

Health & Safety Policy for the Design and Technology Department

Governance Status

This policy was created in November 2015 and taken for approval by the Governing Body on 2 December 2015. It will be reviewed annually or, as required, such as in the light of new guidance or legislation.

Review dates	By Whom	Approval date
December 2016	Staff and Governors	December 2016
December 2018	Staff and Governors	17 December 2018
October 2021	Staff and Governors	23 November 2021
December 2022	Staff and Governors	5 December 2022
January 2023	Staff and Governors	7 February 2023
March 2024	Staff and Governors	9 April 2024
May 2025	Staff and Governors	20 May 2025
November 2025	Staff and Governors	25 November 2025

Signed by the Chair:

Richard Fluin

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Summary guidelines for staff

All teachers, technicians and support staff

- 1. Teachers, trainee teachers, technicians and teaching assistants have a general duty to take reasonable care for the health and safety of themselves, of other members of staff and of pupils. They have specific duties: to be familiar with this health and safety policy, its updates, the texts to which it refers and any appendices. They must cooperate with the school's leadership instructions, observe the requirements of this policy and fulfil any special responsibilities it gives them. They must cooperate with colleagues in their specific health & safety duties. They have a duty to report to local management any failure of equipment that has a health & safety function.
- 2. Staff practice must set a good example to pupils and be consistent with student workshop rules, eg, over the wearing of eye protection, including over glasses, and other personal protective equipment.
- 3. Staff must be familiar with emergency procedures and with the location in each D&T room of: the escape route; fire-fighting equipment; eye wash station; the main shut off valves for gas and water (where they exist); the main electricity switch and the nearest first aid kit.
- 4. Design and technology rooms must be left safe. Special arrangements must be made for equipment which has to be left running overnight and hazardous equipment which has to be left out. In general, the mains gas and electrical supplies in workshops should be completely turned off at the end of each school day, or after the end of the last lesson of the day. In food technology rooms this may not be practicable, but all rooms should still be left in a safe condition.
- 5. Eating and drinking should not take place in workshops and workshop storage areas or preparation rooms unless an area in which it is safe to do so has been created. pupils should not be allowed to drink from water bottles and should be regularly reminded of this rule.
- 6. When alone in the D&T department, staff should do nothing which could lead to an accident requiring remedial measures. The teacher or technician must assess risks carefully before doing practical work or using hazardous machines.
- 7. pupils must not be left unsupervised in any DT workshop at any time.
- 8. All D&T teaching rooms, preparation rooms and stores must be locked by staff when not in use. Pupils must never be allowed into workshop rooms unless 100% supervision can be guaranteed, other than in computer rooms (in which some supervision will also be necessary). DT rooms must only be used by teachers who are not D&T specialists for teaching or registration. D&T rooms will be available for teacher-supervised extra curricular activities by special arrangement only.

Teachers

- 1. At the beginning of each school year, teachers must make sure that their classes have read the student rules for working in D&T rooms. This will be provided to pupils, either via their planners/workbooks or through the Google classroom (eg, the DT Food quiz).
- 2. Teachers must enforce the student rules for working in D&T rooms, reminding pupils of them often enough for them to become familiar with them. With new pupils, time should be spent explaining the rules, with appropriate demonstrations.
- 3. Lesson preparation should be adequate and include checking on risk assessments and, where necessary, the health and safety precautions required. Technicians must be given adequate time to prepare materials and equipment safely. Time should be allowed for consulting more-senior colleagues where there is any doubt and to try out tasks, particularly those involving significant hazards. Teachers must only deviate from the scheme of work (for which the activities have been checked against model risk assessments), after making a further risk assessment, checked with a subject specialist, possibly obtaining a special risk assessment from CLEAPSS. Teachers should explain precautions to pupils as part of their health & safety education.
- 4. Examination course work, especially that which happens at post-16 level, must be organised to allow the teacher to assess any risks and identify precautions before any hazards are met/practical work begins.
- 5. If, because of large class size or indiscipline, health and safety cannot be maintained during practical work, the work should be modified or abandoned. This decision should be reported to the Head of Department and discussed with the Head of School.

