



## Health & Safety Policy

### Statement of Intent

The statement of general policy at Leicester Family Contact Centre (LFCC) is to:

- Prevent accidents and cases of work-related ill health by managing the health and safety risks at the centre.
- Provide clear instructions and information, and adequate training to ensure volunteers are competent in their roles.
- Engage and consult with volunteers on day-to-day health and safety conditions.
- Implement emergency procedures – evacuation in case of fire or another significant incident.
- Maintain safe and healthy working conditions.

LFCC is committed to ensure the health, safety, and welfare of its volunteers and families. The centre shall ensure that the requirements of the Health and Safety at Work etc Act 1974 and other relevant statutory provisions are carried out so far as reasonably practicable. We will so far as reasonably practicable, provide:

- Premises which are well maintained in a safe condition.
- Environments that are safe and without risk to health.
- Arrangements to identify and assess/minimise risk to volunteers and families.
- Sufficient information, instruction, training, and supervision to ensure the health and safety volunteers and families.
- Adequate facilities and arrangements to enable volunteers to be consulted on any matter relating to their health, safety, and welfare whilst at LFCC.

### Organisation

Ultimate responsibility for health and safety lies with **[Brin Vicknesvaran]**, Health & Safety Officer who will ensure that adequate resources are made available to achieve the aims set out in this policy statement. The person responsible for the co-ordination of health and safety matters is **[Melanie Carter]**, Centre Coordinator.

The successful implementation of this policy requires total commitment from all volunteers. Everyone has a legal obligation to take reasonable care of his or her own health and safety, and the safety of other people who may be affected by his or her acts or omissions.

### Line of Reporting



# Health & Safety Responsibilities

## Management

- Responsible for ensuring that this Health & Safety policy is followed by all volunteers.
- Responsible for approving any action recommended by risk assessments undertaken by the Centre Coordinator or Safety Officer.
- Responsible for investigating any accidents with Centre Co-ordinator / Safety Officer that have been reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

## Centre Co-ordinator / Chair of Committee / Health & Safety Officer

- Responsible for co-ordinating health and safety matters at the Centre.
- Responsibility for ensuring this policy is put into practice at the Centre.
- Responsibility for carrying out a fire risk assessment and emergency procedures.
- Responsibility for carrying out risk assessments as appropriate.
- Responsibility for reporting the findings of all risk assessments to the Committee who will also approve any action required to remove or control risks.
- Responsibility for ensuring the action required is implemented and that these actions have removed or reduced the risks.
- Responsibility for carrying out periodic formal active monitoring to check precautions continue to work effectively.
- Responsibility for reviewing risk assessments annually or when activity changes, whichever is soonest.
- Responsibility for:
  - Responsibility for recording all accidents, incidents, near misses and cases of work-related ill health in the accident book and for reporting accidents under RIDDOR – another volunteer should be nominated for this in the absence of these persons.
  - Responsibility for investigating accidents, incidents, near misses and cases of work-related ill health for the Centre following the investigation procedure and will act on findings to prevent a recurrence.

## All volunteers (including volunteers mentioned above)

- Responsibility for co-operating on all health and safety matters.
- Responsibility for not interfering with anything provided to safeguard their health and safety.
- Responsibility for taking reasonable care of their own health and safety, complying with any rules or regulations in place and any safe systems of work.
- Responsibility for using equipment in accordance with instructions and training provided, not intentionally damaging, or recklessly interfering with anything provided for the health and safety of themselves or others.
- Responsibility to check that workplace precautions continue to work effectively to reduce risk.
- Responsibility for reporting on all health and safety concerns to the Centre Co-ordinator, Safety Officer or alternative senior volunteers if the former is not available.

- Responsibility for reporting any accidents, incidents, near misses and cases of work-related ill health to the Centre Co-ordinator / Safety Officer or alternative senior volunteers if the former is not available.
- Responsibility for following regulations regarding security.
- Responsibility for ensuring that any volunteers and families of the Centre are made aware of emergency procedures and are supervised during an emergency evacuation.
- Responsibility for undertaking training as required.
- Any volunteers failing to comply with these principles will be subject to disciplinary action, which could lead to dismissal.

## Emergencies

### Fire and evacuation

The Centre Coordinator / Safety Officer is responsible for ensuring that a fire risk assessment is undertaken and implemented for LFCC. There is a fire procedure which all volunteers and families are made aware of, which takes into consideration the sensitive nature of a contact session.

- Escape routes are checked by the Centre Co-ordinator and by volunteers monthly. A log of these checks will be taken which will be held at LFCC.
- Emergency evacuation will part of induction for all new volunteers and families.
- Volunteers must acquaint themselves with the locations of both Fire exits and Fire alarm points.
- All volunteers must participate in any fire drill.

All volunteers have a duty to be alert to the dangers of fires and every volunteer can help minimise the risk of a fire starting. It is good practice to ensure that:

- Emergency exits are clear at all times.
- Walkways and stairs are kept clear.
- Rubbish bins are emptied as necessary.
- Any electrical faults in any equipment are reported to St Martin's House.
- Play areas are kept clean and tidy.
- All fire doors are kept closed.

In the event of a fire, the following instructions must be adhered to:

- The building must be vacated immediately. Use the nearest available exit.
- Volunteers and families must congregate at the designated assembly point: **Front Entrance Car Park.**
- A roll call must be taken.
- The building is not to be re-entered until the fire services give instructions that it is safe to do so.

### Security

The Centre Coordinator / Safety Officer is responsible for ensuring that a security risk assessment is undertaken and implemented for the volunteers and families.

The last person to leave the premises must ensure that the windows are closed, appliances, and lights are switched off and doors are locked. Volunteers should request identification from any visitor that they do not recognise and appears suspicious and should call the police if unsure.

## **Accidents**

LFCC has made decisions about the contents of first aid kits, following guidance from the Health and Safety Executive.

The Centre Coordinator and team leader on the day are responsible for:

- Taking charge when someone is injured or falls ill, including calling an ambulance if required.
- Ensuring that the first aid box is restocked when necessary.
- Ensuring that all first aid boxes contain items not past the use by or best before dates.

No persons should attempt to give first aid for which they have not been trained.

All accidents, incidents, near misses and cases of work-related ill health are to be reported to the Centre Coordinator (or nominated person in the absence of the Centre Coordinator) and recorded in the accident book that is kept with the first aid box. The Centre Coordinator or other nominated person is responsible by law for reporting serious accidents, diseases and dangerous occurrences under RIDDOR.

(See the Health & Safety Responsibilities section for duties relating to the investigation of accidents).

## **RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)**

Reporting accidents and incidents, a brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) can be located [here](#).

What is reportable?

- Death or major injury - due to accident connected with work.
- Over three-day injury - accident connected with work, resulting in the injured person being away from work or unable to do the full range of their normal duties for more than three days (including any days they wouldn't normally be expected to work such as weekends, rest days or holidays) not counting the day of the injury itself).
- Disease – [click here](#) for list or ring the HSE Infoline, Tel: 08701 545500 to check.
- Dangerous occurrence – if something happens which does not result in a reportable injury, but which clearly could have done (again ring the HSE Infoline to check if it needs reporting to the enforcing agency).