that safety nets are properly installed, maintained, inspected and tested and that they are as close as possible below the work;
7. Ensure that safety harnesses, where worn, are securely anchored and that they are properly maintained and inspected;
8. Ensure that risk assessments are carried out and are reviewed when necessary;
9. Inform workers of the results of assessments and the measures which will be taken to reduce risk;
10. Arrange consultation between management and employees' representatives;
11. Ensure that work is carried out under competent supervision;
12. Organise training as necessary.
13. Ensure that no one has access to the area beneath the roof repairs until the work is completed and the area checked and made safe.

## 7. Use of Ladders and Stepladders

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The management of the company will, in consultation with staff and their representatives:

1. Read the Risk Assessment Manual – Working at Height Risk Assessment S6M1
2. Employees not to access ladders unless they have been trained and are authorised to do so.
3. Carry out a risk assessment of work activities involving the use of ladders; only when more suitable equipment such as scaffolds or mobile elevated working platforms cannot be used, shall their use be authorised;
4. Take all necessary measures to reduce any risks found as a result of the assessment;
5. BS EN 131 – Maximum load on ladder 150 kg to include the user, tools, equipment and materials
6. Ladders and step ladders should comply with the appropriate specification such as BS2013 - aluminium ladders, steps, trestles and lightweight stagings or BS EN - ladders and step ladders constructed from aluminium, steel, plastics or timber. BS1129 - for

timber ladders, step ladders, trestles and lightweight stagings. BS EN for loft ladders. BS EN 14183 – for step stools.

7. All ladders and step ladders be in sound condition and a maximum height of 3 metres. If over 3 metres only use up to 3 metres.
8. Ensure all ladders or stepladders used are clearly identified and regularly inspected and maintained;
9. Maintain a records system which identifies each ladder or stepladder and logs each inspection, repair and maintenance procedure undertaken;
10. Provide appropriate information and training to employees who use ladders or stepladders, including additional information and training where the ladder or stepladder is used in a high risk environment or in a way which increases the risks involved;
11. Ensure ladders or stepladders are stored in a way that does not lead to warping, defects or reduction in strength;
12. Implement a reporting system, so that any concerns, problems, risks or defects encountered while using ladders or stepladders can be reported to a responsible person and the appropriate action taken.

## **8. Flammable Liquids**

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The main hazards involving flammable liquids are fire and explosion, toxic vapours and toxic or dermatitic effects due to contact with the skin. The risk of accidents can be reduced by adopting the following precautions.

1. Make sure that all persons who are, or will be, using flammable liquids are adequately trained;
2. Ensure that leaks of liquid or vapour cannot occur, by using containers which are adequately sealed and undamaged;
3. Where drums are stored in an open air compound, the compound must be securely fenced and surrounded by a bund sufficient to contain the contents of the largest drum plus 10%;
4. Transfer of liquid from one vessel to another should be carried out in the open air using proprietary syphonic devices or funnels and with suitable protective clothing;
5. Ensure there is adequate ventilation where flammable liquids are used in enclosed areas. The standard of ventilation will depend on the nature of the work and the particular substance in use;
6. Where flammable liquids are used or stored, make sure that no sources of ignition are present, such as naked lights or unprotected electrical equipment. Smoking must be prohibited and notices displayed to that effect;
7. Make sure that all fire-fighting equipment is well maintained, suitable and readily available for use. Staff who use flammable liquids must be trained in the use of fire extinguishers and any other measures to be taken in an emergency;
8. Ensure workplaces are kept free from rubbish and waste material at all times. Waste flammable liquids must be disposed of immediately.

## **9. Hazardous Substances**

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The company will, in consultation with staff and their representatives, implement the following.