- 6. A teacher is responsible for the health and safety of any of his/her classes taken by a trainee teacher. If the normal class teacher is absent, another D&T teacher/technician must be given this responsibility by the Head of Department.
- 7. Teachers in charge of courses are responsible for ensuring that technicians are familiar with the appropriate precautions needed to control any hazards which might be encountered in preparing equipment for their lessons and in clearing the equipment away. Class teachers may need to remind technicians of such warnings and vice versa.
- 8. Teachers should ensure that pupils have been adequately trained to use DT equipment and a record kept of this training in the student passports/planner/department spreadsheet.

1. The role of this policy

This Design and Technology Department Health & Safety Policy should be read in conjunction with the school's general Health & Safety Policy and the detailed arrangements for implementing this policy across the school sites. The purpose of this document is to record the arrangements made across the Design and Technology Department to implement the policy in accordance with relevant codes of practice and guidance issued by the school's leadership, the DfE/LA and relevant bodies.

This document is maintained by the Design and Technology department. It is to be provided to all new members of staff, ie, teachers, trainee teachers, technicians, teaching assistants, etc working in the department. Staff are expected to sign a list kept in the health and safety file in the DT office to show that they have received a copy. A reference copy, together with various appendices, is kept in the Health and Safety Main File stored in the DT office and is available for consultation by staff and for inspection by visiting HSE inspectors or a representative of the Local Authority. A copy of this document has been approved by the governing body and is kept in the office on each site. This document recognises the right of any or every trade union in the workplace to elect health & safety representatives for its members and its right to require a health & safety committee to be set up within the school. The design and technology department will cooperate with any union health & safety representative to promote health, safety and welfare, and will address any matters raised by or through such a representative in a manner appropriate to the level of risk.

2. General aims

Design and technology teaching has an excellent health & safety record. This department is keen to promote practical work as an essential component of good design and technology teaching and is determined that spurious concerns about health and safety should not be allowed to inhibit good teaching. However, it is the duty of all members of the D&T staff, ie, teachers, trainee teachers, technicians, teaching assistants and other support staff (eg, special needs and bilingual staff) and staff who work in the department occasionally:

- to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions during work,
- to be familiar with this health & safety policy by periodic reference to it,
- to look out for any revisions,
- to follow its provisions, and
- to cooperate with other members of staff in promoting health and safety.

3. Health and safety roles

3.1 Duties, functions and tasks

The employer, (North Yorkshire Council) has the ultimate duty to ensure the health and safety of employees and others on the site (and hence in this department).

This employer has not currently issued any local instructions specific to design and technology, however, CLEAPPS guidance is recommended and followed in the department, along with more general health and safety at work requirements.

The task of overseeing health and safety on both sites is delegated by the Headteacher. Within the D&T department, this task is further delegated to the Head of D&T and Senior Technician who have the particular function of maintaining this policy document.

This policy is reviewed annually and any changes will be approved by Governors, at least every three years.

3.2 Communications

It is acknowledged that communication of health & safety information is of the greatest importance and is the task of the Head of Department, with the assistance of technicians and other staff working in the department (See section 10 for the names of staff members with these health and safety functions).

In this department, all staff are issued with a copy of this policy which they should keep in their personal health and safety portfolio. A reference copy is kept in the department office, together with relevant appendices.

Any new instructions, restrictions or rescinded (lifted) restrictions made by the employer are communicated to all staff in writing as well as being attached to the reference copy of this policy.

3.3 Monitoring and checking

The Governing Body expects the D&T departments to monitor the implementation of this policy. Records of monitoring are to be kept by the Head of Department/Senior Technician. Machines are serviced annually by a competent external supplier.

Checklists on equipment and machines for daily, weekly/termly/annual checks are customised from those suggested in CLEAPSS Guide L254 *Health and Safety Maintenance of D&T Workshop Equipment*. The timetable for such checks are to be kept with the reference copy of this policy. Records of the checks are kept by the Senior Technician in the *Safety Check File* at Whitby School and overseen by the Head of Department.

4. Training policy

The person with the task of seeing that training is provided is the Head of Department. A log is maintained of department staff's training relevant to the subject.

Generally, this department follows guidance in *BS 4163:2021 Health and safety for design and technology in schools and similar establishments* – *Code of practice* (page 7 section 2.4.6) in respect of the training needs of staff. Staff may not use any item of equipment or machine if they have not received formal training to do so. Nothing less than documented evidence of training, such as a certificate of attendance at a training course will be accepted as evidence of training. Staff should update their competences every five years.

