

HEALTH AND SAFETY POLICY

Droxford Community Hub (DCH) Community interest company

Company Reg Number : 11937091

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POLICY STATEMENT

- The Droxford Community Hub (DCH) Community interest company (CIC) recognises and accepts its health and safety duties as an organisation for providing a safe and healthy working environment so far as is reasonably practical for all its staff and volunteers, under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and other relevant legislation.
- In the event of an extraordinary event requiring an amended working practice e.g. the recent global pandemic, the DCH CIC will review all working practices, policies and risk assessments and issue new training guidelines and working practices to ensure the safety of all volunteers and visitors to the community hub.

1. Policy Objectives.

The DCH will take all reasonable practical steps to meet its responsibilities paying particular attention to the provision and maintenance of:

- (i) A safe place of work and safe access to (and egress from) it.
- (ii) A healthy working environment.
- (iii) Plant, equipment and systems of work that are safe.
- (iv) Safe arrangements for the use, handling, storage and transport of articles and substances.
- (v) Sufficient information, instruction, training and supervision to enable all the team to avoid hazards and contribute to their own safety and health at work.
- (vi) Reasonably practical safe arrangements for protection against risk to health and safety of the general public or other persons which may arise from the CIC's activities.

2. Management Responsibilities.

The DCH Centre Manager and Directors of the Droxford Community Hub CIC are responsible for ensuring that the safety policy is carried out, including risk assessments and that responsibilities for the safety, health and welfare are properly assigned and accepted at all levels. The DCH CIC Board will maintain health and safety records including risk assessments, training, portable appliance inspections, fire certificates and recordable incidents.

3. Volunteer and Staff Responsibilities.

It is the duty of all staff under Section 7 of the Health and Safety at Work Act to take reasonable care for the lives of themselves and others who may be affected by their acts and omissions. Every individual MUST:

- (i) Take care of his/her safety whilst at work
- (ii) Take care for the health and safety of all members of the general public who may be affected by his/her actions or omissions with particular consideration for the needs of children and young persons and the elderly and infirm engaged in activities organised by Droxford community hub (DCH) CIC
- (iii) Comply with all safety instructions.
- (iv) Co-operate with the DCH so as to enable it to carry out its own responsibilities successfully.
- (v) Not wilfully misuse nor interfere with any item provided in the interests of health, safety or welfare.
- (vi) Report at the earliest opportunity injuries, accidents or dangerous occurrences at work including those involving the public and participants in DCH organised activities.

4. Policy for Visitors and Contractors

- (i) Any person who is not:
 - a. Visiting the café as a customer
 - b. Visiting the Heritage Exhibition
 - c. Visiting the church for religious reasons

Should be directed to the team lead in the first instance. In the event of a fire or emergency when the café is open, the team leader should assist in the evacuation of anyone in the church or café

5. First Aid and Accident Reporting.

- (i) **First Aid.**
 - a) First Aid Boxes are provided in the kitchen (responsibility for replenishment is the DCH Centre manager or designated person)
- (ii) **Accidents**
 - a) In the event of an injury or illness, call for a member of staff or Volunteer or ring for an ambulance directly. To call an ambulance - dial 999 and ask for ambulance.
 - b) All accidents must be reported to the DCH centre manager or another member of staff/Director on duty immediately or as soon as practical.
 - c) All accidents must be entered in the **accident book (tear off)** situated in the kitchen.
 - d) The DCH Centre manager or a designated deputy will investigate incidents, accidents and near misses, writing a detailed report for the DCH CIC Board to consider the actions necessary to prevent a recurrence.

6. Fire Drills and Evacuation Procedures.

(i) Fire Drills.

- a) All staff must know the fire procedures, position of fire appliances and escape routes.
- b) Position of fire extinguishers should be displayed in clear sight.
- c) The last person securing the Centre shall ensure Fire Prevention Close-Down Checks are made of all parts of the premises at the end of a session.

(ii) In the event of fire:

- a) Persons discovering a fire should sound the nearest alarm.
- b) The first duty of all staff is to evacuate all people from the Centre by the nearest exit immediately the fire is discovered.
- c) All persons must evacuate the building, and where possible without personal risk, leave all doors and windows closed.
- d) The assembly point for the whole building is on the grassed area between the churchyard and the Square. No-one should leave the assembly point without the permission of a member of staff or Volunteer.
- e) If a fire occurs the Fire Brigade must be called immediately by dialling 999 and asking for Fire.
- f) When the Fire Brigade arrives advise whether all persons are accounted for and location of fire.

7. SMOKING

The Droxford Community Hub is a no-smoking environment. Staff/Volunteers and service users are not allowed to smoke anywhere on the Hub's premises, including the toilet areas. The Community Hub will display "No Smoking" signs and the NHS Smoke free policy on their premises. The DCH Centre Manager is responsible for managing the No Smoking policy.

