

ROOM4...

HOPE AND POSSIBILITIES

Health & Safety Policy and Procedure

Contents

1.0	Scope of Health & Safety Policy	1
2.0	Responsibilities and Arrangments for Health & Safety Matters	2
3.0	Premises	3
4.0	Harmful Substances	5
5.0	Personal Safety	6
6.0	Accident and Reporting	7
7.0	Personal Protective Equipment	7
8.0	Work Related Stress.....	7
9.0	Review and Adoption by the Board of Directors	8
	Appendix 1 Carry Out a Risk Assessment.....	9
	Appendix 2 Dealing with Aggressive Behaviour.....	10
	Appendix 3 Health and Safety at Work Poste.....	11
	Appendix 4 Types of Reportable Incidents.....	13

1.0 Scope of Health & Safety Policy

The purpose of this policy is to:

- prevent accidents and cases of work-related ill health
- provide adequate control of health and safety risks arising from our activities
- ensure the health and safety of service users, staff, volunteers, partners and all others using our premises.

Room4 will:

- monitor and address the health and safety risks arising from its work activities
- maintain safe and healthy working conditions
- consult with its staff, volunteers and service users on matters affecting their health and safety
- ensure proper welfare arrangements and facilities
- provide information, instruction and supervision for staff and volunteers on health and safety matters and responsibilities
- ensure all staff and volunteers are competent to do their tasks and give them adequate training
- ensure it complies with all relevant health and safety legislation and regulations and if necessary, seek advice in order to do make sure it meets all requirements.

2.0 Responsibilities and arrangements for Health and Safety matters

Health and Safety is everyone's responsibility and employees, and volunteers must do all that is reasonably practicable to prevent injury to themselves and others in accordance with current advice from the Health and Safety Executive (HSE).

The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. service users and volunteers.

2.1. The Board of Directors

Room4 Board has overall and final responsibility for health and safety matters with regard to the activities of Room4 and for complying with health and safety legislation.

The Board will review annually the operation of its health and safety policy and ensure that:

- staff and volunteers receive sufficient information, training and supervision on health and safety matters
- risk assessments are undertaken and reviewed
- any accidents are investigated and reported as required
- there are arrangements in place to monitor the maintenance of premises and equipment and all firefighting equipment is properly maintained and inspected annually by a competent organisation organised by Chantry Mills.
- there are systems in place to make sure that all Room4 staff understand their responsibilities with regard to health and safety, including fire safety, general hygiene in shared spaces, general security, emergency procedures, first aid, equipment safety, hazards, infection control. These systems will take into account the diversity of language and skills amongst service users and different cultural practices.

Day-to-day responsibility for ensuring that this policy is put into practice is delegated to the Responsible person.

2.2. Staff and volunteers

All staff and volunteers must:

- co-operate on health and safety matters
- not interfere with anything provided to safeguard their health and safety
- take reasonable care of their own health and safety
- report all health and safety concerns to the organisation's Health & Safety Representative
- make sure they are clear about emergency procedures.

3.0 Premises

The Responsible person will lead on risk assessment, fire safety and general health and safety and may delegate tasks associated with this with the approval of the Board.

Where properties are owned by another organisation, it must be clearly set out where responsibilities lie for maintenance. This will be in accordance with leases held by Chantry Mills

The Responsible person will ensure that a named and trained member of staff is appointed as Health and Safety Officer for Room4 and that other staff, volunteers and service users know who that person is.

It will be the responsibility of the Health and Safety Officer/s to ensure that health and safety requirements are met and that everyone using those premises is familiar with those requirements. An example would be that everyone has a responsibility to keep fire doors clear from obstructions.

Room4 will also endeavour to ensure that at least one member of staff has received appropriate first aid training and is able to act as First Aid Officer for that location.

3.1. Risk Assessment

The Responsible person is responsible for conducting an annual risk assessment for the organisation. In addition, specific risk assessments will be carried out at each of the locations used by the organisation, led by the designated Health and Safety Officer for each location.

All risk assessments will be written up within two weeks of being carried out, specifying any actions required, with a timetable for completion. See Appendix 1.

The Board will be asked to review the completed forms to ensure they consider and address risks to staff, volunteers and service users and that any necessary actions have been carried out.