Trainee teachers who are following a recognised teacher training course should be supervised by a qualified teacher at all times when they are engaged in practical work. This also applies to people following a Graduate or Registered Teacher programme. Such trainees may use machines and may show pupils how to use machines as part of the lessons they are teaching, provided that appropriate supervision is maintained. This supervision may be progressively reduced, depending on the competence of the individual trainee teacher. In such instances, a specific risk assessment of the situation should be carried out, and the degree of supervision needed discussed with the Head of Department. This will only apply where the trainee holds relevant certification for having undertaken suitable training. Without this training, practicals should not be undertaken.

Particular training functions are delegated as follows (to be read in conjunction with section 10):

Health & safety aspects of the work of newly-qualified teachers and other new teachers	The Head of Department/Senior Technician
Health and safety of trainees on teaching practice	The Head of Department/Senior Technician
Induction of newly-appointed technicians	The Business Manager provides a whole-school, health and safety briefing for all new staff. The Senior Technician will cover specifics relating to DT.
Immediate remedial measures and other emergency procedures	The Head of Department/the Senior Technician and the Business Manager

Health & safety training of non-D&T support staff	The Head of Department/Senior Technician	
Health and safety of non-D&T teachers using specialist D&T rooms	The Head of Department/Senior Technician	
Manual handling for relevant staff	Local Authority Health & Safety Advisor, organised through the Business Manager/National College training	
Healthy and safety procedures for cleaners working in D&T rooms	NYC Cleaning Service	
Regular update training (covering new or changed regulations, new equipment etc)	The Head of Department/Senior Technician	

Records of the training received by members of the Design and Technology staff are to be kept in a Staff Health & Safety File on each site.

5. Risk assessments

Every employer is required under various regulations¹1 to supply employees with a risk assessment before any hazardous activity takes place. (Common hazardous activities carried out in D&T departments are listed in the publications below.) Because it is impracticable for the employer to write risk assessments for each of the many activities in the Design and Technology department, this employer follows the recommendation of the Health and Safety Commission to adopt published 'model' or 'general' risk assessments which school D&T departments are expected to adapt to their local circumstances.

The employer has instructed that the following publications are to be used as sources of model (general) risk assessments

[CLEAPSS²2 publications generally]

[CLEAPSS, Model Risk Assessment for Design and Technology in Schools and Colleges]

[CLEAPSS, L235: Managing Risk Assessment in Design and Technology]

[BSI BS 4163:2021 Health and safety for design and technology in schools and similar establishments – Code of Practice].

Whenever a new course is adopted or developed, all activities (including preparation and clearing-up work) are checked against the model risk assessments and significant findings are incorporated into texts in daily use, ie, Planning for Progress.

See section 10 for the member of staff with the task of overseeing this process³3.

If a model risk assessment for a particular operation involving hazards cannot be found in these texts, a special risk assessment is obtained from CLEAPPS, following the employer's instructions. In order to assess the risks adequately, the following information is collected:

- details of the proposed activity
- the age and ability of the persons likely to do it.
- details of the room to be used, ie, size, availability of services and whether or not the ventilation rate is good or poor
- any substance(s) possibly hazardous to health

¹¹ Risk assessments are required by the Control of Substances Hazardous to Health (COSHH) Regulations), the Management of Health & Safety at Work Regulations, the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) and others.

²² Most relevant CLEAPSS publications for secondary colleges are on the CLEAPSS web site or the CLEAPSS D&T Publications CD-ROM. This is updated as required and issued, free of charge, to all member colleges as it becomes available. D&T departments are encouraged to mount it onto college networks and copy it onto stand-alone computers, laptops and teachers' home computers.

³³ See CLEAPSS guide L235, Managing Risk Assessment in Design and Technology on the CLEAPSS web site and the latest CLEAPSS D&T Publications CD-ROM.

- the quantities of substances hazardous to health likely to be used, including the concentrations of any solutions
- class size
- any other relevant details.

Since the scheme of work has been checked against the model risk assessments, staff should deviate from it only if their proposed activities have also been checked with the models. The development of new practical activities (including on open evenings, at D&T extra-curricular activities, etc) is encouraged but these should be undertaken only after a prior check against model risk assessments and/or a special risk assessment has been obtained.

Where an activity must be restricted to those with special training, that restriction is included in a note on the text.

