



JAGUAR LAND ROVER RETAILER APPRENTICESHIP PROGRAMME

HEALTH & WELLBEING

EQUALITY & DIVERSITY

SAFEGUARDING

PREVENT

APPRENTICESHIP TRAINING & ASSESSMENT

The purpose of this document is to support the delivery and assessment of a broad range of employability and life-long skills and to challenge any behaviours that are not in line with the values and Customer First Principles required of all Jaguar Land Rover employees.

This document maps out monthly topics that every tutor and assessor can draw on during induction, professional development and block learning weeks and during workplace reviews.

The document is also supported by a number of other approaches to engage the Apprentice in developing their own learning and personal development, and to support their broader understanding of life in Modern Britain, and ensures they remain safe.

There are Four General Topics, and suggestions for topical content:

1. Health and Safety
2. Equality and Diversity
3. Safeguarding
4. Prevent
5. Topical

We also seek to ensure all our employees remain fit and healthy, both physically and emotionally. When we talk to our employees, we should always be open and honest, and try to support where we can, but also look for signs that might be affecting our colleagues adversely.

A friendly chat with our employees can be used as a double check of their health and wellbeing, and can be used to open up topics for discussion and identify where support might be needed. For example, they might talk about changes to their employment situation or personal life, which may be causing additional strain on their daily life – often, it's easier to open up to an outsider about these things than the people we work with on a daily basis.

The document also provides a summary of topics that might be used to support the engagement of the Apprentice in more topical matters, bringing to life their own understanding of life in Modern Britain.

<u>Health & Safety</u>	<u>Equality & Diversity</u>	<u>Safeguarding</u>	<u>Prevent</u>
<p>The Health and Safety at Work Act 1974 (also referred to as HSWA, the HSW Act, the 1974 Act or HASAWA) is the primary piece of legislation covering occupational health and safety in Great Britain. The Health and Safety Executive, with local authorities (and other enforcing authorities) is responsible for enforcing the Act and a number of other Acts and Statutory Instruments relevant to the working environment.</p> <p>Employees have general duties under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.</p> <p>They must take reasonable care of themselves and others who may be affected by their actions and comply with their employers arrangements for managing health and safety.</p> <p>If you are an employee or working under someone else's control, the law says you must:</p> <ul style="list-style-type: none"> ▪ <i>inform your employer of any work situation you consider dangerous, or of any shortcoming in their protection arrangements for health and safety</i> ▪ <i>use all work items provided by your employer correctly, in accordance with your training and the instructions you received to use them safely</i> 	<p>The Equality Act 2010 sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment, victimisation and failing to make a reasonable adjustment for a disabled person.</p> <p>The Equality Act became law in October 2010. It replaces previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995) and ensures consistency in what you need to do to make your workplace a fair environment and to comply with the law.</p> <p>The act covers nine protected characteristics, which cannot be used as a reason to treat people unfairly. Every person has one or more of the protected characteristics, so the act protects everyone against unfair treatment.</p> <p>Protected characteristics are :-</p> <ul style="list-style-type: none"> ▪ <i>age;</i> ▪ <i>disability;</i> ▪ <i>gender reassignment;</i> ▪ <i>marriage and civil partnership;</i> ▪ <i>pregnancy and maternity;</i> ▪ <i>race;</i> ▪ <i>religion or belief;</i> ▪ <i>sex;</i> ▪ <i>sexual orientation.</i> 	<p>The safeguarding of vulnerable adults (SOVA) or protection of vulnerable adults (POVA) relates to the processes and arrangements to protect vulnerable persons from potential or actual abuse.</p> <p>A vulnerable adult is anyone over the age of eighteen who is, or may be in need of community services, by reason of mental or other disability, age or illness and who is unable to take care of him or herself or protect him or herself against harm or exploitation.</p> <p><i>This includes:</i></p> <ul style="list-style-type: none"> ▪ <i>People with a mental health problem or mental illness, including dementia</i> ▪ <i>People with a physical disability</i> ▪ <i>People with a sensory impairment</i> ▪ <i>People with a learning disability</i> ▪ <i>People who are frail and/or experiencing a temporary</i> ▪ <i>Illness</i> ▪ <i>People with a substance misuse or an alcohol problem</i> <p><i>What if the abuse is also a crime</i></p> <ul style="list-style-type: none"> ▪ <i>If the abuse is also a crime such as assault, racial, harassment, rape or theft you should involve the police to prevent someone else from being abused.</i> ▪ <i>If the police are involved we will work with them and you to be supportive.</i> ▪ <i>If immediate action is needed dial 999</i> ▪ <i>If you are worried about contacting the police you can contact the Adult Care Team to talk things over first</i> 	<p>Prevent is part of a Government initiative to develop a robust counter terrorism programme. The UK faces a range of terrorist threats. All the terrorist groups who pose a threat to us seek to radicalise and recruit people to their cause. This Prevent strategy seeks to:</p> <ul style="list-style-type: none"> • Respond to the ideological challenge of terrorism and aspects of extremism, and the threat we face from those who promote these views • Provide practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support • Work with a wide range of sectors where there are risks of radicalisation which needs to be addressed, including education, criminal justice, faith, charities, the internet and health <p>Throughout your apprenticeship we will introduce and develop your understanding of the Prevent strategy and awareness including your understanding of British Values.</p> <p>“Britishness is the state or quality of being British or of embodying British characteristics including democracy, the rule of law, individual liberty and mutual respect and tolerance for those with different faiths and beliefs”</p>

