



Registered Charity 1185578

Friends of Histon & Impington Community

Health & safety policy

As the Charity Friends of Histon & Impington Community (referred to as HI Friends) we understand that we owe a duty of care to ensure the safety of those who participate in events and activities, use our services or have any other interaction with the charity.

We also know that we have to meet the requirements of Health and Safety (H & S) law. In particular, we know that as an employer having five or more employees, we are required to have a written health and safety policy. As such, we have drafted this policy to meet our duty under Section 2(3) of the Health and Safety at Work etc. Act 1974.

HI Friends is aware of its Health & Safety responsibilities for any premises it may use.

A. Organisation and responsibilities

The member of the Trustee Board with overall responsibility for overseeing the implementing of the policy is the Designated Health & Safety Trustee. The Charity Manager has day to day responsibility for Health & Safety.

They will ensure that:

- The Designated H & S Trustee meets with the staff responsible for H & S regularly, at least half yearly and minutes of each meeting will be prepared and copied to the Chair of Trustees
- The standards set out in this policy are implemented and maintained
- Where necessary, specialist health and safety assistance is obtained
- Any hazards reported to them are rectified within an appropriate timeframe
- Only competent persons carry out repairs, modifications, inspections and tests
- Any accidents are investigated, recorded and reported if required
- Relevant health and safety documents and records are retained for 6 years
- Keep up to date H & S matters relevant to HI Friends

All employees and volunteers have a responsibility to cooperate in the implementation of this policy and to take reasonable care of themselves and others whilst engaged on charity activities. They will:

- Read this policy and understand what is required of them
- Complete their work taking any necessary precautions to protect themselves and others
- Comply with any safety rules, operating instructions and other working procedures
- Report any hazard, defect or damage, so that this might be dealt with
- Attend any training required to enable them to carry out their duties safely
- Not undertake any repair or modification unless agreed by the Charity Manager and/ or designated H & S Trustee
- Report any accident in the accident book within 48 hours and notify the Charity Manager of the accident

B. General arrangements

This section sets out our general arrangements for managing H & S and dealing with specific risks.

Competent assistance

Where appropriate, the Charity will appoint someone who is competent in meeting our H & S obligations. Where an appointment is made, the Charity Manager will record the details.

Risk assessment

We will complete risk assessments when needed to identify what we need to do to comply with H & S law. We will record our findings, implementing any necessary precautions. We will review the Risk Assessments on a regular basis.

Information & training

We will provide any necessary information and training for our employees and volunteers in a timely manner. We will keep a record of any training provided.

We will also give relevant information to contractors and self-employed people who we engage to complete their work safely.

First Aid

We will provide adequate First Aid facilities including a suitably stocked First Aid box in the Histon & Impington Recreation Ground Centre and at Kay Hitch Way Community Room. We will also provide relevant information for employees and volunteers.

Accidents, near miss occurrences and hazardous situations

HI Friends will keep an online incident and accident book on the Charity Google Drive and record details therein. All accidents and incidents must be recorded as soon as reasonably possible after the event.

An 'accident' is an unexpected event which results in injury or illness of a person and may also result in property damage. An 'incident' is an unexpected event or occurrence that does not result in harm to a person but may result in property damage and or when specialist intervention is needed.

Serious accidents or incidents should also be reported to the Designated H & S Trustee. Appendix B details the course of action that should be undertaken for critical incidents.

In addition to reporting accidents and incidents, it is equally important to report near misses and potential hazards to enable preventative action to be taken. It is the responsibility of the Designated H & S Trustee to work with the Charity Manager to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.

The Designated H & S Trustee is responsible for ensuring that incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), are reported to the Health and Safety Executive. RIDDOR covers the following incidents:

- (a) fatal accidents;
- (b) major injury accidents/conditions;
- (c) dangerous occurrences;
- (d) accidents causing more than 7 days incapacity for work;
- (e) certain work-related diseases

Monitoring

We will make regular checks to ensure that our precautions remain effective and adequate.

Contractors

If we employ contractors, we make sure that they have their own Health & Safety policy and public and Employers Liability Insurance by asking to see copies of the relevant documents.

Record keeping

Our Health and Safety Risk Assessments, records and other documents are kept by the Charity Manager.

C. Specific arrangements .

Electricity

We will ensure that any electrical system, fixed machine or portable appliance is maintained so to prevent danger. Any defective equipment will not be used until it is repaired or replaced.-The Charity will keep records of the checks made where appropriate.

Events

Where we intend to organise trips, hold large or unusual concerts, services and fundraising events, we will identify any additional precautions that are necessary and implement these.

Manual handling

We will avoid the need for lifting or carrying heavy objects as far as is possible. Where this is not practical, we will make use of lifting aids (such as, trolleys) or other techniques (such as, team lifting).