6. Equipment and resources

6.1 Local exhaust ventilation

The COSHH Regulations require the regular testing of local exhaust ventilation equipment (dust extraction and fume extraction from heat treatment areas) every 14 months. Testing normally takes place each year during a holiday period. The Site Manager makes these arrangements. A suitable, competent supplier will be used following quotations being sought. The records of the tests will be available for staff reference and for inspection by the employer's representative or an HSE Inspector in the Safety Check File kept in the Site Manager's office.

See section 10 for the names of the staff members currently with these functions.

6.2 Electrical testing

To meet the requirements of the *Electricity at Work Regulations*, this employer requires portable electrical equipment to be inspected and tested regularly. The Business & Resources Manager or Site Manager will ensure that this happens within the D&T department. Testing will take place annually for the required equipment.

This work will be carried out by the trained person using a proper earth-bonding and insulation test set. Completed schedules are kept in the Safety Check File kept in the DT office and on the computer network and are available for staff reference and for inspection by the employer's representative or an HSE Inspector.

See section 10 for the names of the staff members currently with these functions.

All users have been trained to carry out a quick visual inspection before using equipment that is subject to arduous use. Such equipment includes soldering irons, portable mains powered tools and the leads and foot controls of sewing machines.

6.3 Pressure vessels

Air receivers of air compressors need periodic inspection under the *Pressure Systems Safety Regulations*. Inspection normally takes place each year during a school holiday period. The Site Manager will book this in.

6.4 Equipment safety

All staff selecting equipment for purchase will check that it is safe and suitable for the intended purpose (to comply with the *Provision and Use of Work Equipment Regulations*). Equipment listed by specialist educational equipment suppliers is taken to meet these *Regulations* but all other equipment, especially gifts, is treated with caution and carefully assessed. Advice on safety and suitability is sought from CLEAPSS and the local authority through publications and directly.

Equipment restricted to those users who have received special training (see section 4, *Training Policy*) is labelled accordingly.

Any user who discovers a hazardous defect in an item of equipment must report it, both verbally and in writing to the Head of D&T/Senior Technician and the Site Manager.

6.5 Use of guards

All staff in the department must use all guards and other safety devices on machines and other equipment at all times. Under no circumstances should any guard or other safety device be removed or not used to enable a task to be done. Any operation which cannot be done with guards and other safety devices in place must not be done.

6.6 Personal protective equipment

The school accepts the duty to provide eye protection - to be worn including over prescription glasses, gloves, overalls and aprons for employees where the risk assessment requires them (*Personal Protective Equipment at Work Regulations*). Eye protection must be worn by all staff and pupils when using any machine or when soldering using soldering irons, including over prescription glasses. Eye protection should be used for any other operation where the risk assessment shows it is required. This must be B grade eye protection for operating metalwork machinery. Overall coats and aprons will be supplied, as needed.

The school will provide eye protection for pupils and visitors. Safety spectacles are provided for general use, with a set of goggles or face shields used whenever the risk assessment requires them. The condition of the eye protection is checked regularly (see section 3.3, *Monitoring and checking*).

6.7 Waste disposal

Waste chemicals and equipment are disposed of in an environmentally-responsible manner in accordance with relevant legislation. Chemical disposal follows guidance on the relevant risk assessments. Whenever there is any doubt on waste disposal we consult CLEAPSS and the Local Authority's DT Adviser.

6.7 Control of Substances Hazardous Health (COSHH)

The DT department, led by the Head of Department and supported by technicians, where applicable, will maintain the following systems when storing and using chemicals:

- complete an inventory identifying all hazardous substances used in the department on both sites and obtain material safety data sheets for these
- ensure that a documented COSHH risk assessment is made for the use of any substances
- ensure that controls are in place and are adequately monitored for effectiveness
- ensure that any equipment required for controlling risk is being adequately maintained
- ensure all staff have received information, instruction and training where required
- ensure that records of assessments are being kept on the premises.

Substances hazardous to health as defined by the COSHH regulations are:

a) substances classified as corrosive, very toxic, toxic, harmful,or irritant. These can be identified by their warning label and carry the pictograms detailed below.



- b) biological agents directly connected with work including micro-organisms.
- c) dust of any kind when present as a substantial concentration in the air
- d) substances which have a Workplace Exposure Limit (WEL) assigned to them by the Health and Safety Commission. (Examples include wood dusts and chlorine.)
- e) any other substance not specified above which may create a comparable risk.

