

Victoria Community & Youth Centre Health & Safety Policy

Review

This document will be reviewed and updated to reflect changes in legislation that would require Victoria Community & Youth Center to amend its policy and procedures. As a minimum, it will be reviewed every two years.

Document Control Sheet

Document Name:	VCYC Health & Safety Policy
Document Owner:	Trustees
Issue Date:	June 2022
Review Date:	June 2024
Document History:	First issued 2021

Document approved by:	Dean Hamer - Chairperson
Date approved:	June 2022

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Introduction

The Victoria Community & Youth Center Health and Safety Policy is written to ensure that staff, apprentices, volunteers, consultants and trustees are aware of how we manage our health and safety across all Charity locations and activities and understand individual/organisational legal responsibilities.

This document contains essential information, compiled to help everyone working for the charity to work safely and without risk to others. This document often refers to ‘employees’ and this is aimed at covering all Victoria Community & Youth Center staff, apprentices, trustees, volunteers, freelancers and consultants based at the charities building on Charles Street, Whitefield, Manchester or any location where we are providing services to the community.

The guide does not replace formal instructions from managers or specific operating procedures, but comprises general safety information which is relevant to everyone regardless of their job.

Almost all that you do at work will have a safety instruction or procedure for you to follow. You must make sure that you are aware of these and if in any doubt – always ask your line manager.

This document forms part of the induction procedures for new staff and is reviewed and updated annually. All staff are required to review this document when asked to do so and are required to digitally sign to acknowledge this. As this is a mandatory process it is assumed that unless you have informed us otherwise you have done so. We are committed to supporting our staff and anyone who has reading difficulties can ask for support to read this document.

During your employment, it is also important that you do read and take note of any other relevant Health and Safety information, risk assessments, operating procedures and both written and verbal safety information that you are given and that relates to your area of work.

This policy will be revised and updated as and when necessary – employees will be kept informed of any such changes. The policy summary statement on the following page has been adopted by Victoria Community & Youth Center.

Victoria Community & Youth Center Health and Safety Policy Statement

The Charity will take all reasonable steps necessary to provide a healthy and safe environment for all its sites and activities and comply with all statutory obligations as a minimum standard.

It is the duty of every employee to take care of their own health and safety and that of others who could be affected by their acts or omissions. In addition, employees have a duty to bring to the attention of the employer any failings in the arrangements made for health and safety. The Charity's Health and Safety Policy can only be effective if there is commitment by Victoria Community & Youth Center staff, apprentices, trustees, volunteers, freelancers and consultants.

It is the Charity's Policy, so far as is reasonably practicable:

- to provide and maintain;
 - plant and equipment
 - systems of work that are safe and without risks to health;
- to make arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of COSHH;
- to provide such information, instruction, training and supervision as is necessary to ensure the health and safety of employees and visitors;
- to maintain any place of work under the Charity's control in a condition that;
 - provides and maintains means of access to and egress from it, that are safe;
 - maintains an environment for employees and visitors that is safe and risks to health are managed appropriately and is adequate as regards facilities and arrangements for their welfare;
- to provide such protective equipment as is required by risk assessment for the health and safety of employees;
- to encourage employees to set high standards of health and safety by personal example, in order that there is a mindset which accepts good health and safety practice as normal;
- to monitor the effectiveness of health and safety provisions within the Charity, in consultation with appropriate authorities and staff representatives;
- to make sure our trustees are given regular H & S updates and have access to this policy at all times;
- to keep the Charity Health and Safety Policy under regular review and to duly publish any amendments.

The Law

Legislation like 'The Health and Safety at Work etc. Act (1974)' are the primary laws which determine everyone's health and safety responsibility at work. The Act covers all our possible places of work (Inc. our building on Charles Street, Whitefield, home, travelling & events) and aims to minimise every hazard so that employees and the public are protected from dangers arising from our work. If you or the Charity neglects their duties, you or the Charity could be committing a criminal offence and subject to fines or imprisonment via the Health & Safety (Offences) Act 2008.