<p><u>H&S - Slips and Trips in your Workplace</u></p> <p>Everyone in the workplace has a part to play when it comes to preventing slips and trips, from the person who designed the building to the people working inside of it.</p> <p><i>Employer</i> to tackle slips and trips successfully in your workplace you need to; put in place an effective management system, carry out regular risk assessments and make sure you are aware of the relevant laws and regulations.</p> <p><i>Employee</i> What can you do to make a difference? Your actions could make the difference between someone getting injured or not. Have you seen a spillage? Instead of thinking its someone else's problem, <i>Why not clear it up?</i></p> <p><i>Accident prevention</i></p> <ul style="list-style-type: none"> ▪ Report near misses and accidents promptly to your employer ▪ If you see slip and trip risks, try to sort them out or inform your employer ▪ Help to keep floors clean and dry ▪ Clear up spillages straight away ▪ If you think of ways of preventing contamination (water, oils, cardboard, waste etc.) from getting onto the floor, suggest them to your employer ▪ Avoid causing trailing cables ▪ Keep place of work clear of obstacles ▪ Ask your employer to mark slopes and changes of levels ▪ If there is not adequate lighting, report it ▪ Follow all safety advice 	<p><u>E&D - Direct Discrimination</u></p> <p>Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.</p> <p><i>Example of Direct Discrimination</i> <i>Paul, a senior manager, turns down Angela's application for promotion to a supervisor position. Angela, who is a lesbian, learns that Paul did this because he believes the team that she applied to manage are homophobic.</i></p> <p><i>Paul thought that Angela's sexual orientation would prevent her from gaining the team's respect and managing them effectively.</i></p> <p>This is direct sexual orientation discrimination against Angela.</p>	<p><u>Safeguarding - Abuse</u></p> <p>Abuse is a violation of a person's human and civil rights by any other person(s), the definition of abuse is wider than some may realise and covers more than intentional harm.</p> <p><i>It may:</i></p> <ul style="list-style-type: none"> ▪ be a single or repeated act(s) ▪ be physical, ▪ verbal, ▪ sexual, ▪ psychological, ▪ institutional, ▪ discriminatory, ▪ or financial ▪ be an act of neglect or failure to act <i>Why should you have Safeguards in place</i> <p>Where abuse can take place Abuse can take place anywhere, for example:</p> <ul style="list-style-type: none"> ▪ Living in their own home ▪ In residential or nursing care ▪ In a hospital ▪ In a day centre ▪ In supported accommodation ▪ Without a permanent address ▪ While travelling ▪ Anywhere 	<p><u>Prevent – Life in Modern Britain</u></p> <p>Why is Prevent and Life in Modern Britain part of a learner's journey?</p> <p>A key part of the government plan for education is to ensure young people become valuable and fully rounded members of society who treat others with respect and tolerance, regardless of background.</p> <p>Every education and training provider is required to promote the basic British values of</p> <ul style="list-style-type: none"> • democracy, • the rule of law, • individual liberty, • mutual respect and tolerance for those of different faiths and beliefs. <p>This ensures young people understand the importance of respect and leave education fully prepared for life in modern Britain.</p>
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March	<p style="text-align: center;"><u>H&S - First Aid at Work</u></p> <p><i>What your employer needs to do</i> Employers are responsible for ensuring that employees receive immediate attention if they are taken ill or are injured at work. Accidents and illness can happen at any time and first aid can save lives and prevent minor injuries from becoming major ones.</p> <p><i>Your employer is expected to have:</i></p> <ul style="list-style-type: none"> ▪ <i>completed a first-aid needs assessment;</i> ▪ <i>ensured that there is either an appointed person to take charge of first-aid arrangements, or there are appropriate numbers of suitably trained first-aiders;</i> ▪ <i>ensured there are adequate facilities and a suitable stocked first aid box;</i> ▪ <i>provided you with information about the first-aid arrangements</i> <p><i>As a minimum, your employer must have:</i></p> <ul style="list-style-type: none"> ▪ <i>a suitably stocked first-aid box</i> ▪ <i>an appointed person to take charge of first-aid arrangements;</i> ▪ <i>Information for all employees giving details of first-aid arrangements.</i> 	<p style="text-align: center;"><u>E&D - Discrimination by Association</u></p> <p>Already applies to race, religion or belief and sexual orientation. Now extended to cover age, disability, gender reassignment and sex. This is direct discrimination against someone because they associate with another person who possesses a protected characteristic</p> <p><i>Example of Discrimination by Association</i> <i>June works as a project manager and is looking forward to a promised promotion. However, after she tells her boss that her mother, who lives at home, has had a stroke, the promotion is withdrawn.</i></p> <p>This may be discrimination against June because of her association with a disabled person.</p>	<p style="text-align: center;"><u>Safeguarding - Physical abuse</u></p> <p>Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms:</p> <p>Physical abuse:</p> <ul style="list-style-type: none"> ▪ <i>hitting</i> ▪ <i>slapping</i> ▪ <i>pushing</i> ▪ <i>kicking</i> ▪ <i>burning</i> ▪ <i>giving medication that may harm</i> ▪ <i>disciplining in an inappropriate way</i> <p>Possible signs:</p> <ul style="list-style-type: none"> ▪ <i>fractures</i> ▪ <i>bruising</i> ▪ <i>burns</i> ▪ <i>pain</i> ▪ <i>marks</i> <p style="text-align: center;"><i>not wanting to be touched</i></p>	<p style="text-align: center;"><u>Prevent – Violence in Society and Gaming</u></p> <p>Safeguarding and physical abuse is listed left, but it is worth considering how violence has been introduced into a person life and influence their behaviour.</p> <p>Society accepts violence in certain boundaries such as:</p> <ul style="list-style-type: none"> • Armed Forces • Security • Controlled Sports • Appropriate Discipline <p>The latter option does cause some controversy – consider the debate “is smacking a child appropriate?”</p> <p>Violence is also introduced by the media, film, music and computer games.</p> <p>It is also known that radicalisation and “grooming” of extreme groups utilises online gaming as a way to attract new members and offer a real life alternative to the game.</p> <p>Staying safe when gaming :</p> <ul style="list-style-type: none"> • Ensure you know who you are communicating with • Do not arrange to meet outside the game • Report suspicions • Report “Griefing” to the game manufacturer <p>Griefing’ – when players single you out specifically to make your gaming experience less enjoyable.</p>
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April	<p style="text-align: center;"><u>H&S - COSHH</u></p> <p>Most businesses use substances, or products that are mixtures of substances. Some processes create substances. These could cause harm to employees, contractors and other people. Sometimes substances are easily recognised as harmful. Common substances such as paint bleach or dust from natural materials may also be harmful.</p> <p>The COSHH Regulations apply to any substances that are hazardous to health. Substances can take many forms and include:</p> <ul style="list-style-type: none"> ▪ chemicals ▪ products containing chemicals ▪ fumes ▪ dusts ▪ vapours ▪ mists ▪ nanotechnology ▪ gases and asphyxiating gases and ☒ <p>Biological agents (germs).</p> <ul style="list-style-type: none"> ▪ <p>If the packaging has any of the hazard symbols then it is classed as a hazardous substance. Germs that cause diseases such as leptospirosis or legionnaires disease and germs used in laboratories.</p>	<p style="text-align: center;"><u>E&D - Perception discrimination</u></p> <p>Already applies to age, race, religion or belief and sexual orientation. Now extended to cover disability, gender reassignment and sex.</p> <p>This is direct discrimination against an individual because others think they possess a particular protected characteristic. It applies even if the person does not actually possess that characteristic.</p> <p>Example of Perception Discrimination Jim is 45 but looks much younger. Many people assume that he is in his mid-20s. He is not allowed to represent his company at an international meeting because the Managing Director thinks that he is too young.</p> <p>Jim has been discriminated against on the perception of a protected characteristic.</p>	<p style="text-align: center;"><u>Safeguarding</u> <u>Financial or Material abuse</u></p> <p>Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms</p> <p>Financial or material abuse:</p> <ul style="list-style-type: none"> ▪ stealing from the person ▪ cheating them ▪ using them for financial gain ▪ putting pressure on them about wills, property, inheritance or financial transactions ▪ misusing or stealing their property, possessions or benefits <p>Possible signs:</p> <ul style="list-style-type: none"> ▪ having unusual difficulty with finances ▪ not having enough money ▪ being too protective of money and things they own ▪ not paying bills ▪ not having normal home comforts 	<p style="text-align: center;"><u>Prevent</u> <u>Peer Pressure and Gangs</u></p> <p>Part of the journey towards Radicalisation can include joining a group or gang.</p> <p>This can make you feel special and wanted at first but pressure can be applied to ensure you meet the group expectation. This could be in the form of illegal activities, emotional pressure towards you or a loved one or threat of leaving the group.</p> <p>Outside the group you may feel you have no one to turn too and must carry out the demands or pressures.</p> <p>If you feel you are in this situation, there are organisations that can help.</p> <p>Talk to your tutor, assessor or contact the JLR confidential email or hotline. They will assist you but will not disclose information without your permission.</p>
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	<u>H&S – RIDDOR</u>	<u>E&D - Indirect Discrimination</u>	<u>Safeguarding - RIDDOR</u>	<u>Prevent – Democracy</u>
<p data-bbox="170 172 824 220"><u>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013</u></p> <p data-bbox="170 248 797 328">Regulations cover the reporting of work-related deaths and injuries other than for certain gas incidents RIDDOR requires deaths and injuries to be reported only when:</p> <ul data-bbox="170 331 696 411" style="list-style-type: none"> ▪ there has been an accident which caused the injury ▪ the accident was work-related ▪ the injury is of a type which is reportable <p data-bbox="170 440 342 464">Reportable injuries</p> <p data-bbox="170 467 808 515">The following injuries are reportable under RIDDOR when they result from a work-related accident:</p> <ul data-bbox="170 518 824 1150" style="list-style-type: none"> ▪ The death of any person - All deaths to workers and non-workers, with the exception of suicides, must be reported if they arise from a work-related accident, including an act of physical violence to a worker. ▪ Specified Injuries to workers - The list of ‘specified injuries’ in RIDDOR 2013 replaces the previous list of ‘major injuries’ in RIDDOR 1995. Specified injuries are <ul data-bbox="170 715 824 1150" style="list-style-type: none"> ▪ fractures, other than to fingers, thumbs and toes ▪ amputations ▪ any injury likely to lead to permanent loss of sight or reduction in sight ▪ any crush injury to the head or torso causing damage to the brain or internal organs ▪ serious burns (including scalding) which covers more than 10% of the body ▪ causes significant damage to the eyes, respiratory system or other vital organs ▪ any scalping requiring hospital treatment ▪ any loss of consciousness caused by head injury or asphyxia ▪ any other injury arising from working in an enclosed space which: <ul data-bbox="170 1074 824 1150" style="list-style-type: none"> ▪ leads to hypothermia or heat-induced illness ▪ requires resuscitation or admittance to hospital for more than 24 hours <p data-bbox="170 1182 824 1362">Injuries to workers which result in their incapacitation for more than 7 days Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury. This seven day period does not include the day of the accident, but does include weekends and rest days. The report must be made within 15 days of the accident.</p>	<p data-bbox="842 204 1256 379">Indirect discrimination can occur when you have a condition, rule, policy or even a practice in your company that applies to everyone but particularly disadvantages people who share a protected characteristic.</p> <p data-bbox="842 411 1216 435">Example of Indirect Discrimination :</p> <p data-bbox="842 467 1256 587">A small finance company needs its staff to work late on a Friday afternoon to analyse stock prices in the American finance market.</p> <p data-bbox="842 619 1256 858">The figures arrive late on Friday because of the global time differences. During the winter some staff would like to be released early on Friday afternoon in order to be home before sunset – a requirement of their religion. They propose to make the time up later during the remainder of the week.</p> <p data-bbox="842 890 1256 1090">The company is not able to agree to this request because the American figures are necessary to the business, they need to be worked on immediately and the company is too small to have anyone else able to do the work.</p> <p data-bbox="842 1121 1256 1273">The requirement to work on Friday afternoon is not unlawful indirect discrimination as it meets a legitimate business aim and there is no alternative means to available.</p>	<p data-bbox="1274 204 1688 347">RIDDOR reportable incidents to patients and service users may in some circumstances fall within the definition of abuse and may be a safeguarding issue, for example:</p> <ul data-bbox="1274 475 1688 930" style="list-style-type: none"> ▪ if a nursing home fails to ensure the safety of a resident during hoisting; ▪ if a care provider failed to implement adequate controls, identified through assessment, which contributed to severe scalding during bathing; ▪ if a care provider failed to assess an individual’s care needs and this contributed to harm. <p data-bbox="1274 962 1688 1145">Supplementary guidance, on the application of Section 3 (HSWA) to public safety matters, has been developed to help decide whether an incident is a matter for HSE to investigate.</p>	<p data-bbox="1706 204 2121 323">A key element of Life in Modern Britain is understanding of how citizens can influence decision-making through the democratic process.</p> <p data-bbox="1706 355 2121 507">Voting was not seen as a universal right but as a privilege for the wealthiest class of society. Before 1832 the right to vote depended on three things:</p> <ul data-bbox="1706 555 2121 826" style="list-style-type: none"> • Gender. Only men over the age of 21 were allowed to vote. • Property. In order to vote, an individual had to own property over a certain value. • Location. Small rural boroughs were able to elect more MPs than much larger towns and counties. <p data-bbox="1706 866 2121 986">This meant every person outside this criteria had no say and no control which had strong disadvantages to those people.</p> <p data-bbox="1706 1026 2121 1169">In 1928 the vote extended to women. Since 1969 everyone over 18 can now vote. There has been talks of reducing this to over 16’s. What impact would that have?</p>	