The only exceptions are those things which are already being controlled by their own specific legislation, for example, asbestos, lead, radioactive substances.

7. Activities and procedures

7.1 Outdoor activities

When planning any visits or trips etc, staff will consult one or more of the relevant employer's code of practice.

7.2 Manual handling and working at height

All regular operations involving lifting or carrying equipment, pushing trolleys, etc will be assessed to see if any may give rise to risks of injury (*Manual Handling Operations Regulations*), in liaison with the Local Authority's Health & Safety Adviser, where applicable. As it is sometimes necessary to carry equipment through heavy fire doors, we have assessed risks under both the *Manual Handling Operations Regulations* and under the *Regulatory Reform* (*Fire Safety*) *Order* and consider that the risk of manual handling injury is greater than the risk of fire injury, therefore, we

will prop open the fire door using wedges. We will endeavour to keep the fire door closed as much as possible by removing the prop as soon as practicable.

Occasional (ie, one-off) manual-handling operations will be assessed by the staff member(s) before attempting them. Problems will be reported to the Head of Department/Senior Technician.

See section 10 for the names of the staff members currently with these functions.

Following risk assessments under the *Work at Height Regulations*, when it is impossible to avoid storage or display above head height, glass or other fragile items are never stored above head height and only light-weight and rarely-used items are stored there. When displaying items at high level or fetching or replacing items stored at high level, step ladders or kick stools are used; staff never climb onto stools or benches. Where technicians are required to carry out work that involves working at heights, the person setting the task should carry out a relevant risk assessment. The employer's guidelines on working at heights should be followed.

7.3 Security

Access to DT teaching and preparation rooms will be controlled to comply with the Management of Health & Safety at Work Regulations. All teaching rooms are to be kept locked at all times except when in use. It is the task of the staff member leaving such a room to see that the room is empty and that the door is locked. No class is allowed to be in a DT workshop without supervision by a qualified teacher or technician familiar with the departmental safety procedures.

Any non-DT staff who have to supervise any class in a DT workshop will receive guidance in the department's safety rules by a competent person. The guidance for such staff will be made available to them prior to the lesson by the staff member co-ordinating cover. Copies will also be made available for staff as appropriate.

7.4 Concern for others

All D&T areas are made safe for cleaners or contractors to work in before these persons are allowed to proceed.

7.5 Maintenance of equipment

When maintenance of equipment is carried out, all staff follow the guidelines contained in the CLEAPSS document L254 *Health and Safety Maintenance of D&T Workshop Equipment*. In particular, machines must be isolated from the power supply and the fuses removed or the isolator locked off. A notice stating that the machine is under maintenance should be fixed to the machine. A risk assessment of the hazards involved in the task should be carried out before the work is started. The servicing will be carried out annually by an external contractor.

8. Emergency procedures

8.1 Fire

D&T staff will follow the normal procedures in case of major fires. All D&T staff will be trained to deal with minor fires that may occur when food is cooked or heat treatment areas are in use. This training is supported by regular drills arranged by the Head of DT/Senior Technician. See section 10 for the name of the staff member currently with this function.

8.2 Spills

Trivial spills are dealt with using damp cloths or paper towels. Spills of any amount which do not give rise to significant quantities of toxic or highly-flammable fumes ('minor spills') are dealt with by teachers or technical staff using a 'spill kit' prepared for this purpose. Spill kits are to be kept in the DT Office.

Major spills are those involving the escape of toxic gases and vapours or of flammable gases and vapours in significant concentrations. (Small amounts can be 'major spills' if spilt in small rooms.) Staff are trained in the appropriate procedures which may involve calling the Fire and Rescue Service. This training is supported by regular drills arranged by the Head of DT/Senior Technician. See section 4 for the name of the staff member currently with this function.

8.3 Injury

DT staff will follow the normal school procedures in cases that require first aid. DT staff are trained to carry out immediate remedial measures while waiting for first aiders, after accidents which occur in design and technology. Instructions for immediate remedial measures are posted on the walls of all DT teaching and prep rooms.

See section 4 for the name of the person responsible for coordinating training in immediate remedial measures.

8.4 Reporting procedures

Injuries or suspected injuries to a student or a member of staff, dangerous occurrences and instances of damage or theft will be reported using the standard college procedures. Following an injury, so that the Regulations (*RIDDOR*) can be complied with, accidents which result in a hospital visit must be reported to the Contracts and Premises Manager (CPM) immediately. The CPM is responsible for forwarding all relevant accident/incident information to the North Yorkshire Council's Health and Safety Risk Advisor. NYC are responsible for complying with RIDDOR.

