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POLICY & PROCEDURES

FIRST AID

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1. PURPOSE

Crosby Training is committed to ensuring the health, safety, and welfare of all staff, learners, visitors, and contractors. This policy ensures compliance with:

- Health and Safety (First Aid) Regulations 1981
- HSE First Aid Guidance (2013, 2018, 2024 updates)
- BS 8599-1:2019 First Aid Kit Standards
- Safeguarding and PREVENT statutory requirements

It sets out the provision, training, and procedures for first aid, including mental health first aid, across all sites and offsite activities.

This policy also makes clear that mental health first-aid support is a wellbeing and early-intervention measure, not a clinical or statutory first-aid duty under the Health and Safety (First Aid) Regulations 1981.

The arrangements described are based on a risk-based assessment of needs and will be reviewed at least annually.

1.1. SCOPE

This policy applies to:

- All staff, learners, visitors, and contractors attending Crosby Training premises.
- Offsite training, events, and work placements where Crosby Training is responsible for learner or staff supervision.
- All subcontracted or partner-delivered activities where Crosby Training retains duty of care.
- This includes any situation where Crosby Training employees or learners are under the organisation's supervision, even if the location is not owned or managed by Crosby Training.



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1.2. INTRODUCTION

The Health and Safety (First Aid) Regulations 1981 set out the requirements for first aid provision which Crosby Training, as an employer, must make in relation to its employees.

This policy ensures compliance with the relevant legal requirements and outlines arrangements to provide appropriate first aid across all sites, activities, and events, including offsite training.

Where Crosby Training's activities involve learners, visitors, contractors, or other persons affected by its activities, first aid provision will also be considered through risk assessment and implemented as appropriate.

Any mental health first-aid support provided is in addition to, and not instead of, emergency medical or statutory safeguarding procedures.

2. DUTY TO MAKE FIRST AID PROVISION

Crosby Training has a statutory duty to make adequate and appropriate first aid provision for employees and will consider others affected by its activities through risk assessment and operational planning. In line with HSE guidance, a First Aid Needs Assessment is carried out to ensure:

- Adequate first aid equipment and facilities are available.
- A suitable number of trained first aid personnel are appointed.
- Mental health first responders trained via St John's Ambulance are available as part of Crosby Training's wider wellbeing and support arrangements, including in circumstances where additional support may be required due to staff absence or emergencies.
- The assessment document is stored with the Health & Safety Officer and is available for scrutiny during internal audits or external inspections.

This assessment is audited bi-annually.



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3. DEFINITIONS

First Aid: Immediate assistance or treatment given to a person who is injured or becomes suddenly ill, within the scope of the responder's training and without attempting diagnosis or clinical intervention.

Mental Health First Aid: Support provided by trained staff to assist someone experiencing a mental health crisis until professional help is available.

Staff administering first aid will:

- Assess the situation and protect themselves, bystanders, and the casualty from further danger.
- Deal with life-threatening conditions.
- Obtain or refer to medical assistance as necessary.
- Include mental health first aid support for acute distress or crisis situations, with appropriate escalation procedures.

Mental health first aid support is intended to provide initial support and signposting/escalation, and is not a substitute for emergency services, clinical treatment, safeguarding action, or professional mental health care where these are required.

Staff should not attempt to diagnose a mental health condition; their role is to listen, reassure, and guide the person to the right support.



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4. RESPONSIBILITIES

ROLE

RESPONSIBILITIES

Senior Management Team

Overall responsibility for policy implementation, resource allocation, and compliance with legislation. They will ensure that mental health first-aid provision is maintained as part of the wider wellbeing strategy.

Health & Safety Lead

Conducts First Aid Needs Assessment, monitors first-aid provision, organises training, maintains records, and reports to SMT. They will also ensure that first-aid arrangements are reviewed following any incident or near-miss.

First Aid Officers / Trained Staff

Administer first aid, follow emergency procedures, maintain kit contents, complete accident/incident forms, and update logs. They must act within the limits of their training and always seek professional help when in doubt.

Staff

Familiarise themselves with First Aid Officers, procedures, and site-specific arrangements; report incidents immediately. Staff must also be aware of mental health first-aid contacts and how to escalate concerns.

Learners

Follow safety instructions, report injuries/illness, and participate in first-aid procedures only under supervision. Learners must understand that they should never attempt to provide medical treatment themselves.



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5. FIRST AID ASSESSMENT OF NEED

To ensure appropriate provision, management has conducted a comprehensive needs assessment in accordance with HSE guidance. The assessment ensures personnel and equipment are available to:

REQUIREMENT	NOTES/MEASURES
Immediate attention for injuries/illness	Covers all common injuries and those arising from specific workplace hazards such as manual handling, use of equipment, or physical training.
Access to professional help	Ambulance or medical assistance called as required as soon as any serious injury or medical emergency is identified.
Equipment and personnel levels	Determined by circumstances at each site or activity; includes offsite venues and Security Training Courses. Numbers of first-aiders are based on expected numbers of people present and the level of risk.
Risk-based provision	Adjusted per H&S risk assessment; considers Door Supervisor/Security qualification hazards, physical activities, learner profiles, and mental health risks such as anxiety, stress-related episodes, or crisis behaviours.