H&S - First Aid Boxes	E&D - Harassment	Safeguarding <u>Institutional and Discriminatory abuse</u>	Prevent <u>Freedom to have Faith</u>
<p><i>What should a first-aid box in the workplace contain?</i>The decision on what to provide will be influenced by the findings of the first-aid needs assessment. As a guide, where work activities involve low hazards, a <i>minimum stock of first-aid items might be:</i></p> <ul style="list-style-type: none"> ▪ 20 individually wrapped sterile plasters (assorted sizes), appropriate to the type of work (hypoallergenic plasters can be provided if necessary); ▪ two sterile eye pads; ▪ two individually wrapped triangular bandages, preferably sterile; ▪ six safety pins; ▪ two large sterile individually wrapped unmedicated wound dressings; ▪ six medium-sized sterile individually wrapped unmedicated wound dressings; ▪ at least three pairs of disposable gloves * <i>This is only a suggested contents list.</i> <p>Information - A leaflet giving general guidance on first aid (for example, HSE's leaflet Basic advice on first aid at work);</p> <p>Employers may wish to refer to British Standard BS 8599 which provides further information on the contents of workplace first-aid kits.</p> <p>Whether using a first-aid kit complying with BS 8599 or an alternative kit, the contents should reflect the outcome of the first-aid needs assessment.</p> <p>It is recommended that you don't keep tablets and medicines in the first-aid box</p>	<p>Harassment is "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual"</p> <p><i>Example of Harassment</i> <i>Paul is disabled and is claiming harassment against his line manager after she frequently teased and humiliated him about his disability. Richard shares an office with Paul and he too is claiming harassment, even though he is not disabled, as the manager's behaviour has also created an offensive environment for him.</i></p> <p><i>Steve is continually being called gay and other related names by a group of employees at his work. Homophobic comments have been posted on the staff noticeboard about him by people from this group. Steve was recently physically pushed to the floor by one member of the group but is too scared to take action. Steve is not gay but heterosexual; furthermore the group know he isn't gay.</i></p> <p>This is harassment because of sexual orientation.</p>	<p>Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms</p> <p>Institutional abuse:</p> <ul style="list-style-type: none"> ▪ <i>abuse or mistreatment by an organisation or by any individual within a building where the person is living or receiving care</i> <p>Possible signs:</p> <ul style="list-style-type: none"> ▪ <i>the person has no personal clothing or possessions</i> ▪ <i>there is no care plan for them</i> ▪ <i>he or she is often admitted to hospital</i> ▪ <i>there are instances of professionals having treated them badly or unsatisfactorily or acting in a way that cause harm to the person</i> <p>Discriminatory abuse including:</p> <ul style="list-style-type: none"> ▪ <i>abusing a person because of their ethnic origin, religion, language, age, sexuality, gender or disability</i> <p>Possible signs:</p> <ul style="list-style-type: none"> ▪ <i>the person is not receiving the care they require</i> ▪ <i>their carer is over critical or makes insulting remarks about the person</i> ▪ <i>the person is made to dress differently from how they wish</i> 	<p>Freedom to have faith is an acceptance that people having different faiths or beliefs to oneself (or having none) should be accepted and tolerated, and should not be the cause of prejudicial or discriminatory behaviour</p> <p>Britain is made up of many cultures. When you look back at the roots of history in the UK influences have come from far and wide from Roman, Saxon, and Viking to name a few better known.</p> <p>Each had their own beliefs, cultures and faiths and had influence on the development of the country.</p> <p>In Britain now we have many religions:</p> <ul style="list-style-type: none"> • Christianity • Islam • Hinduism • Sikhism • Judaism • Buddhism • Other religions • No Religion <p>In the UK only approx. 59% are reported to believe they are Christian faith.</p>