The overall Risk Assessment form will be shared with all staff and volunteers; specific risk assessments with those staff and volunteers based at that location.

3.2. Training

Room4 will organise training for staff and volunteers on health and safety matters as appropriate to the role. This may include general health and safety training, first aid, manual handling, fire safety and risk assessment. Room4 will ensure that new staff and volunteers receive information on health and safety as part of their induction. If staff and volunteers consider they have health and safety training needs, they should inform their Line Manager.

3.3. Hazards

All staff and volunteers are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible. Examples of hazards can include sharp edges on furniture, damaged furniture, broken fittings, trailing cables and obstructions of fire exits for example. Filing cabinet and cupboard drawers will be closed when not in use. Spilled liquids must be cleaned up immediately.

3.4. Working conditions

Consideration should be given to office layout, first aid, ventilation, lighting, temperature, atmospheric pollutants, equipment use and storage, eye tests, building and equipment maintenance, toilet and washing facilities, hazardous substances, drinking water, display screen equipment, personal safety, fire safety, lifting/handling, stress management, fire drills, hygiene, training, and general working conditions. Risk assessments to be carried out in accordance with paragraph 3.1.

3.5. Drugs and alcohol

Alcohol may not be consumed on the Room4 premises. Any employee required to drive or if on call should not consume alcohol. This is in accordance with our zero tolerance. Staff or volunteers who have been prescribed drugs that may affect their ability to work safely must inform their Line Manager immediately. Any person found to be under the influence of illegal drugs or alcohol during working hours shall be removed from the premises and will face disciplinary action.

3.6. Electrical Safety

A competent person will inspect all portable electrical appliances periodically for electrical safety. Appliances will be marked to indicate that they are safe to use or removed from service. Fixed wire testing will take place at a minimum of 5 yearly intervals.

1. No staff member or volunteer should attempt to repair any electrical item.
2. Drinks should not be consumed next to computers or other electrical equipment.
3. Electrical cables and telephone wires will be so situated so as not to cause a trip hazard
4. Electrical sockets must not be overloaded.

3.7. Gas Safety Key Points.

- if you suspect a leak, turn off the supply and immediately call the National Gas Emergency Service on 0800 111 999 for natural gas.

- if in doubt, evacuate the building and inform the police as well as the National Gas Emergency Service or the gas supplier. Details will be available from the Administrator of Chantry Mills
- do not turn a gas supply back on until a leak has been dealt with by a competent person

Appliances and pipework

- use a competent engineer to install, maintain or repair your appliances
- ensure that your gas pipework, appliances and flues are regularly maintained
- don't use any appliance you know or suspect is unsafe
- check that the room has adequate ventilation – don't block air inlets to prevent draughts and don't obstruct flues and chimney.

4.0 Harmful substances

The law requires the organisation to adequately control exposure to materials in the workplace that cause ill health. This is the Control of Substances Hazardous to Health Regulations (COSHH) and means:

- identifying which harmful substances may be present in the workplace
- deciding how workers might be exposed to them and be harmed
- looking at what measures you have in place to prevent this harm and deciding whether you are doing enough
- providing information, instruction, and training in appropriate cases, providing health surveillance

Evaluate the risks and decide on precautions.

A risk assessment to identify which harmful substances are present must be carried out on how people can be harmed and preventing exposure.

Do you really need to use a particular substance, or is a safer alternative available?

The measures you adopt could include the following Cleaning:

- all cleaning materials to be kept in a locked cupboard out of reach of children
- exposure to hazardous substances can occur during cleaning, so plan and organise the workplace so that it can be easily and effectively cleaned
- smooth work surfaces will allow easy cleaning
- have the right equipment and procedures to clear up spillages quickly and safely
- clean regularly using a 'dust-free' method – vacuum, don't sweep If there are five or more employees, you must record your assessment making a list of the actions you have taken to control the risks to health.

The risk assessment should be regularly reviewed to ensure that it is kept up to date to take into account any changes in the workplace.

5.0 Personal safety

It is in the nature of Room4's work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations. Staff should make the Health and Safety Officer or Responsible person aware of any situation arising or anticipated that might become a threat to personal safety.

There may sometimes need to be careful consideration given to balancing the needs of service users with the safety of staff and volunteers.