Your Responsibilities:

You have a responsibility for your own safety at work and therefore must:

- take reasonable care of yourself and other people who may be affected by what you do or do not do
- perform any necessary duty which is required by law
- not misuse anything which is required by law
- not misuse anything which is provided as a health or safety service
- report to your immediate superior or Manager any hazardous condition which becomes apparent.

The Charity's Responsibilities:

As per the Management of Health and Safety (at work) Regulations 1999 an employer has many responsibilities under the laws. In particular we must:

- make sure that the working environment is safe
- provide and maintain equipment, premises and systems of work which are safe and do not endanger health
- make sure that the handling, storing and transporting of objects and substances are carried out safely
- provide safety information, instruction, training and supervision as necessary
- provide and maintain a safe access and exit to any place of work

Accountable Responsibilities

The Trustees of the charity delegate certain responsibilities on to employed staff. The Chairperson is ultimately responsible for all that the organisation does but in the case of Health and Safety, certain tasks are then delegated to Trustees and Managers to make sure we comply with relevant legislation. From here, the day to day monitoring and management is delegated onto trained staff at our premises. The following is a summary of responsibilities:

Trustees 'The Employer'

Chairperson Overall Accountability for the Charity

All day to day operational safety matters inc; updating policy documents, policy implementation and, organising safety checks, assessments, checking accident and incident records, providing information & helping staff in setting procedures, identifying training needs and regular reviews of H&S issues. They will identify when new risk assessments are required, monitor first aid and fire safety needs and organise appropriate training.

All Victoria Community & Youth Center Line Managers Area of responsibility and staff

In practical terms, this is what we expect from our senior staff;

The Chairperson & Trustees will ensure that:

- The Victoria Community & Youth Center health and safety policy is issued to all employees, volunteers, freelancers and consultants and that details of the arrangements made to implement the policies are made available to all. This is done on induction and updated annually;

- All employees, apprentices, freelancers, consultants, contractors and volunteers are made aware of their personal responsibilities;
- Appropriate training, resources and support are to be made available to all;
- Health and safety issues are to be given appropriate consideration at all times;
- Risks to Victoria Community & Youth Center relating to potential incidents at work, loss or damage to Victoria Community & Youth Center property, and risks to the public through the organisation's activities are properly evaluated
- Liability is covered by appropriate insurance and that advice is given to the extent to which risks are acceptable, whether insured or not;
- Health and safety performance are recorded and reviewed periodically so as to advise when action is necessary to correct adverse trends;
- All risk assessments pertinent to areas of operational responsibility are written, reviewed and maintained.

It is the responsibility of the Chairperson to ensure the allocation of adequate finance and other resources for the effective implementation of the health and safety management system. Key topics requiring specific resource allocation are: management representation; training; emergency response equipment; monitoring and measuring equipment, and record-keeping systems.

Heads of Department and Managers

Senior staff are at all times responsible for implementation of the organisation's health and safety policy and shall:

- Understand the Charity's health and safety policy;
- Set a positive personal example;
- Identify and organise appropriate training for their staff;
- Actively promote a positive environmental culture throughout their areas of responsibility;
- Ensure the policy is implemented properly and that any delegated duties are correctly performed;
- Ensure that all agreed actions are implemented as soon as practicable;
- Suspend any work or other activity which is considered to constitute an immediate danger. The circumstances should then be fully investigated and no work shall be allowed to continue until the appropriate remedial actions have been implemented;
- Ensure that regular health and safety inspections are carried out and that environmental issues are actively managed and controlled;
- Ensure that the overall performance and issues of Victoria Community & Youth Center and its premises is discussed at regular intervals with all contractors, including sub-contractors operating on any site;
- Report any problems or improvements to this policy to the appropriate Director;
- Actively promote, at all levels, the Victoria Community & Youth Center commitment to effective environmental and fire management.

Employees

All employees have the responsibility to co-operate to achieve as healthy and as safe an environment as possible for all and to take all reasonable care of themselves and others. A safety representative may be appointed by employees who will be able to consult with the appropriate Director/Manager on all matters relating to the health, safety and welfare of employees. We have public and employer's liability insurance for our activities but this relies on us adhering to our legal requirements.