July	<p style="text-align: center;"><u>H&S - Sun exposure</u></p> <p>Too much sunlight is harmful to your skin. A tan is a sign that the skin has been damaged. The damage is caused by ultraviolet (UV) rays in sunlight.</p> <p>When the sunlight is intense, it would be sensible if you also followed the guidance below to protect yourself. You should take particular care if you have:</p> <ul style="list-style-type: none"> ▪ fair or freckled skin that doesn't tan, or goes red or burns before it tans; ▪ red or fair hair and light coloured eyes; ▪ a large number of moles. <p>Harmful effects In the short term, even mild reddening of the skin from sun exposure is a sign of damage. Sunburn can blister the skin and make it peel. Longer term problems can arise. Too much sun speeds up ageing of the skin, making it leathery, mottled and wrinkled. The most serious effect is an increased chance of developing skin cancer. What you can do to protect yourself</p> <ul style="list-style-type: none"> ▪ Keep your top on ▪ Wear a hat with a brim or a flap that covers the ears and the back of the neck. ▪ Stay in the shade whenever possible, during your breaks and especially at lunch time. ▪ Use a high factor sunscreen of at least SPF15 on any exposed skin. ▪ Drink plenty of water to avoid dehydration. ▪ Check your skin regularly for any unusual moles or spots. See a doctor promptly if you find anything that is changing in shape, size or colour, itching or bleeding. 	<p style="text-align: center;"><u>E&D - Third Party Harassment</u></p> <p>Already applies to sex. Now extended to cover age, disability, gender reassignment, race, religion or belief and sexual orientation.</p> <p>The Equality Act makes you potentially liable for harassment of your employees by people (third parties) who are not employees of your company, such as customers or clients. You will only be liable when harassment has occurred on at least two previous occasions, you are aware that it has taken place, and have not taken reasonable steps to prevent it from happening again.</p> <p><i>Chris manages a Council Benefits Office. One of his staff, Frank, is gay. Frank mentions to Chris that he is feeling unhappy after a claimant made homophobic remarks in his hearing. Chris is concerned and monitors the situation. Within a few days the claimant makes further offensive remarks. Chris reacts by having a word with the claimant, pointing out that this behaviour is unacceptable. He considers following it up with a letter to him pointing out that he will ban him if this happens again.</i></p> <p>Chris keeps Frank in the picture with the actions he is taking and believes he is taking reasonable steps to protect Frank from third part harassment.</p>	<p style="text-align: center;"><u>Safeguarding - Every child should be kept safe</u></p> <p>About safeguarding? It might be difficult to accept, but every child can be hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity.</p> <p>Safeguarding legislation and government guidance says that safeguarding means:</p> <ul style="list-style-type: none"> ▪ Protecting children from maltreatment ▪ Preventing impairment of children's health or development ▪ Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care. ▪ Taking action to enable all children and young people to have the best outcome and "the action we take to promote the welfare of children and protect them from harm - is everyone's responsibility. Everyone who comes into contact with children and families has a role to play." <p>Safeguarding legislation In England the law states that people who work with children have to keep them safe. This safeguarding legislation is set out in The Children Act (1989) and (2004). It also features in the United Nations Convention on the Rights of the Child (to which the UK is a signatory) and sets out the rights of children to be free from abuse. The Government also provides guidance in their document Working Together to Safeguard Children 2013.</p> <p>Jobs that involve caring for, supervising or being in sole charge of children or adults require an enhanced DBS check (previously called an enhanced CRB check).</p>	<p style="text-align: center;"><u>Prevent</u> <u>Rule of Law</u></p> <p>The rule of law is the legal principle that law should govern a nation, as opposed to being governed by decisions of individual government officials.</p> <p>The importance of laws, whether they be class rules, academy rules or rules that govern the country, are reinforced through code of conduct and throughout the JLR ethos.</p> <p>We expect apprentices to respect all rules and understand that rules protect us, our apprentices are taught the value and reasons behind laws, and the consequences when laws are broken.</p> <p>A country that adheres to the rule of law ensures that</p> <ul style="list-style-type: none"> • All persons and organisation are subject and accountable to law (including government) • The law is clear, known and enforced • The court system is independent and fair • All people are presumed innocent until proven guilty • No person shall be unlawfully arrested or deprived of their property • Punishment must be determined by court and proportionate to the offence.
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H&S - Five steps to risk assessment