5.1. Risks

As a general rule, service users are asked to disclose any reasons that they might present a risk to staff or other service users, either because of their own needs (for example an alcohol problem), or because of their circumstances. In any situation where there might be particular risks, it will be the responsibility of the Director to discuss carefully with staff and any volunteers, the implications of that disclosure, how best to avoid any risk to themselves or others, whilst maintaining the service and any particular support needs that might be required.

Staff and volunteers will bear in mind the guidance in Appendix 2 of this policy if faced with a potentially aggressive situation.

5.2. Fire

All staff, volunteers and service users must be aware of fire hazards and know the location of fire exits and assembly points.

5.3. Manual Handling

Staff and volunteers must take care with any manual lifting that is required (e.g. moving furniture). Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury. Staff and volunteers should not put themselves at risk by attempting to lift heavy loads which could be taken apart or divided into smaller quantities. Assistance should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting is done by a team, instructions should be given by one person only.

5.4. Awareness

Staff and volunteers are encouraged to build their personal safety awareness and to bear in mind their personal safety when in the premises, a car, public transport or outside on the street.

They should endeavour to be familiar with their surroundings and aware of exit doors etc., giving thought to their own safety when in the street and have contact numbers to hand.

Lone working is a necessary part of the job. To ensure the integrity and safety of the employee at all times, the following safety precautions must be followed:

- Room4's Lone Working Procedure should be followed at all times
- a second person must be informed of the fact and likely duration
- the lone worker must ensure she is able to easily make contact by phone at all times.

6.0 Accidents and reporting

6.1. Accident Book

All Staff and Volunteers must report all incidents which resulted or nearly resulted in personal injury to themselves or others to the Health and Safety Officer or the Responsible person and make sure the accident is recorded in the Accident Book.

It is the responsibility of the Health and Safety Officer to ensure that any necessary follow-up action is taken to reduce the risk of the accident or near accident recurring. All incidents of aggression or accidents must be reported to the Health and Safety Officer and recorded in the Accident Book.

The Accident Book is kept and filed in the stationery cabinet at Room4.

The Board is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the appropriate local authority. See Appendix 4.

8.0 Personal Protective Equipment

Where necessary PPE will be provided to reduce risk from infection. The level of protection provided will be dependent upon the risk factor, (for example Covid-19 – Room4 will follow government guidelines). The Responsible person will be responsible for assessing the risk. Full instructions will be given on the use of any equipment provided.

9.0 Work Related Stress

Room4 is committed to the reduction of work-related stress, recognising that it is a health and safety issue and acknowledging the importance of identifying and reducing workplace stressors. Whilst some stress is inevitable, the organisation considers that good management and supportive supervision can make a significant difference to the levels of stress experienced.

The organisation will ensure that all staff have the option to attend stress management training and will be open to suggestions for reducing stress in the workplace, or ways of ameliorating stress.

If necessary, Room4 will provide confidential counselling for staff affected by stress caused by either work or external factors.

The organisation recognises that effective supervision and support, clear lines of accountability and job descriptions are essential in minimising stress at work.

10.0 Review and Adoption by the Board of Directors

10.1. Room4's Board of Directors is required to formally adopt this policy and to ensure that a documented record is kept of their decision to do so.

10.2. Full details of the policy and the date it was adopted will be documented in the minutes of the appropriate Board meeting as evidence of the decision taken. The minutes will be signed and stored on file at Room4.

Appendix 1 - Carrying out a Risk Assessment.

Carrying out a risk assessment is simply a careful examination of what could cause harm to people and what precautions need to be taken.

The HSE proscribes a 'Five Step' process:

Step One - Identify the hazards First walk around the workplace identifying anything that could be potentially hazardous and make a written list. Include everything you can think of not just things that are currently obviously dangerous, but anything with a potential risk. Bear in mind specific needs – e.g. wheelchair user, child.

Step Two - identify who is at risk Once you have identified and listed all the hazards, you need to (i) identify what the specific risk is and (ii) who is particularly at risk and list them.

Step Three - Evaluate the risks and decide on precautions Think about what you can do to remove the risk. Compare what you currently do with what is accepted as good practice. The main purpose of doing a risk assessment is to be aware of the risks, so that you can take action to eliminate or at least reduce the risks. Write down the actions currently taken and those actions you propose to be taken and write down who will take the action, by when.

