**ICU Retail Health & Safety Update November 2018**

**Overview or Retail Team**

The Union Retail team consists of 9 permanent staff members as detailed below:

Retail Manager (35hrs)

Assistant Retail Manager (35hrs)

Shift Leaders x3 (35hrs)

Retail Assistants x3 (37.5hrs)

Stockroom Assistant (30hrs)

In addition to the permanent staff we have a pool of around 25 student staff working on a casual basis. This number fluctuates throughout the year depending on the needs of the retail operation and the availability of students.

**Updates from Inspections**

We have conducted 5 Health and Safety inspections since launching our system in March 2018.

At our first inspection, we identified a total of 32 issues, ranging in severity. Our current total unresolved issues stands at 14 from our inspection in October 2018. This is a mix of new issues and unresolved issues from previous months.

We have worked with College to tackle outstanding issues. This has included many issues being resolved through maintenance works via Estates.

We had a College Fire Safety Office, John Avery, inspect our stockroom on Sherfield Walkway at our request. From this visit, several adjustments were made, and we are still awaiting the installation of smoke detectors and fire extinguishers as raised via Estates.

We have also increased the level and frequency of staff training around Health and Safety, as detailed in Wins below.

**Wins**

* All staff have had re-fresher toolkit training on Manual Handling, and a new process for manual handling training has been included at induction for Permanent, casual and student staff.
* 4 team members have attended LDC training course on Manual Handling in addition to refresher/induction training.
* Retail Manager has attended Manual Handling Assessing for Assessors LDC training course.
* 2 team members have attended Safe Use of Ladders LDC course. This resulted in several ladders that didn’t comply with EN131 being removed, and ladders are not currently used in retail except by trained users. Safety steps and kick stools are being used instead.
* All staff have completed Food Hygiene training, and we received a 5\* Food Hygiene rating from Chelsea & Westminster council on an unannounced visit in July 2018.
* All permanent staff have completed MOST from the Imperial Essentials Pack, as well as the Fire Safety module from the same pack.
* Permanent staff have completed food Allergens training.
* Student staff induction training has been increased to include Food Hygiene and Manual Handling from Day 1.
* PAT testing has been completed for all electrical appliances in Retail and will continue to be done on an annual cycle.
* Salus report Training has been delivered with all permanent staff and has seen an increase in Salus reports being completed.

**Challenges**

* We have faced difficulties in getting some works done, such as installation of smoke detectors in our main stockroom. We will continue to chase as appropriate.
* Our sales growth has created issues with inadequate storage space and facilities for our business needs. This can be seen most dramatically in Shop Extra, where a large volume of people pass through whilst deliveries are arriving. This is an ongoing issue with a lack of a storage & goods in/out areas. We are in contact with College regarding what can be done, and will be feeding in our issues to the new Union-wide Space Strategy.
* Staff training for student staff could be better – there has been a delay in getting out the Student Induction Pack, however this is nearly complete and will be rolled out before the end of the year.

**Next Steps**

* Chase outstanding issues with the aim to have zero outstanding by the end of the year.
* Continue refresher training sessions of manual handling and other Health & Safety training requirements.
* Send all permanent staff on LDC Ladder Safety training and Manual Handling if not completed in the last 3 years.
* Review risk assessments for Retail by the end of November 2018, including input from all team members.
* Complete Manual Handling Risk Assessment following training session by end of December 2018.
* Launch Student Staff Induction Pack (containing Health & Safety information) by the end of December 2018.