The rest of this document is a general guide to the arrangements of how we carry out the policy and includes reference to other pieces of legislation and manuals. Actual risk assessments, operating procedures and recorded checks are kept in separate files and are held on the Shared Directory. Your local manager can advise where to find the latest documents for your work area.

Risk Assessment

Victoria Community & Youth Center in all its activities seeks to manage effectively the risks associated with its day to day operations involving staff, apprentices, volunteers, consultants and trustees and users of its services. This is undertaken centrally by the Operations Team for all general Victoria Community & Youth Center risks and through departments for their internal and external work. The minimum requirements for Victoria Community & Youth Center Risk Assessments are:

- Identify hazards, i.e. anything that may cause harm. Employers have a duty to assess the health and safety risks faced by their workers;
- Decide who may be harmed, and how;
- Assess the risks and take action;
- Make a record of the findings;
- Review the risk assessment.

Management staff are responsible for ensuring that their staff are appropriately trained and aware of risks that impact on their daily work. Risk Assessments where required should be recorded as part of departmental operational manuals or as part of event briefs etc. Additionally, new employees and individuals involved in working with the Charity familiarise themselves with the content of this policy and the associated documents and be appropriately trained or qualified.

An extract as an example of a Victoria Community & Youth Center Risk Assessment format is below:

Avon Tyrrell fire risk assessment

Activity: **Main house offices**

What are the hazards? Electrical equipment (ignition source)
Doors propped open
Large quantities of combustible materials i.e. stationery, waste paper and rubbish

Who is at risk? Any staff, visitors or contractors in the main house

What are the risks?	Existing safety measures/controls	Likelihood	Risk Rating
If a fuel source is ignited, the resultant fires and or smoke and vapours could lead to: <ul style="list-style-type: none"> • Burns • Smoke Inhalation • Loss of consciousness • Death 	<ul style="list-style-type: none"> • Electrical equipment is maintained as per manufacturer's instructions or where appropriate by qualified staff and only used by trained personnel • Electrical testing in-house at set intervals depending on item, by competent person • Portable electrical equipment checked regularly by department staff and as required by a competent person. • Visual check on every use by operator. Any defective equipment removed from service, clearly labelled and noted in the maintenance book • Carbon dioxide extinguisher in each office 	L	M

It is important that all risk assessments also contain references to other linked, supporting or associated risk assessments or manuals, a review date with confirmation of who the assessment was made by and confirmation of when the next review is required.

Accident Reporting

It is a legal requirement for all accidents to be reported and investigated.

If you have an accident at work (in our offices or off-site), no matter how trivial it seems, you must report it and it must get recorded on an accident form (see Enclosure 1). Records are maintained by the Trustees (and regularly reviewed) and blank forms are available from the office. If you do not know where the forms are or are unsure how to fill them, you should ask your line manager. The Chairperson is appointed as the person responsible for all first aid matters – a list of first-aiders is displayed in each office building.

You must complete accident reports within 24 hours. If you are unable to do this (e.g. if away from the office) it is acceptable for someone else to complete it on your behalf. On receipt of this form, your line manager will investigate the circumstances of the accident and record any action taken.

If an accident is not recorded on an accident report or reported to your line manager within 24 hours, the organisation will note that an incident has taken place but will not necessarily accept

liability for injury. In the case of an accident that leaves you taking seven days or more off work, but does not require a visit to the hospital, or an accident that does involve a visit to the hospital, a RIDDOR report form will also need to be completed as soon as it is practicable. Your Line Manager will complete their on-line form. RIDDOR stands for Reporting of Injuries, Diseases and Dangerous Occurrences Regulations. Forms and information are available at <http://www.hse.gov.uk/riddor/> 'Near misses' need reporting as well so the incident can be investigated.

All accident reports forms, RIDDOR reports and near misses must be reviewed by the Chairperson or in their absence the charities Trustees.