Preparation of food

We will ensure that when we prepare food, we use a clean and disinfected work surface, utensils and equipment. We will store food in such a way as to avoid contamination, provide hand-washing facilities and suitable arrangements for the disposal of waste.

At least one volunteer per session involving food preparation and cooking will have completed the Level 2 basic Food & Hygiene training course.

Slips and trips

We will implement suitable precautions to prevent slips or trips, taking account of any difficulty the frail, elderly or disabled who may have in negotiating access. We will make regular checks to ensure that floors, coverings, steps and pathways remain in good condition, free from obstruction and that any precautions (such as, hand rails or lighting) are in good order. We will correct any defects identified, keeping records of the checks we make. We will have arrangements in place to manage pathways in winter weather.

Working at height

Where possible we will try and avoid the need for work at height. Where this is not practicable, we will ensure that any work is properly planned and risk assessed to identify suitable precautions. We will make sure that these are implemented, including the provision of any training and checks to ensure the safety of any equipment used.

Work equipment

Any work equipment we provide will be suitable, in good condition and properly maintained. Where necessary, all equipment (such as, ladders) will be regularly checked to make sure they are safe. We will keep records of any checks we make.

Fire Safety / Fire extinguishers

Fire safety equipment at the two main venues HI Friends uses namely Histon & Impington Recreation Ground Centre and Kay Hitch Way Community Centre are the responsibility of Histon & Impington Parish Council and South Cambridgeshire District Council respectively.

Electrical Safety and PAT testing

It is the responsibility of HI Friends to ensure that all devices including portable devices that the Charity has ownership of are regularly tested

Working alone

We will identify circumstances where our employees and volunteers work alone, and implement suitable precautions to ensure their safety in line with the Charity's Lone Working Statement (**see Appendix A- Lone Working Statement**)

Stress management

Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work and cause major disruptions to the organisation.

The responsibility for reducing stress at work lies with both the employer, employee and volunteers. Employees and volunteers should become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others.

If an employee is suffering from stress at work, they should discuss this with the Charity Manager or their Trustee Liaison at the first opportunity. Where practicable and reasonable, HI Friends will seek to provide assistance to the employee.

HI Friends will do all it can to reduce problems relating to stress at work.

Health and Safety Training

To comply with legislation and to promote the health, safety and welfare of volunteers, staff and contractors, Health and Safety training will be provided as follows:

- at induction / briefing sessions
- on transfer to new duties
- on the introduction of new technology
- when changes are made to systems of work
- when training needs are identified during risk assessments

This Policy was agreed by Charity Trustees on 24th January 2024.

Appendix A

HI Friends Lone Working Policy Statement

This is the Lone Working policy statement for Friends of Histon & Impington Community (also referred to as HI Friends) in the policy

Purpose and Scope

This policy's purpose is to ensure the health and safety of all staff members and volunteers that are required to carry out home visits, meeting service users at premises used by HI Friends or work on their own in the community on HI Friends' behalf. Therefore, this policy should be read in conjunction with the Charity's Health and Safety Policy and Risk Management Policy.

Charity Trustees and employees will be responsible for ensuring that the policy is implemented in practice and for monitoring its progress during routine one to one meetings involving Charity Manager and Trustee designated role liaisons. Trustees and employees will listen to feedback and will give guidance and support to ensure that the policy and its procedures are followed.

HI Friends recommends not to arrange home visits at the end of the day, however this could reduce efficiency if implemented as a blanket policy. In instances where an end of day visit is the only practical solution, the staff member or volunteer should discuss this with Trustees or employee colleagues.

For best practice HI Friends recommends, where possible, that staff members and volunteers aim to carry out home visits in the early part of the day. In particular, visits to new clients should not be carried out at the end of the day but allocated a morning slot.

No evening visits to be made

HI Friends will ensure through induction, training and routine supervisions that this policy and its implications are understood by all staff.

Recommendations

HI Friends recommend using a 'buddy system'. For any visit where there is any concern (e.g. a new client) please discuss with the Charity Manager first or in their absence, their Trustee role liaison

If a visit is then arranged the following action points are to be adopted

- ♣ Staff or volunteers should agree to have a buddy. This can be another colleague or anyone that they nominate.
- ♣ The client's name, address and phone number and the start and end times of the visit should be left with the buddy.
- ♣ The staff member or volunteer on the home visit should text their buddy when they arrive at the client's home and when they leave.
- ♣ If no text is received, the buddy should try to contact the staff member or volunteer.
- ♣ If they cannot be contacted, the buddy should alert the Charity Manager, or their Trustee liaison contact or nominated contact.