How to assess the risks in your workplace - Follow the five steps in the HSE leaflet: Five steps to risk assessment.

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precaution
4. Record your findings and implement them
5. Review your assessment and update if necessary

In many organisations, the risks are well known and the necessary control measures are easy to apply. You probably already know whether, for example, you have employees who move heavy loads and so could harm their backs, or where people are most likely to slip or trip. If so, check that you have taken reasonable precautions to avoid injury. If you run a small organisation and you are confident you understand what's involved, you can do the assessment yourself. You don't have to be a health and safety expert.

When thinking about your risk assessment, remember!

- *a hazard is anything that may cause harm, such as chemicals, electricity, working from ladders, an open drawer, etc; and*
- *the risk is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be*

E&D - Victimisation

Victimisation occurs when an employee is treated badly because they have made or supported a complaint or raised a grievance under the Equality Act; or because they are suspected of doing so. An employee is not protected from victimisation if they have maliciously made or supported an untrue complaint.

Example of Victimisation

Anne makes a formal complaint against her manager because she feels that she has been discriminated against because of marriage. Although the complaint is resolved through the organisation's grievance procedures,

Anne is subsequently ostracised by her colleagues, including her manager. She could claim victimisation.

Safeguarding - Every child should be kept safe

About safeguarding?

It might be difficult to accept, but every child can be hurt, put at risk of harm or abused, regardless of their age, gender, religion or ethnicity.

Some of the facts

- Almost one in five children today has experienced serious physical abuse, sexual abuse or severe physical or emotional neglect at some point in their lifetime.
- One in 10 children in the UK has been neglected.
- There were a total of 21,493 sexual offences against children recorded by police in the UK in 2011/12.
- One in 14 children in the UK has been physically abused.
- Around one in five children in the UK have been exposed to domestic violence.
- On average, every week in the UK, at least one child is killed at the hands of another person.
- Over a third of serious case review involves a child under one.
- For every child placed on a child protection plan or the child protection register, we estimate there are another eight children who are suffering from abuse and neglect and not getting the support they need.
- There were more than 91,000 looked after children in the UK in 2012.
- Deaf and disabled children are more than three times more likely to be abused or neglected than non-disabled children.

PreventTop ten values of being British

1. The rule of law
2. Sovereignty of the Crown in Parliament
3. History and culture
4. Personal freedom
5. Love of sport and of fair play
6. Free speech and freedom of expression
7. Patriotism
8. Belief in private property
9. Institutions that are quintessentially British (BBC, Armed Forces)
10. Tolerance: no one should be treated differently on the basis of belonging to a particular group

The above list should be discussed with the learner to see if they are aware of these.

Are there any surprises or unexpected ones you can discuss further?