Workplace violence, whether physical or mental, needs to be recorded - see also page 27.

Accidents and Incidents

An "Accident" is defined as an unplanned event that results in personal injury or property damage. An incident is defined as an unplanned event that does not result in personal injury but may result in property damage or is worthy of recording.

Summary of action in the event of an accident

1. Inform your line manager or a senior member of staff. The senior member of staff will then take the appropriate action. If required, injuries will be treated by a qualified first aider.
2. The accident is to be recorded on an accident report form and passed to the Chairperson.
3. If the casualty is taken to hospital as a result of an accident, we are required in most instances to report this to the HSE RIDDOR Incident Centre and complete a RIDDOR online form. If unsure ask the operations team for advice.

All incidents should also be recorded and the procedures followed as below:

Summary of action in the event of an incident

1. Inform a manager, supervisor or officer. The senior member of staff will then take the appropriate action.
2. The incident is to be recorded on an incident report form (see enclosure 2) and passed to the Chairperson.
3. The incident will be reviewed by senior management staff to understand cause and mitigate where possible against future reoccurrence

All accidents and incident data are recorded and trends are reviewed, and where appropriate action taken to mitigate them from future occurrence.

Emergency Telephone Numbers (General)

Police, Fire, Ambulance	999
Greater Manchester Police	101
NHS	111
Bury Council	0161 253 5000
United Utilities (Water)	0345 672 2888
National grid (Gas)	0800 111 999
Electricity Northwest	105
National Floodline	0845 988 1188

Action in the event of a serious accident or fatality

1. Examples of a serious injury are:
 - i. Loss of finger or limb
 - ii. Severe burn or scalding
 - iii. Suspected skull fracture and brain damage
 - iv. Near drowning when artificial respiration has been used
 - v. Any other injury in which complications may set in later due to other factors
2. In the event of a serious accident or fatality any other member of staff present must contact the nearest Trustee, who in turn will contact the Chairperson immediately, day or night.
3. In the absence of the appropriate Trustee, the Chairperson should be contacted directly as the charity's competent person to undertake investigations of Health and Safety incidents.

4. Work activities should proceed as normally as possible, without letting other staff and clients know (if this is practical).
5. Staff MAY NOT discuss the accident in the presence of clients or anyone outside the organisation for at least the first twelve hours until next of kin have been located and the reasons for the accident correctly recorded and ascertained.

First Aid

Prompt first aid may save a life or lessen the consequences of injury. Staff can become a first aider and training is available during work time either for basic first aid, or a full 3 day intensive course.

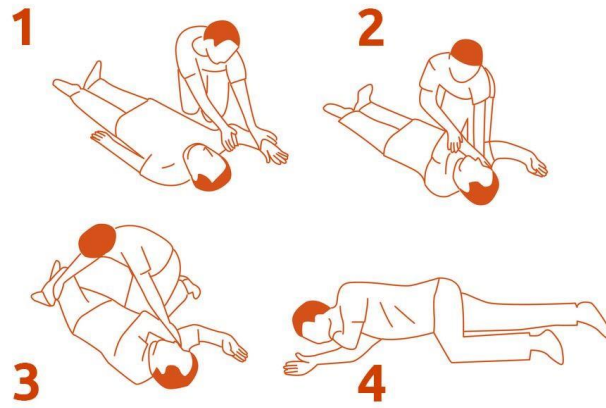
If an injury occurs you should make immediate use of any first aid services available. An ambulance must be called if the injury is serious or if you have any doubts about the person's condition. It may be quicker to use the nearest vehicle to get them to hospital if they can walk (NB – guests/visitors must not be taken in charity vehicles, guests/visitors can obviously use their own transport). The ambulance service must be informed if the patient is unconscious, has heart failure or gas poisoning is suspected or severe bleeding is present so that they can arrive appropriately prepared.

Do not move a seriously injured person if it can be avoided unless resuscitation is necessary. If the casualty must be moved, be very careful with them, particularly if the casualty complains of back pain or when broken bones are suspected.