1. An inventory of all substances hazardous to health kept on site will be maintained, with appropriate hazard information;
2. Competent persons will be appointed to carry out risk assessments of the exposure to substances hazardous to health and advise on their control;
3. All operations which involve, or may involve, exposure to substances hazardous to health will be assessed and appropriate control measures will be taken where elimination or substitution of the hazardous substance is not possible;
4. Engineering controls will be properly maintained and monitored to ensure their continued effectiveness. This will be achieved by planned preventive maintenance and annual performance monitoring;
5. All employees, and others who may work in the affected areas, will be informed of the purpose and safe operation of all engineering controls;
6. PPE will be used only as a last resort or as a back up measure during testing or modification of other controls;
7. The type and use of PPE will be carefully assessed and maintained according to manufacturers' instructions. Where possible, the number of different types will be minimised to prevent mistakes with servicing or replacement;
8. Each assessment will be reviewed annually and all operations using hazardous substances will be reassessed every three years;
9. Health surveillance of employees, where indicated to be necessary by the assessment, will be carried out by qualified professionals;
10. Employee health records will be kept of all exposures to substances hazardous to health for a minimum of 40 years;
11. All employees will be provided with comprehensible information and appropriate training on the nature of the hazardous substances with which they are working and they will be informed about any monitoring and health surveillance results;
12. All changes to control measures and changes of PPE will be properly assessed and no new substances will be introduced into the workplace without prior assessment.

## **10. Personal Protective Clothing and Equipment**

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**NOTE:** This applies to Maintenance Staff only: Appropriate equipment is available in every location. Ear protectors must always be worn when using noisy equipment e.g. hammer drills and strimmers. Goggles must be used if there is a risk from flying fragments damaging the eyes e.g. when using disc cutters, strimmers etc. Helmets should be worn if there is any chance of items falling from above.

The use of personal protective equipment (PPE) is an important means of controlling risks involved in various work activities. To ensure that it is effective, it is necessary to follow the manufacturer's and employer's instructions on its correct use. The following procedures should be observed when using PPE.

1. Ensure that protective clothing fits properly and adjust PPE so that it is comfortable when working;
2. Make sure that the PPE is functioning correctly before use in specified work activity: if in any doubt, report the suspected defect;

3. When using two (or more) types of PPE together, ensure that items are compatible when used together and that combined use does not reduce their effectiveness;
4. Report symptoms of discomfort or ill health immediately;
5. Inform the employer of any training needs.

## **11. Use of Hand Tools**

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Bryn Melyn will make suitable and sufficient assessments of the risks to health and duty of staff undertaking work whilst using hand tools by using the following guidelines:

1. Ensure that the correct tool for the job is provided;
2. Ensure that employees do not misuse tools, which can lead to damage of materials, equipment and the tools as well as possibly leading to injury
3. Implement a system for reporting defective tools at all workplaces;
4. Inform users of their responsibility to maintain tools and report any defects to their immediate supervisor;
5. Ensure that defective tools are taken out of use and returned to the stores;
6. Implement a system for the replacement of defective tools which will be made known to all employees;
7. Arrange for tools to be repaired by trained personnel only;
8. Arrange for regular inspection of electrically powered tools in accordance with EAWR; all such tools will be tagged showing the date of the last test;
9. Provide personal protective equipment if necessary;
10. Ensure that work areas are kept clear of debris and any items that may impede the safe and efficient use of tools;
11. Provide suitable storage facilities for tools.

## **12. Regular Inspections**

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Certain items e.g. electrical systems and equipment, gas and oil equipment, fire appliances etc are subject to external inspection on an annual basis by specialist outside agencies. The certificates recording such inspections are kept at the Home and a copy forwarded to Head Office. The Manager is responsible for ensuring that checks are always up to date. The Registered Manager/Head Teacher will monitor the completion of these tests.

## **13. Visiting Contractors**

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Where it is necessary for Contractors to undertake work at Resources occupied by children, the manager must arrange for the Contractor to read/sign a Contractors Agreement, and the manager must give written permission.

The Manager and staff team have a duty to ensure young people are supervised at all times when contractors are working at the home and that any concerns relating to contractors are brought to the attention of the facilities manager.

In circumstances where construction work is being carried out for an employer or occupier by contractors (and where no agent has been appointed), they should ensure that;

1. Competent CDM co-ordinator and principal contractor are appointed, having sufficient resources;
2. No construction work commences unless an adequate health and safety plan has been prepared;
3. Suitable information is provided to the CDM co-ordinator if a notifiable contract;
4. The health and safety file is handled effectively steps required to ensure compliance with CDM are integrated with those required to meet the requirements of HSW Act and MHSWR.

### **Revision History**

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