

St Mary's Contact Centre - Health & Safety Policy

A. STATEMENT OF INTENT

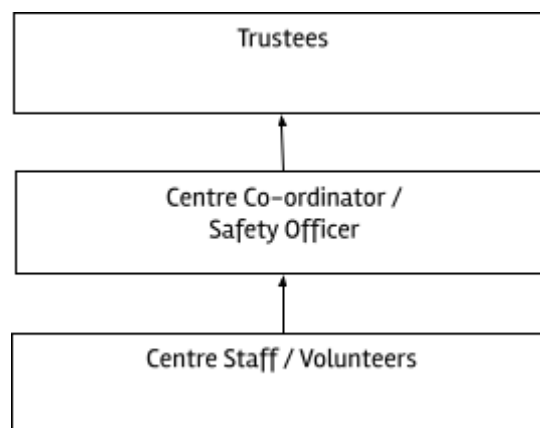
1. St Mary's Contact Centre is committed to ensuring the health, safety and welfare of its volunteers/staff and other persons who may be affected by our activities. We shall ensure that the requirements of the Health and Safety at Work etc Act 1974 and other relevant statutory provisions are carried out so far as reasonably practicable. We will so far as reasonably practicable, provide:
 - a. Premises which are well maintained in a safe condition.
 - b. Environments that are safe and without risk to health.
 - c. Equipment and systems of work that are safe and without risk to health.
 - d. Arrangements to identify and assess/minimise risk to volunteers/staff and others who may be affected by our activities.
 - e. Sufficient information, instruction, training and supervision to ensure the health and safety of volunteers/staff and others who may be affected by our activities.
 - f. Adequate facilities and arrangements to enable volunteers / staff to be consulted on any matter relating to their health, safety and welfare whilst at work.
2. The implementation of this policy will be regularly monitored to ensure that the objectives are being achieved. The policy will also be reviewed and if necessary revised to reflect any changes in organisational or legislative requirements.

B. ORGANISATION

Ultimate responsibility for health and safety lies with the Coordinator who will ensure that adequate resources are made available to achieve the aims set out in this policy statement.

The successful implementation of this policy requires total commitment from all volunteers/staff within the organisation. Each individual 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.

1. Line of Reporting



St Mary's Contact Centre - Health & Safety Policy

2. Health & Safety Responsibilities

Trustees

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

Centre Co-ordinator / Safety Officer

- a. Responsible for coordinating Health & Safety matters for the Organisation.
- b. Responsibility for ensuring this policy is put into practice at the Centre.
- c. Responsibility for carrying out a fire risk assessment and emergency procedures.
- d. Responsibility for carrying out risk assessments as appropriate including an assessment into the risk associated with pushing and pulling of loads.
- e. Responsibility for reporting the findings of all risk assessments to the Management Committee who will also approve any action required to remove or control risks.
- f. Responsibility for ensuring the action required is implemented and that these actions have removed or reduced the risks.
- g. Responsibility for carrying out periodic formal active monitoring to check workplace precautions continue to work effectively.
- h. Responsibility for reviewing risk assessments annually or when the work activity changes, whichever is soonest.
- i. Responsibility for:
 - identifying all machinery and equipment needing maintenance;
 - ensuring effective maintenance procedures are drawn up and are implemented;
 - ensuring that all identified maintenance is implemented.
- j. Responsibility for checking that new machinery and equipment meets health and safety standards before it is purchased.
- k. Responsibility for checking that new chemicals or substances can be used safely before they are purchased.
- l. Responsibility for identifying all chemicals or substances that are a hazard and would require a risk assessment.
- m. 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 staff member should be nominated for this in the absence of this person.
- n. Responsibility for investigating accidents, incidents, near misses and cases of work-related ill health for the Organisation following the investigation procedure and will act on findings to prevent a recurrence.
- o. Responsibility for providing induction training for staff and consulting with staff on Health & Safety issues – this could be via an agenda item at staff meetings.

All Centre staff / volunteers (including the staff mentioned above)

- a. Responsibility for co-operating with supervisors on health and safety matters.

Updated January 2024

St Mary's Contact Centre - Health & Safety Policy

- b. Responsibility for not interfering with anything provided to safeguard their health and safety.
- c. 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.
- d. 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
- e. Responsibility to check that workplace precautions continue to work effectively to reduce risk.
- f. Responsibility for reporting on all health and safety concerns to the Centre Coordinator, Safety Officer or Management Committee as appropriate.
- g. Responsibility for reporting any accidents, incidents, near misses and cases of work-related ill health to the Centre Coordinator / Safety Officer or alternative staff member if the nominated person is not available.
- h. Responsibility for following regulations regarding security.
- i. Responsibility for ensuring that any visitors and users of the Centre are made aware of emergency procedures and are supervised during an emergency evacuation.
- j. Responsibility for undertaking training as required.

Any volunteers/staff failing to comply with these principles will be subject to disciplinary action, which could lead to dismissal.

C. ARRANGEMENTS

1. Emergencies

Fire and evacuation

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

Emergency evacuation will be tested every 12 months. This is the responsibility of the Coordinator.

In the event of a fire, we evacuate the building.

Staff / Volunteers must acquaint themselves with the locations of both Fire exits and Fire alarm points.

Staff / Volunteers must participate in any fire drill.

Bomb alert

The Centre Coordinator is responsible for ensuring that a bomb alert risk assessment is undertaken and implemented for the Centre. We are unable to open windows to this building contrary to Bomb Alert protocols. The assembly point is more than 100m from the building.

Security of Staff / Volunteers and Centre users

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

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

4. Accidents

A First Aid box must be kept at the Centre. It will contain:

Updated January 2024

St Mary's Contact Centre - Health & Safety Policy

- Assorted sterile adhesive dressings (plasters)
- Medium sterile dressings
- Large sterile dressings
- Sterile pads
- Triangular bandages
- Safety pins
- Disposable gloves

♥ EMERGENCY AID Reference Guide (St John Ambulance)

All accidents, incidents, near misses and cases of work-related ill health at any site are to be reported to the Centre Coordinator (or nominated person in the absence of the Centre Co-ordinator) and recorded on an accident form. The Centre Coordinator or other nominated person is responsible by law for reporting serious accidents, diseases and dangerous occurrences under RIDDOR.

(See the *Health and Safety Responsibilities* section for duties relating to the investigation of accidents).
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1. What is reportable?
 - i. Death or major injury - due to accident connected with work.
 - ii. 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.
 - iii. Disease – [click here](#) for list or ring the HSE Infoline, Tel: 08701 545500 to check.
 - iv. 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).

We are committed to reviewing our policy and good practice annually.

Name	Signature	Date
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