Dangerous situations and incidents which might have resulted in injury ('near-misses') should be recorded in the book kept in the DT office and in the DT Food room. These are to be analysed and discussed at departmental meetings.

9. Design and technology room rules for pupils

The rules for pupils during DT lessons are as follows.

The biggest danger in the D&T room is YOU! You are at risk when you don't understand the hazards or you are careless, or both. The person most likely to suffer from your mistakes is YOU!

- 1. Only enter a D&T room when told to do so by a teacher. Never rush about or throw things in a D&T room.
- 2. Follow instructions precisely; only touch or use tools, equipment, machines and materials when told to do so by a teacher; never remove anything from any D&T room without permission.
- 3. Always wear Personal Protective Equipment (PPE), eg, aprons, gloves, safety glasses, etc., when doing practical work that requires it. Sleeves should be close fitting at the wrists and there should be no loose ends on your clothes. During food preparation sleeves should be rolled up for hygiene purposes. Ensure that you wear suitable shoes that protect your feet from accidents. Tie loose hair back it can be dangerous around machinery and unhygienic in a food preparation area. No false nails or jewellery should be worn when participating in DT practical lessons including food.
- 4. Leave coats and bags in the areas provided so that they do not obstruct the working space.
- 5. Keep your work area and floor area clear
- 6. Work tidily and methodically, wiping up spills immediately.
- 7. Report any accident, spillage or breakage to your teacher immediately.
- 8. Check tools and equipment before starting work and again when you clear up. Report missing or damaged tools and equipment immediately.
- 9. Always be aware of safe practices and hygiene rules. Be aware that the specialist rooms will have hazardous substances. Do not assume a clear liquid is water!
- 10. No student should operate a machine without adequate coaching in its proper use. Be aware that mains power is a potential killer! Always use machinery correctly, eg, ensure guards are in place, etc.
- 11. Do not disturb a person working on a machine and always allow sufficient space for safety. Emergency STOP BUTTONS are located strategically in each room. You should know where these are.
- 12. Do not move unnecessarily around the room carrying sharp or dangerous equipment.

 Never throw anything in a practical room. Waste materials should be placed in the appropriate containers.
- 13. If you have an accident it must be reported to a member of staff immediately.
- 14. All machines and work areas must be cleaned at the end of a lesson.
- 15. Store all your work in the correct place, with your NAME on it.

PLEASE TAKE CARE - WORKSHOPS CAN BE DANGEROUS

10. Staff roles and Emergency contacts

Advice on health & safety and all aspects of practical D&T generally	CLEAPSS, 01895 251496
Advice on all aspects of practical DT	D&T Association 01789 470007
Local authority health & safety adviser	Lesley Stonehouse (07779 853928)
Overseeing health and safety for the school	Jackie Hunter
Overseeing health and safety in the D&T department	Head of DT
D&T department health & safety link for CCW & WSF	Fiona Middlemas
Senior Technician	Fiona Middlemas
Various training functions	See table in section 4.
Subject specialist for consultation over health & safety matters in resistant materials	Pete Beeforth/Julie Render
Subject specialist for consultation over health & safety matters in Food technology	Esther Quinn and Dave Rae
Subject specialist for consultation over health & safety matters in textiles	Fiona Middlemas
Overseeing the checking of activities against the model risk assessments and recording significant findings	Head of Department
Detailed checking of activities is further delegated by courses	Classroom teachers
The person(s) trained to do electrical inspection and testing	Fiona Middlemas, Julie Render, Richard Parkinson
The person(s) in charge of manual handling	Site Manager; Business Manager
The union health and safety representative(s)	This post is currently vacant but the regional representative may be contacted, as felt necessary

Emergency contacts

Emergency advice	CLEAPSS 01895 251496
Serious accident: Ambulance service	999 or 112
101	100 Reception
Serious accident: health & safety officer	104 Jackie Hunter
Serious accident: Employer's health & safety officer	Lesley Stonehouse 01609 532545/07779 853928
Major chemical spill: Fire & Rescue Service Chemical Incident Unit	Whitby Fire Station 01947 824080
Gas leak: Gas company	Network Gas – 0800 111 999