HI Friends expects the following response times are used

- ♣ A text should be received by the buddy within 5 minutes of the agreed visit start time.
- ♣ If no text is received by the buddy, they should text their colleague to find out if they are ok.
- ♣ If the buddy does not receive a response after five minutes, they should call their colleague.
- ♣ If their colleague does not answer and does not call the buddy back within five minutes, the buddy should call the client being visited to enquire whether the staff member or volunteer has arrived/ left. The Buddy should then notify the Charity Manager or a Trustee
- ♣ The trustee/staff Buddy should then contact the next of kin and this may culminate in a call to the Police
- ♣ If there is a delay in arriving at the client's home, or if the visit takes longer than anticipated, the staff member or volunteer should notify their buddy and will still be required to text on arrival and on leaving the client's home.
- ♣ If the buddy becomes unavailable while their colleague is on a home visit, they must arrange to hand over buddying to another colleague and inform the colleague of the new Buddy.

Appendix B

Critical Incidents

All serious incidents must be recorded in the accident book (and other relevant records/forms, including against the client's profile if relevant), and must be reported to the Charity Manager or Trustee responsible for Health and Safety at the earliest opportunity.

A critical incident at HI Friends may be defined as one that is an event that may cause personal, professional or organisational threat, is not part of the everyday 'norm' and cannot be managed within routine practices. Impacts of critical incidents may be caused by single events, an extended period of difficulty or a series of less intense incidents following in quick succession. Incidents can affect staff and volunteers (and others) directly or indirectly as the wider team can become affected by what has happened to one member.

Such incidents will include, but are not restricted to:

- Fire or explosion on premises
- Injury caused accidentally or deliberately
- Death – deliberate, accidental or through illness of a client
- A client's suicide or a client threatening suicide
- Extreme verbal aggression/abuse to an individual
- Physical aggression to an individual
- A safeguarding or child/young person protection issue
- Press/media attention

Any incident that has the potential to cause an individual member of staff, a volunteer, a client, or a member of the public stress and upset, would be a critical incident. Any incident that an individual believes to be 'serious' (even if someone else does not) is a critical incident and must be treated as such.

We must remember that just because one person isn't affected by an incident, doesn't mean that someone else may not be affected. We must also understand that people deal with different events differently – being stressed or unable to cope with a situation isn't a sign of weakness or an indicator that someone isn't suited to the job, it's a normal reaction.

HI Friend's policy is to ensure that staff and volunteers are equipped with the practical information and advice to deal with the incident at the time, and offered appropriate support through training, understanding and emotional support.

HI Friends requires that for all accidents/ incidents the HI Friends Accident / Incident form is completed within two days of an accident / incident taking place.

It is HI Friend's policy to review incidents within 14 days. The review team may include the Charity Manager , staff and volunteers (both those directly involved and those not present) and Trustees. The purpose of a review is not to apportion blame – it is rare that a critical incident is anyone's 'fault', but organisational practices may have contributed. Rather, the review seeks to find the 'root' of the incident and put in place structures and systems to prevent it happening again – its purpose is to treat the cause and not the symptoms.

Staff and volunteer responsibilities

In the event that an incident occurs that a staff member, volunteer, client or member of the public identifies as a critical incident:

- Take the appropriate steps to manage the event. This may be through the use of experience, specific training or through referring to HI Friend policies or procedures in place
- If necessary and possible, First Aid should be administered by a trained member or staff or volunteer who can take charge of any treatment until professional medics are available
- Fire extinguishers are located in venues which HI Friends utilise.
- Consider any immediate danger to yourself or other people – safety and security needs to be the first priority
- Work to contain the situation – this might involve removing other people from the area, or preventing access to certain areas
- Call for assistance at first opportunity as appropriate
- Secure evidence – take police advice as necessary
- Support colleague(s) and offer to take over if they are unable to cope at some point
- Ensure relevant records/reports are completed
- If more convenient write out a 'first account' statement and pass on to Charity Manager – formal records can be completed later (although preferably within two days of the incident)
- Be aware that certain types of incidents may give rise to criminal charges or claims for negligence, and paperwork should be completed with this in mind
- Advise Charity Manager as soon as convenient and practical
- 'Normalise' the work environment as soon as is practically possible – getting back into routines can help all involved
- Work with Charity Manager and Trustees to help with incident review
- Accept appropriate support from colleagues and management

Management responsibilities

The Charity Manager and where appropriate Trustees will:

- Be aware of serious incidents identified by the team
- Be available for practical assistance at the time of the incident
- Ensure all relevant parties are contacted following the incident

- Discuss the incident with all individuals present
- Ensure the welfare of staff and volunteers involved, offering appropriate immediate and on-going support
- Ensure all records/reports are completed, taking into account potential criminal, negligence, safeguarding or other statutory or non-statutory obligations
- Help 'normalise' the work environment if on site
- Convene the incident review
- Implement any recommendations from the review.