Step Four - Record your findings

Step Five - Review your assessment regularly. Other considerations: • if you share a building with other groups, it is a legal requirement that you all cooperate with each other in carrying out assessments. • consult staff, volunteers and service users.

Appendix 2 - Dealing with Aggressive Behaviour

Try to stay calm if someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel and try to help.

Offer an angry person a range of options from which they can choose the one they prefer. They will find it difficult to stay angry.

Do not be aggressive back - this is how anger can escalate into violence. Are you the best person to deal with this situation? Going to get someone else is often helpful particularly if they can solve a problem that you can't.

Get on the same level as the aggressor. If they are standing it should be helpful if you are standing too. This will make you feel less vulnerable and easier for you to leave the situation or call for help if necessary.

Keep your distance. It is advisable to keep your distance during the incident.

Do not attempt to touch someone who is angry.

Don't let your escape route be blocked and make sure that an aggressive person also has a clear exit route so that they can leave the situation if they want to.

If the situation is dangerous, then leave as quickly as you can. Never remain alone with an actively violent person.

If you cannot leave the situation, call for assistance.

Appendix 3 - Health and Safety at Work Poster

Employers are required, by law, to either display the HSE-approved law poster or to provide each of their workers with the equivalent leaflet (available as a free download from HSE). The poster will state the following:

All workers have a right to work in places where risks to their health and safety are properly controlled. Health and safety is to stop you getting hurt at work or ill through work. Your employer is responsible for health and safety, but you must help.

What employers must do for you:

1. Decide what could harm you in your job and the precautions to stop it. This is part of risk assessment.
2. In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
3. Consult and work with you and your Health and Safety representatives in protecting everyone from harm in the workplace.
4. Free of charge, give you the health and safety training you need to do your job.
5. Free of charge, provide you with any equipment and protective clothing you need and ensure it is properly looked after.
6. Provide toilets, washing facilities and drinking water.
7. Provide adequate first-aid facilities.
8. Report major injuries and fatalities at work to the HSE Incident Contact Centre 0845 300 9923.
9. Report other injuries, diseases and dangerous incidents online at www.hse.gov.uk
10. Have insurance that covers you in case you get hurt at work or ill through work.
11. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
12. Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

What you must do

1. Follow the training you have received when using any work items your employer has given you.
2. Take reasonable care of your own and other people's health and safety.
3. Co-operate with your employer on health and safety.
4. Tell someone (your employer, supervisor, or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk.

If there is a problem

1. If you are worried about health and safety in your workplace, talk to your Employer, Supervisor, or Health and Safety representative.
2. You can also look at our website, www.hse.gov.uk, for general information about health

and safety at work.

3. If, after talking with your employer, you are still worried, you can find the address of your local enforcing authority for health and safety and the Employment Medical Advisory Service via HSE's website: www.hse.gov.uk

Fire safety

You can get advice on fire safety from the Fire and Rescue Services or your workplace Fire Officer.

Employment rights

Find out more about your employment rights at: www.gov.uk

Appendix 4 - Types of Reportable Incidents.

Death

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 includes fractures, reduction in sight, serious burns, loss of consciousness because of a head injury.

Over-seven-day incapacitation of a worker

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.

Over-three-day incapacitation

Accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days. If you are an employer, who must keep an Accident Book under the Social Security (Claims and Payments) Regulations 1979, that record will be enough.

Non-fatal accidents to non-workers (e.g. members of the public)

Accidents to members of the public or others who are not at work must be reported if they result in an injury and the person is taken directly from the scene of the accident to hospital for treatment to that injury. Examinations and diagnostic tests do not constitute 'treatment' in such circumstances.

There is no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

Self-harm is not reportable.

Occupational diseases

Employers and self-employed people must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. These diseases include (regulations 8 and 9):

- carpal tunnel syndrome
- severe cramp of the hand or forearm
- tendonitis or tenosynovitis of the hand or forearm

Dangerous occurrences are certain, specified near-miss events. Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workspaces, for example; the collapse, overturning or failure of loadbearing parts of lifts and lifting equipment.

Policy Reference Information

Approved by Board of Directors: 27.2.2020

Last Review Date: 27.2.2021

Next Review Date: 27.2.2022