With burns, the affected parts should be cooled with water where possible. This is especially helpful with smaller burns which should be placed under slowly running water for several minutes.

The casualty should be kept warm, made comfortable and placed in the best possible position.

Unconscious casualties should be placed on their side with the arm drawn clear of the back. This is commonly known as the recovery position and will prevent the tongue from blocking the windpipe and enable any vomit to escape without choking the casualty.



The injured person must never be given any fluid to drink – neither alcohol nor tea. To do so could cause the inhalation of vomit or delay possible use of an anaesthetic.

Swift action may prevent more serious injuries, so everyone should know who and where their nearest first-aider and kit is.

First Aiders

There is a list of current staff whom are trained and qualified on display in the building.

First-aid boxes are located in the following areas are checked and re-filled as necessary (at least monthly):

1. Kitchen
2. Main Office





They are also located at each activity base when in use.

Checks are the responsibility of stock management is controlled by the trustees.

Safety Signs

All safety signage has to comply with the Safety Signs Regulations of 1996.



Signs are produced in one of four colours which are:

	✦	RED meaning 'DON'T DO'
	✦	YELLOW meaning 'RISK OF DANGER'
	✦	GREEN meaning 'THE SAFE WAY'
	✦	BLUE meaning 'MUST DO' (Mandatory).

The signs will include a picture and possibly a supplementary notice.

EXAMPLES:

 <p>Must do</p>	 <p>Do not do</p>
 <p>The safe way</p>	 <p>Must do</p>

 <p>Do not do</p>	 <p>Risk of danger</p>
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Fire Safety Plan

Victoria Community & Youth Center has a detailed fire strategy and additionally the Greater Manchester Fire Service will advise when requested to do so. Employees are trained to respond in the event of a fire and are made aware of the procedures in place via information on display, and/or welcome talks. Victoria Community & Youth Center by all relevant fire legislation (details below) and have an appointed fire marshal, to react to any situations involving an outbreak of fire.

The Regulatory Reform (Fire Safety) Order 2005 puts the onus of responsibility on employers to ensure a fire safety plan and precautions are in place. Failure to do so could lead to prosecution. The law requires fire risk assessments for all areas in places of work and a nominated competent person to oversee all.

The nominated 'Responsible Person' for Victoria Community & Youth Center is responsible for fire safety with checks and maintenance delegated to key staff. Responsibilities include general fire precautions, weekly equipment checks and daily good house-keeping procedures are in place, organising drills and training. The operations team will keep a record of checks and training along with risk assessments. Longer term issues such as training, risk assessments etc. and general guidance are regularly completed. Most employees will have had basic fire training as part of their induction. Victoria Community & Youth Center operate a fire marshal system where a trained member of staff takes responsibility for procedures during the working day, the on-call member of staff covering this in the evenings. There is a more detailed Fire Safety document available on request and is also held in the office.

Where required all accommodation doors state what immediate action is to be taken in the event of a fire;

Basic Fire Procedure

Should anyone discover a fire you must:

- Raise the alarm and operate the nearest fire alarm, there are call points by all exit routes at Victoria Community & Youth Center;
- Call 999 from a safe position;
- Help with evacuation of the building if you can;
- Only tackle fires using the correct fire extinguisher provided if you have been trained and feel confident enough (there are extinguishers by exit points), and, without taking any personal risks.
- Do not enter smoke filled rooms and never let a fire or smoke get between you and the exit.
- You must NOT attempt fire-fighting if you feel that a fire is becoming out of control - get out and leave it to the fire brigade, you are more important than the property.

If the fire alarm sounds you must:

- Leave the building by the nearest exit immediately, do not use any lifts;
- Make sure all doors are closed;
- Go to the fire assembly point, where the fire marshal will do a roll call for people working that day
- Do not stop to pick up personal possessions on the way out. Do not re-enter the building until given the go-ahead by the fire marshal or fire brigade.