September	<p style="text-align: center;"><u>H&S - Diversity in the workplace</u></p> <p>The Equality Act 2010 became law in October 2010 and replaces the Disability discrimination Act, the Race Relations Act and the Sex Discrimination Act. The Equality Act covers nine 'protected characteristics' these are: Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion and belief, Sex and Sexual orientation. More information on the Act can be found on the Equality and Human Rights Commission (EHRC) website.</p> <p>For health and safety purposes, equality is concerned with breaking down the barriers that currently block opportunities for certain groups of people in the workplace, aiming to identify and minimise the barriers that exclude people and to take action to achieve equal access to all aspects of work for everyone.</p> <p>Eliminating discrimination is important in achieving equality, since it is not just the physical environment or poor policies that prevent equality from being achieved but also ways of working, attitudes and stereotypes about different groups of people.</p> <p>Diversity is about recognising, valuing and taking account of people's different backgrounds, knowledge, skills, and experiences, and encouraging and using those differences to create a productive and effective workforce</p>	<p style="text-align: center;"><u>E&D - Protected Characteristics</u></p> <p>The act covers nine protected characteristics, which cannot be used as a reason to treat people unfairly. Every person has one or more of the protected characteristics, so the act protects everyone against unfair treatment.</p> <p>Protected characteristics are :-</p> <ul style="list-style-type: none"> ▪ age; ▪ disability; ▪ gender reassignment; ▪ marriage and civil partnership; ▪ pregnancy and maternity; ▪ race; ▪ religion or belief; ▪ sex; ▪ sexual orientation. 	<p style="text-align: center;"><u>Safeguarding - Psychological abuse</u></p> <p>Abuse is a violation of a person's human and civil rights by any other person. Abuse can take many forms</p> <p>Psychological abuse:</p> <ul style="list-style-type: none"> ▪ emotional abuse ▪ verbal abuse ▪ humiliation ▪ bullying ▪ the use of threats <p>Possible signs:</p> <ul style="list-style-type: none"> ▪ being withdrawn ▪ too eager to do everything they are asked ▪ showing compulsive behaviour ▪ not being able to do things they used to ▪ not being able to concentrate or focus 	<p style="text-align: center;"><u>Prevent 9/11 7/7</u></p> <p>During September the news will mention events such as 9/11 and 7/7. The attack on Americas Twin Towers and the bombings on London buses.</p> <p>These attacks were both conducted by extremist groups. 7/7 bombing were executed by Islamic extremists killing 52 people from 18 different nations.</p> <p>As a result of such atrocities, it is easy to become fearful or aggressive to <u>all</u> Islamic groups.</p> <p>It is important to remember that these were not representing the main Islam following in Britain and have no affiliation.</p> <p>There have been reports of verbal and physical abuse aimed at people that appear to be from different backgrounds with abuse referencing their colour, dress or language. It is important to respect others and not generate prejudgements about individuals.</p> <p>Britishness includes Tolerance: no one should be treated differently on the basis of belonging to a particular group</p>
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H&S - Back Pain

Low back pain is common and can be extremely painful. It can be difficult to cope with the severe pain but fortunately it is rarely due to serious disease. There are things that employers and workers can do to manage back pain and other musculoskeletal disorders (MSDs),

Causes of Back Pain

Back pain is more common in tasks that involve:

- ☒ lifting heavy or bulky loads;

- carrying loads awkwardly, possibly one handed;
- repetitive tasks, packing of products;
- long distance driving or driving over rough ground, particularly if the seat is not, or cannot be, properly adjusted;
- stooping, bending or crouching, including work at PCs (poor posture);
- pushing, pulling or dragging heavy loads;
- *working beyond normal abilities and limits;*
- *working when physically tired; ☒ stretching, twisting and reaching; ☒ Prolonged periods in one position.*

Dealing with an attack of Back Pain

E&D - Sex Discrimination / Sexual Harassment

If you're experiencing sex discrimination or sexual harassment at work, take action as quickly as possible. If you are being sexually harassed,

- Tell the person to stop. Only do this if you feel it is safe. You may find it helpful to have a colleague or trade union representative with you when you do this.
- Tell your manager what is happening.
- *Put it in writing and keep a copy. Your employer is required by law to protect you from sex discrimination and sexual harassment. If it is your manager who is discriminating against you or harassing you, tell someone higher up in the organisation*
- *Talk to your personnel department or trade union. They might be able to help you stop the discrimination or harassment*
- *Get advice - A Citizens Advice Bureau may be able to help or refer you to a specialist.*
- *Collect evidence - Keep a diary of the time, date and location of any incidents, what was said or done, who was involved, if there were any witnesses and evidence of any similar incidents against other colleagues. Record the names and jobs of those you think are treated more favourably than you or details of the rule or policy that puts you at a disadvantage.*

Safeguarding - Sexual abuse

Abuse is a violation of a person's human and civil rights by any other Person. Abuse can take many forms

Sexual abuse:

- direct or indirect sexual activity where the vulnerable adult cannot or does not agree to it

Possible signs:

- genital itching, soreness or having a sexually transmitted disease
- *using bad language*
- *not wanting to be touched*
- *behaving in a sexually inappropriate way*
- *changes in appearance*

Prevent Life in Modern Britain – Language

The movement of people originally including migrating and colonisation developed the English Language.

Even today English language is developing and changing.

Influences from media, film, song lyrics, internet as well as travel are playing a large part in this, as well as technology.

Consider old English – A person would go out “Courting”, now you may “date” or slang references to dating vehicles such as “Tinder” perhaps.

Each year the Oxford English Dictionary produce a list of newly included words.

The influence from technology is having a strong influence, some “text” abbreviations have spread into email and similar.

Software from America is influencing spellings – consider how this could be standardised?

- *Rest may not help. Your back is designed for movement so the sooner you start doing your ordinary activities the better.*
- *Use pain killers, heat or cold applied to the sore area may help*
- *A short course of manipulation can help relieve back pain for some, if done by a qualified professional osteopath, physiotherapist or chiropractor*

What can your employer do to help?

Your employer has to protect the health and safety of their workforce by law.

They must:

- *Perform risk assessments and put in place reasonable measures to reduce that risk.*
- *Act on any reports of ill health caused by work. If a worker returns after sick leave, the employer needs to make sure that the worker's health is not made worse by work.*

H&S - Firework Safety Advice*Be safe not sorry*

Fireworks are safe if you use them properly. If you're putting on a home display, you should follow safety steps to make sure that everyone has a good time without getting hurt.

Keep kids safe

Children need to know that fireworks can be dangerous if they are not used properly. Each year, over half of all firework injuries are suffered by children.

The Child Accident Prevention Trust has more guidance on keeping kids safe.

Protect your animals

You should take precautions to protect your pets during the times of the year when fireworks are likely to be set off.

Sparkler safely

Did you know that sparklers get five times hotter than cooking oil?

Sparklers are not toys and should never be given to a child under five.

Where to buy

Always buy fireworks from a reputable shop to make sure that they conform to British Standards. This means that they should have BS 7114 written on the box.

On the night, you will need:

- *A torch.*
- *A bucket or two of water.*
- *Eye protection and gloves.*
- *A bucket of soft earth to put fireworks in.*

Suitable supports and launchers if you're setting off Catherine wheels or rockets..

