

Emmie Galilee
Stakeholder Liaison
Better Backs Campaign
Health and Safety Executive
Rose Court
2 Southwark Bridge
London SE1 9HS

date: 26/02/2008

Dear Emmie

C.C.S Central LTD t/a Complete Care Services is delighted to support this year's Better Backs campaign which aims to reduce the incidence and impact of back pain and upper limb disorders caused or made worse by work and to reduce the number of working days lost to these causes.

We have set ourselves the following goals with view to tackling back pain and upper limb disorders in our work place:

- **To ensure that all Care Staff and Admin Staff are up to date with Manual Handling Training**
- **Ensuring that all Staff work in line with training given**
- **Improve attendance in Mandatory training and work shops**
- **Ensure that all Staff use equipment supplied**

We plan to achieve our goals by taking the following actions:

- **To ensure that all Service Users Manual Handling Risk Assessments are review annually**
- **To establish reasons for non-attendance and ensure staff have opportunities to attend training on further dates/times.**

C.C.S Central LTD t/a Complete Care Services is committed to working with HSE and the Local Authorities on this issue - together we can make a real difference.

Yours sincerely

Mr Paul Watkiss
Manage/Manual Handling Trainer

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