Fire Extinguishers

The label on the extinguisher will state any limitation of use, for example, water extinguishers must not be used on live electrical equipment. The chart below shows what colour-coded extinguisher should be used on which type of fire. You should be familiar with the various types, their operation and where they are located. All EC approved extinguishers are red in colour apart from a large colour mark on it and details explaining its specific use.

KNOW YOUR FIRE EXTINGUISHER COLOUR CODES



Water extinguishers must always be sited away from electrical hazards. Always site extinguishers for electrical hazards (e.g. CO₂) near electrical equipment. Spray fire extinguishers are now available. These are very efficient but care must be taken not to confuse them with similarly colour coded foam extinguishers, which are unsafe to use on live electrical equipment. Water and CO₂ extinguishers are the most common at our sites.

Fire Precautions

You should make sure that your work areas observe good fire precautions such as:

- ★ Clear escape routes, free from boxes or rubbish and fire doors closed and not obstructed
- ★ Do not accumulate waste or rubbish - clear it promptly & don't assume someone else will do it.
- ★ Safely store potential hazardous materials or flammable liquids

- ★ All electrical equipment is safely connected to the appropriate mains supply and mains or higher voltage equipment switched off when not in use
- ★ Staff with physical disabilities are encouraged to take part in all practice fire drills and ensure that there are arrangements for their evacuation in an emergency
- ★ Remember that faulty equipment and any fire hazard or condition that could be a potential fire hazard should be brought to the attention of your manager.

Practice alarms are sounded for most groups with young visitors - you should be familiar with the sound and react to a practice as you would in a real situation.

Please note there is a no smoking in any Victoria Community & Youth Center buildings and it is the duty of employees to ensure everyone adheres to such regulations. All smoking should only take place in designated smoking areas.

General Fire Safety Checks

Weekly fire checks Inc. escape routes, extinguishers, notices, drills etc. are managed by the Trustees. Daily visual checks by qualified maintenance staff in line with the requirements of the (Fire Safety) Order 2005.

Compulsory Maintenance Equipment Checks, lights, alarms, detectors, annual external maintenance check etc are managed by the Trustees.

Smoking Policy

It is the policy of Victoria Community & Youth Center that all our buildings and the immediate perimeter are smoke free and this includes all Victoria Community & Youth Center vehicles. All staff are asked to ensure visitors and contractors are aware of this and adhere to our policies,

All staff at any of our sites are requested not to smoke when in view of guests, young people or visitors and where applicable to use designated smoking areas.

Good Housekeeping

A basic requirement for ensuring the health and safety of all people is an organised, tidy work place. It is every employee's responsibility to ensure good housekeeping. This includes homeworkers.

Hazards can be reduced if you keep floors, passages and stairs clear of goods, obstructions and trailing leads. A litter bin, for example, should not be allowed to obstruct an area as it is a potential source of injury and can impede evacuation in the event of a fire.

Everyone should make sure that waste paper is thrown into a recycle bin. All rubbish must be cleared away regularly. Broken glass or other sharp objects must be disposed of carefully and never left exposed in a wastepaper bin. Particular attention must also be paid to the storage of paper and other combustible materials in the work place.

You should never overload top drawers of filing cabinets and desk drawers or open more than one drawer at a time as this may cause the cabinet or drawer to tip over. Bottom drawers of filing cabinets and desk drawers should not be left open as this creates a tripping hazard. You should also ensure that there are no trailing cables and leads from a computer or telephone – for example, which could cause a tripping accident.

Furniture which is broken or in some other way unsafe must immediately be taken out of use or effectively repaired.

To gain access to high shelves, you should use 'kick stools' or secure step ladders and never climb on boxes or chairs.

Spilt liquids can cause many accidents. So always clear up spills immediately and use a 'wet floor' sign to inform users of the area.

Vision panels in doors should never be obscured as when walking through the door, you could collide with someone coming the other way if you cannot see them.

If the window sills in your building have ventilation ducts mounted in them, do not cover them over because this action will interfere with the balance of the heating and ventilation systems.

If you notice anything which you think is a potential hazard, you should not assume that someone else is dealing with the problem. Act by reporting it to your line manager.