8. SAFE EQUIPMENT

The person responsible for identifying all equipment that needs maintaining is the DCH Centre Manager or designated deputy.

A maintenance book is provided for notification of any maintenance issues that could lead to unsafe working practices.

The person responsible for ensuring effective maintenance of procedures is the DCH Centre Manager or designated deputy.

The person responsible for ensuring the above maintenance procedure is the DCH Centre Manager or designated deputy.

Problems found with any equipment will be reported to the DCH Centre Manager or designated deputy.

The person who is responsible for checking that new equipment meets health and safety standards before it is purchased is the DCH Centre Manager or designated deputy.

9. SAFE HANDLING OF AND USE OF SUBSTANCES

The person responsible for identifying substances which need a COSHH assessment is the DCH Centre Manager or designated deputy.

The person responsible for undertaking COSHH assessments is the DCH Centre Manager or designated deputy.

The person responsible for ensuring all the actions reduce the risks identified in the assessments are implemented is the DCH Centre Manager or designated deputy.

The person responsible for informing all relevant workers of the outcome of COSHH assessments is the DCH Centre Manager or designated deputy.

The person responsible for checking (before purchase) that all new substances can be used safely and are the safest alternative capable of performing the task is the DCH Centre Manager or designated deputy.

Assessments will be reviewed annually or when the work/activity changes or other significant change occurs.

10. Food Hygiene.

When handling or preparing food there are specific hygiene requirements.

- (a) Regularly wash hands before and during food preparation but especially after using the toilet.
- (b) Use sanitiser hand wash on entering the site and after delivering orders to tables or collecting trays.
- (b) Tell the Hub Centre manager of any skin, nose, throat or bowel problem.
- (c) Ensure cuts and sores are covered with waterproof coloured dressings.
- (d) Keep yourself clean and wear clean clothing.
- (e) Do not smoke on the premises at any time.
- (f) Never cough or sneeze over food.
- (g) Clean as you go. Keep all equipment and surfaces clean.

- (h) Should it become relevant, prepare raw and cooked food in separate areas. Keep food covered and either refrigerated or piping hot.
- (i) Ensure waste food is disposed of properly. Keep the lid on the dustbin and wash your hands after putting waste in it.
- (j) Avoid handling food as far as possible. Use gloves and/or tongs/cake slices to prepare food ready for service.
- (k) Advise the Hub Centre Manager of any defects or concerns regarding the facilities e.g. cleanliness, refrigeration operation, cracked food preparation surfaces – Record in maintenance book.

11. Cleaning Materials, General Machinery and High Risk Areas.

- (a) All portable machinery must be switched off and unplugged when not in use.
- (b) Wandering cables are a hazard, use with caution and safety in mind.
- (c) Slippery floors are dangerous. Use warning signs.
- (d) Use protective clothing and equipment provided and as instructed on machinery / equipment / material. It is the duty of any staff to report any loss of or defect in protective clothing or equipment.
- (e) Advise the DCH centre manager/person responsible for day to day operations about issues with stock of safety equipment/clothing

12. GUIDELINES ON MANUAL HANDLING

There is some lifting and handling involved in most workers' tasks [eg carrying display boards, boxes of leaflets]. In order to reduce the risk of injury the following guidelines should be followed by all workers:

- Workers are not required to lift or handle any object which they perceive would put themselves at risk of injury. Assistance or guidance should be sought from another worker, Director, or volunteer.
- Where possible use mechanical aids, eg sack cart.
- Use common sense to minimise risk, eg carry the minimum weight possible, minimise the amount of time you spend walking with the load by involving other people in a "human chain".
- Follow the good handling techniques as advised.
- If in doubt, don't lift the object and speak to the DCH Centre Manager or a member of the DCH CIC Board for guidance.

13. GUIDELINES ON WORKING ALONE

Workers are not required to enter into or continue working in any situation where they feel at risk. If a worker feels at risk or to have been at risk in a particular situation they must report it to the DCH Hub Centre Manager or designated deputy. Please see Lone Worker policy.

Door-to-Door Leafleting Work

If you are intending to do door-to-door leafleting, another worker should be informed of where you are going and when you are expected to have completed your work. Details of the area to be covered should be passed to the DCH Centre manager.

- Where possible work in pairs and stay in close contact with your partner.
- Carry a mobile phone and/or personal alarm.
- Do not enter any premises or area which you perceive may be threatening to you.
- Do not work in the dark, or in any areas which are particularly secluded.
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Working Alone and Personal Safety

The DCH will ensure that the times when people work alone are kept to a minimum.