E&D - Raising a grievance

If you can't solve your problem informally, you may have to make a formal written complaint to your employer, using a grievance procedure. Although the law can help protect you, you should be aware that if you make a formal complaint, this may make your life at work even more uncomfortable.

You don't need to have worked for your employer for any particular length of time before you can make a claim for sex discrimination or sexual harassment.

If you have been dismissed, you may also be able to make a claim for unfair dismissal. You will need to prove your case. This is why collecting evidence is so important.

What happens if I am victimised for making a complaint?

Your employer is not allowed to victimise you for complaining about sex discrimination or sexual harassment at work. If anyone at work does victimise you for complaining, or helping a colleague to do so, you can make a claim for unlawful victimisation to an employment tribunal.

If you want to do this, get advice early on.

Safeguarding
Tips & Advice - Staying safe online

Protect Your Personal information.

Make passwords long and

- *strong: Combine capital and lowercase letters with numbers and symbols to create a more secure password.*
- *Unique account,*
- *Unique password: Separate passwords for every account helps to thwart cybercriminals.*
- *Write it down and keep it safe: Everyone can forget a password. Keep a list that's stored in a safe, secure place away from your computer.*
- *Own your online presence: When available, set the privacy and security settings on websites to your comfort level for information sharing. It's ok to limit who you share information with.*

Prevent
Sexting and Social Media

Having looked at staying safe online using privacy settings and password it is also worth considering what we post, who can see it and how long it will last.

When a picture is submitted to a social media site, it enters the public domain and can travel – Fast. A post on a friend's page would be seen by all of his friends, all of yours and depending on both peoples settings could be seen by friends of friends and by the public.

Any of those can save and repost the same item. If that was an inappropriate post, or something you may later regret it may be impossible to remove completely.

When sending personal texts that are of a sexual nature known as "sexting" consider that they may share you content. You may trust them now but what happens if you fall out.

It is also illegal to take pictures of a sexual nature of anyone under 18 and sharing these is also a serious offence. Even if these were taken privately with consent.

H&S - Icy Conditions and Winter Weather

Slip and trip accidents increase during the Autumn and Winter season for a number of reasons:

- *There is less daylight,*
- *Leaves fall onto paths and become wet and slippery*
- *Cold weather spells cause*
- *Ice and snow to build up on paths.*

There are effective actions that you can take to reduce the risk of a slip or trip. Regardless of the size of your site, always ensure that regularly used walkways are promptly tackled

Things to consider during winter months

- Lighting - Is there is enough lighting around your workplace for you and your workers to be able to see and avoid hazards that might be on the ground
- Wet and decaying leaves - fallen leaves that become wet or have started to decay can create slip risks in two ways, they hide any hazard that may be on the path or they themselves create a slip risk.
- Rain Water - Many slip accidents happen at building entrances as people entering the building walk in rainwater.
- Ice, frost and snow - Keep up to date by visiting a weather service site such as the Met Office or the Highways Agency
- Use grit or similar, on areas prone to be slippery in frosty, icy conditions.

E&D - Further information and advice

Citizens Advice Bureau gives free, confidential, impartial and independent advice to help you solve problems.

The Equality and Human Rights Commission
The Equality and Human Rights Commission (EHRC) can give advice about sex discrimination and provide details of solicitors experienced in this area of the law. You can get more information from their website at www.equalityhumanrights.com.

ACAS - The ACAS website has lots of useful information about employment issues, including discrimination. They also operate a helpline on: 0845 747 4747 (text phone 0845 606 1600). Acas website www.acas.org.uk

The Government Equalities Office Website: www.equalities.gov.uk
website: www.direct.gov.uk

Safeguarding
Tips & Advice - Staying Safe online

Keep A Clean Machine.

- *Keep security software current: Having the latest security software, web browser, and operating system are the best defences against viruses, malware, and other online threats.*
- *Automate software updates: Many software programs will automatically connect and update to defend against known risks. Turn on automatic updates if that's an available option.*
- *Protect all devices that connect to the Internet: Along with computers, smart phones, gaming systems, and other web-enabled devices also need protection from viruses and malware.*
- *Plug & scan: "USBs" and other external devices can be infected by viruses and malware. Use your security software to scan them.*

Prevent
Britishness – Faith of others

According to polls Christmas Dinner would be considered as an activity that is most British.

As seen above, Christian faith makes up about 60% of the British population and many others will join in the Christmas festivities.

But what other religious ceremonies happen in Britain outside the Christian faith:

Budism:

Nirvana – February

Wesak – May

Hinduism:

Holi – March

Diwali – October

Islam:

Ramadam – June

Eid-ul-Adha – October

Judaism:

Passover – April

Rosh Hashanah – September

Yom Kippur – October

Hanukkah – December

Sikhism:

Vaisakhi – April

Birthday of Guru Nanak - June

Suggested Topical Questions

<p>January & February: Mental Health</p> <p>With a high proportion of young males in our Apprenticeship programme, we should always be thinking about mental health. Mental health problems can affect anyone, regardless of age, gender, race or social background. Despite this however, studies have shown that certain mental illnesses affect men and women differently.</p> <p>Perhaps the most interesting (and worrying) finding is that while on average more women are diagnosed with common mental health problems than men, the rate of male suicide is significantly higher (4 out of 5 are male, and in the under 35s, suicide is the biggest male killer). This suggests that men are suffering with mental distress, but may not be receiving (or indeed asking for) the help they need.</p> <p>Too often, people feel afraid to admit that they are struggling with their mental health. This fear of prejudice and judgement stops people from getting help and can destroy families and end lives. Jaguar Land Rover wants to help people feel much more comfortable with their everyday mental wellbeing and have the practical tools to support their friends and family. It's always worth talking about.</p> <p>Where to go for Support: Heads Together: www.headstogether.org.uk MIND: http://www.mind.org.uk/</p>	<p>March: Healthy Eating</p> <p>With March & April often hosting Easter, the lure of chocolate is ever present!</p> <p>Now is an ideal time to talk about healthy eating, and to talk about topics such as 'Sugar in foods', 'Salt in food'.</p> <p>Taking personal responsibility for healthy eating is essential to keeping our employees in good health and supports positive wellbeing.</p> <p>Where to go for information: Five-A-Day: http://www.nhs.uk/Livewell/5ADAY/Pages/5ADAYhome.aspx</p> <p>The Eat Well Guide: http://www.nhs.uk/Livewell/Goodfood/Pages/the-eatwell-guide.aspx</p>
<p>April and May: Local and General Elections</p> <p>Talk about why it is important to register to vote?</p> <p>Why is it important to vote as a young person?</p> <ol style="list-style-type: none"> To get the youth vote up; To persuade politicians to talk to young people, not just about them. <p>The League of Young Voters is a UK-wide campaign to get young people voting – and voting in huge numbers. They are aiming to get:</p> <ul style="list-style-type: none"> - 1.5 million more young people to join the electoral register - 1.2 million more young people to vote by the end of 2015 - At least 60% of 16 and 17 year olds voting in Referendums (Scotland) - A clear improvement in the way all major political parties communicate with young people <p>Where to go for information: Register to Vote: www.gov.uk/register-to-vote Youth Vote: http://www.leagueofyoungvoters.co.uk/</p>	<p>June: Keeping fit and healthy</p> <p>Fitness is usually at the front of the mind during the spring and summer months, especially as the weather is good.</p> <p>It's an ideal time to talk about the benefits of keeping fit and healthy.</p> <p>Exercise can reduce your risk of major illnesses, such as heart disease, stroke, type 2 diabetes and cancer by up to 50% and lower your risk of early death by up to 30%. It's free, easy to take, has an immediate effect and you don't need a GP to get some.</p> <p>People who do regular activity have a lower risk of many chronic diseases, such as heart disease, type 2 diabetes, stroke, and some cancers.</p> <p>Research shows that physical activity can also boost self-esteem, mood, sleep quality and energy, as well as reducing your risk of stress, depression, dementia and Alzheimer's disease.</p> <p>Where to go for information: http://www.nhs.uk/livewell/fitness/Pages/Fitnesshome.aspx</p>
<p>July and August: Summer Drinking</p> <p>The idea of counting alcohol units was first introduced in the UK in 1987 to help people keep track of their drinking. Units are a simple way of expressing the quantity of pure alcohol in a drink.</p>	<p>September: Stress and Anxiety</p> <p>Stress can affect how you feel emotionally, mentally and physically, and also how you behave. Stress may be related to:</p>

One unit equals 10ml or 8g of pure alcohol, which is around the amount of alcohol the average adult can process in an hour.

This means that within an hour there should be, in theory, little or no alcohol left in the blood of an adult, although this will vary from person to person.

The number of units in a drink is based on the size of the drink, as well as its alcohol strength. For example, a pint of strong lager contains 3 units of alcohol, whereas the same volume of low-strength lager has just over 2 units.

To keep health risks from alcohol to a low level if you drink most weeks:

- men and women are advised not to drink more than 14 units a week on a regular basis
- spread your drinking over three or more days if you regularly drink as much as 14 units a week
- if you want to cut down, try to have several drink-free days each week

Fourteen units is equivalent to six pints of average-strength beer or 10 small glasses of low-strength wine.

Where to go for information:

<http://www.nhs.uk/Livewell/alcohol/Pages/alcohol-units.aspx>

- work – for example, unemployment, a high workload or retirement (see Beat stress at work)
- family – for example, divorce, relationship difficulties or being a carer
- housing – for example, moving house or problems with neighbours
- personal issues – for example, coping with a serious illness, bereavement or financial problems

It's important to tackle the causes of stress in your life if you can. Avoiding problems rather than facing them can make things worse.

However, it's not always possible to change a stressful situation. You may need to accept there's nothing you can do about it and refocus your energies elsewhere.

Top 10 Stress Busters	
1. Be Active	6. Avoid unhealthy habits
2. Take Control	7. Help other people
3. Connect with People	8. Work smarter, not harder
4. Have some 'me' time	9. Try to be positive
5. Challenge yourself	10. Accept the things you can't change

Where to go for information:

<http://www.nhs.uk/Conditions/stress-anxiety-depression>

October: General Health and Wellbeing

Colds and Flu: Know the difference

Colds and flu share some of the same symptoms (cough, sore throat), but are caused by different viruses. Flu can be much more serious than a cold.

If you're generally fit and healthy, you can usually manage the symptoms of a cold or flu yourself without seeing a doctor. Look after yourself by resting, drinking non-alcoholic fluids to avoid dehydration and avoiding strenuous activity. Painkillers such as ibuprofen or paracetamol can relieve aches and pains.

Symptoms of a cold include:	Flu usually comes on much more quickly than a cold, and symptoms include:
<ul style="list-style-type: none"> • runny nose • blocked nose • sore throat • sneezing • cough 	<ul style="list-style-type: none"> • sudden fever of 38-40C (100-104F) • muscle aches and pains • sweating • feeling exhausted and needing to lie down • a dry, chesty cough
People with a cold may also suffer with a mild fever, earache, tiredness and headache. Symptoms develop over one or two days and gradually get better after a few days. Some colds can last for up to two weeks.	A person with flu may also have a runny nose and be prone to sneezing, but these are not usually the defining symptoms of flu. Flu symptoms appear one to three days after infection and most people recover within a week, although you may feel tired for longer. A severe cold can also cause muscle aches and fever, so it can be hard to tell the difference.

Whether it's a cold or flu, get medical help if you either:

- have a chronic condition (such as asthma, diabetes or heart disease)

November and December: Alcohol and Drink Driving

With Christmas approaching, there are always TV campaigns about the Dangers of Drink driving.

We need our Apprentice to act responsibly, and remember not only could they lose their licence, they could lose their job!

Alcohol affects our ability to operate machinery and that's before they are let loose with customer's vehicles.

What are the dangers of binge/social drinking?

- Affects your health and wellbeing
- Accidents resulting in injury, causing death in some cases
- Misjudging risky situations
- Losing self-control, like having unprotected sex

Keep a track of your drinking – knowing your units!

Where to go for information:

Drink Aware: www.drinkaware.co.uk

Livewell Alcohol Guide:

<http://www.nhs.uk/Livewell/alcohol/Pages/Alcoholhome.aspx>

- have a very high fever as well as an unusually severe headache or abdominal or chest pain

Where to go for information:

Colds and flu: <http://www.nhs.uk/Livewell/coldsandflu>

Winter Health: <http://www.nhs.uk/Livewell/winterhealth>