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6. FIRST AID TRAINED STAFF

Crosby Training operates from its Bootle site with suitably trained personnel, including:

- First Aid at Work trained staff
- Mental Health First Aid responders certified via St John's Ambulance

Offsite venues:

- Risk assessments confirm, where possible, the host organisation's first aid policies match Crosby Training requirements, where this can be verified. Where this cannot be confirmed, Crosby Training will ensure that its own trained staff or an equivalent arrangement is in place.
- Employees and learners are made aware of named First Aid Officers and procedures, where applicable to the activity/site. They must also be told how to contact emergency services if a First Aid Officer is not available.
- A site-specific risk assessment is conducted before each Security Training Course or external activity. This assessment includes consideration of travel time to the nearest medical facility and availability of communication devices.

7. TRAINING OF FIRST AID STAFF

All staff undergo approved first aid training through accredited providers.

Refresher courses are completed every three years, with the 28-day renewal allowance applied only where relevant and in accordance with applicable training certification arrangements. Records of training, including expiry dates, are kept by the Health & Safety Lead.

Mental health first aid training is integrated into all relevant staff CPD. Refresher opportunities for mental health first aid are offered at least every three years.

All training costs are covered by Crosby Training.

Proof of certification is kept on file.



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8. DUTIES OF FIRST AID TRAINED STAFF

DUTY	DESCRIPTION
Role and remit	Duties of appointed First Aid person
Ambulance procedures	How to summon external medical help
Infection control	Standard precautions for all incidents
Reporting	Accident/incident form completion, H&S officer notification
Equipment	Replacing or replenishing first aid supplies

Mental health response responsibilities are limited to initial support, recognition of concern, and escalation through agreed reporting and referral routes. Responders must not promise confidentiality in situations that may require safeguarding or emergency intervention.

9. FIRST AID EQUIPMENT

Equipment is determined by the needs assessment and risk evaluation.

All first aid kits are clearly marked (green box, white cross), protected from contamination, and accessible. Kits are positioned in prominent locations known to staff and learners.

Contents may vary depending on site/activity; e.g., Security Training requires additional items as listed below:

EQUIPMENT	NOTES
BS8599-1:2019 Approved First Aid Kit	Standard for all sites
Ice packs	For sports or physical activities
Access to water & phone	Offsite or remote locations



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Kits are inspected regularly by designated staff; items are replaced after expiry or use. Any kit found to be incomplete or damaged is reported immediately and taken out of service until restored.

10. FIRST AID RECORD KEEPING

All incidents are recorded via accident/incident forms and submitted to the H&S Officer. Forms include date, time, location, persons involved, actions taken, and any follow-up required.

Data is used to identify risks and prevent future incidents. Trends in incidents are reviewed quarterly by the Health & Safety Lead and reported to the Senior Management Team.

Records are retained for a minimum of six years for inspection and audit purposes. Electronic records are stored securely and access is restricted to authorised personnel only.

11. INFORMATION & AWARENESS

All new staff receive induction on first aid arrangements, location of First Aid Officers, and procedures. Induction includes a brief overview of mental health first-aid contacts and how to raise concerns.

Signage throughout the Bootle site indicates First Aid Officer contact details. Signs are reviewed annually and updated if roles change.

Internal intranet (*The Server*) provides up-to-date information, including details on mental health first-aid contacts and escalation pathways. Staff are reminded to consult this information at least once per year.



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12. INSURANCE

Crosby Training's Public Liability/Indemnity Insurance covers all trained first aid personnel, subject to the terms, conditions, exclusions, and scope of the relevant policy. Coverage relates to acts carried out within the scope of first-aid duties as defined in this policy.

Coverage includes both physical and mental health first aid provision where such activity falls within the policy terms and reflects the duties described in this document.

Certificates are monitored and kept up-to-date. Where insurance terms restrict coverage for certain activities, additional risk-management arrangements are put in place.

13. MONITORING & AUDIT

ACTIVITY	FREQUENCY	RESPONSIBILITY
First Aid Needs Assessment	Bi-annually	H&S Lead
Equipment inspection	Monthly	Designated staff
Incident review	Quarterly	H&S Officer & SMT
Mental Health response review	Quarterly	Mental Health First Aid Lead
Policy review	Annually	Senior Management Team

Audit findings, corrective actions, and any resulting updates to training, equipment, or procedures will be recorded and monitored through the relevant management process.



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14. INTEGRATION WITH H&S RISK ASSESSMENTS

All first aid provision follows a risk-based approach per H&S assessments.

Offsite activities undergo site-specific risk assessment covering:

RISK AREA	MITIGATION
Physical hazards	First aid kit, PPE, trained personnel, onsite defibrillator
Mental health emergencies	Trained responders, escalation plan, referral pathways
Offsite environment	Assessment of venue, nearest medical facility, emergency access
Learner groups	Age-appropriate support, supervision, safeguarding aligned

Where relevant, the first aid arrangements will be aligned with safeguarding, supervision, emergency access, and the practical conditions of the venue or activity. Any changes in risk trigger a review of first aid provision.

15. REVIEW OF POLICY

Policy reviewed annually.

First Aid provision, including mental health support, is audited bi-annually.

Policy revisions also triggered by:

- Changes to legislation or HSE guidance
- Changes to site or activity risk profiles
- Feedback from learners or staff

Where the annual review and bi-annual audit identify changes needed, updates will be documented and communicated through the relevant management and staff communication channels.



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16. REFERENCES/LINKED DOCUMENTS

- Health and Safety (First Aid) Regulations 1981
- HSE First Aid Guidance to Employers (2013, 2018, 2024)
- Crosby Training Health & Safety Policy
- Crosby Training Safeguarding and PREVENT Policy
- St John's Ambulance Mental Health First Aid Training Guidance