There are various precautions which can be taken to reduce the risk to a worker working alone. These precautions will include any or all of the following depending on the individual situation, and employees should use their own judgement about which of the following apply:

- Team Leaders may be alone at the start of the shift whilst completing the set up and so should take the necessary precautions to reduce the risk. This includes staying within the locked doors of the annexe building.
- If you are intending to work outside café opening times another volunteer (preferably the Hub centre manager) should be informed unless you are the designated Team Leader responsible for opening and closing the café.
- Keep the external doors locked until there are two volunteers present.
- Be aware of your personal safety if you are working alone, particularly in the evening, including leaving the Centre premises, and take appropriate action to safeguard this e.g. park your car as close to the Centre as possible (if appropriate), ring for assistance (another member of staff, the police) and stay put until help arrives.
- Be aware of your personal safety if you are attending external meetings on behalf of the DCH in the evening. Try to walk to and from the centre of the village/car park with other people you know.

14. WORK-RELATED STRESS

Risk assessments should include consideration and identification of possible workplace stressors. Measures to eliminate, reduce or control risks from stress in line with the HSE Management Standards for Work Related Stress (www.hse.gov.uk/stress/standards/index.htm) should be adopted where possible. The standards encourage attention to factors such as:

- **Demands** – workload, work patterns and the work environment.
- **Control** – how much say the person has in the way they do their work.
- **Support** – the encouragement, sponsorship and resources provided by the Board, line management and colleagues.
- **Relationships** – promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – whether people understand their role within the organisation and whether the committee ensures that they do not have conflicting roles.
- **Change** – how organisational change (large or small) is managed and communicated in the organisation

The DCH Centre Manager must ensure that no staff work excessively long hours and that allocated rest breaks and holidays are taken as appropriate. They must monitor work loads to ensure that staffs are not overloaded. They have a responsibility to be vigilant and offer additional support to a member of staff who is experiencing stress outside work – e.g. bereavement or separation.

Issues of work-related stress should be addressed by the DCH Centre Manager during supervision and appraisal.

Rearranging work allocation, flexible working patterns and work related training/mentoring should be considered as health measures where work-related stress is identified. Bullying and harassment must not be tolerated and should be treated as serious disciplinary matters.

15. HEALTH & SAFETY TRAINING

Induction training will be arranged for all workers by the DCH CIC Board.

Job specific training will be arranged by the DCH CIC Board.

Jobs and tasks requiring specific training are listed in the risk assessment.

Training needs and refresher training is identified and arranged by the DCH CIC Board.

Training records are kept by the DCH CIC Board.

16. RISK ASSESSMENTS

Risk assessment and inspection of the centre to be completed as required and no less than once per year and make a report at the next appropriate committee meeting.

The (Directors) shall, where reasonable and practicable, implement all necessary actions as a result of the tour. The tour shall include inspection of the Accident Logbook.

Risk assessments will be undertaken by persons nominated by the DCH CIC Boardtee

The findings of the risk assessment will be reported to the DCH CIC Boardtee.
Action required to remove or control the risks will be approved by the DCH CIC Boardtee.

The persons responsible for ensuring the action required is implemented are the DCH CIC committee.

Assessments will be reviewed annually or when work activity changes or new method or processes are introduced.

In order to reduce risks to workers, procedures/guidelines which should be followed by all workers, have been drawn up regarding the following areas:

- Working alone
- Working with VDUs
- Manual handling/lifting
- Work-related stress

17. MONITORING

To check our working conditions and ensure safe working practice are being followed, the Directors will make periodic spot checks of specific risk areas which have been identified.

There will be an annual review of the Health and Safety Policy (including risk assessments)
The persons responsible for investigating accidents are the Operations director and the DCH Centre Manager.

The persons responsible for investigating work related causes of sickness absence are the Volunteers director and DCH Centre Manager.

The persons responsible for acting on the findings of the investigation to prevent recurrence are the DCH Centre Manager and the DCH CIC Board.

18. GENERAL

- a) All thoroughfares, exits and gates must be left clear in case of emergency.
- b) Corridors, stairs and fire exits must not be blocked by furniture or equipment.
- c) Cars must not be parked near to the Centre such as to cause any obstruction or hazard.
- d) Hazards or suspected hazards or other Health and Safety matters should be reported to the DCH Centre Manager or the DCH CIC committee immediately or as soon as practical, so that action

can be taken. If the hazard is of a serious nature immediate action must be taken to protect the area or clear the area to prevent injury to staff or other users.

We request that our Policy is respected, a copy of which will be available on demand.

Date approved... Mei Rankine.....

Signed.....

We request that our Policy is respected, a copy of which will be available on demand.

Name..... Position.....
Date 16th December 2020.....

Review Date 16th Dec 2021.....

Date of Review.....