Common Areas

Corridors, stairs and access routes: when moving around buildings everyone should always remember to look where they are going and be alert for moving items such as trolleys. On stairways it is important to walk in single file, keeping to the left. Whatever the urgency, no one should ever run along corridors.

If you see worn stair treads, missing or damaged handrails, damaged floor coverings or inadequate lighting levels, you must report it to your line manager.

You should also make sure that fire exits are not blocked and that fire doors are not wedged open.

Working Environment

Lighting, noise, temperature and humidity are factors which contribute to a safe working environment. An imbalance in any one of these can reduce people's comfort and lower standards of safety.

Lighting

Incorrect levels of lighting at work may result in eye-strain, fatigue and headaches. The natural or artificial lighting provided must be suitable and sufficient for safe operation and you must inform your line manager if you are concerned lighting is inadequate.

The amount and type of lighting depends on the task being performed, i.e. the details of the work, plus the background lighting, amount of daylight or reflected illumination and the brightness of surrounding surfaces.

Noise

Noise is any unwanted sound. Excessive noise can be produced from machinery, traffic, building works, people talking, whistling, singing and any manner of work activity. However, the effect of it will largely depend upon its loudness and duration. Low levels can cause annoyance and distraction but prolonged exposure to high levels, usually from machinery, may result in temporary or permanent hearing loss. Work colleagues may disturb your concentration by making excess noise.

There are many ways of reducing the effects of noise at work such as isolating, insulating or silencing the source. Buying less noisy machines could also be considered or suitable ear protection worn when provided. 'Polite' reminders to work colleagues if they are the source may help! If you have a noise concern please discuss with your line manager.

Temperature

The Charity has a responsibility to ensure that a reasonable temperature is maintained in all buildings. What temperature is considered reasonable will vary between individuals. It will also be affected by other considerations such as time of year, work activity, background heating, air circulation and clothing.

As a general guide, the temperature of buildings is governed by the Workplace (Health & Safety Welfare) Regulations 1992. The temperature should not be less than 16 degrees centigrade but the upper limit is not defined so the policy is to inform your line manager to take appropriate action if the workplace is uncomfortable.

Lifting & Manual Handling

Lifting and manually handling any size of object the wrong way can cause serious back injuries and strains. If your job involves lifting you should be trained in the proper lifting techniques. But if you have not received formal training there are guidelines for lifting which you must always follow to prevent injury:

You should never attempt to lift a weight beyond your capacity. Always take into consideration the size, shape of the load, the height at which you will have to lift and your own physique. Seek help if the load is too heavy or awkward for you to deal with on your own. You must make full and appropriate use of the available lifting and handling aids (e.g. trolleys, sack trucks). Ask your line manager if you are unsure where these are kept.

Before lifting, you should look for protruding sharp edges, notches, grease or anything that may weaken your grip or injure a hand. If possible wear appropriate gloves and avoid the difficulties of handling heavy items in a cramped space. Plan your lifts and route to be taken in advance to make sure it is safe to undertake.

Your feet must be adjusted to a comfortable and well-balanced position to provide a firm base for the lift. You should tilt the object to test its weight and enable you to reach the bottom corner. At the point of lifting always raise your head first, allowing your legs to take the strain. The whole movement should be a smooth continuous action and you must never lift when your spine is twisted.



Hazardous Substances

COSHH

You will encounter a variety of hazardous substances whilst at work. All of these items must be assessed to ensure that they comply with the Control of Substances Hazardous to Health Regulations (COSHH).

Most people will have cause to use COSHH and anyone using them must be made aware of the hazards involved. The manufacturer's instructions must be followed and the items only used for their intended purpose.

You should always read instructions carefully and only use the substance as directed.










Everyone should take care not to allow chemicals to come into contact with their eyes, skin or clothing. In the event of contamination, use plenty of cold water to wash the area and seek medical advice and treatment without delay.

Only the minimum quantities of solvents or chemicals needed should be kept and stored in suitable cabinets. You must always keep them properly labelled and in the containers which the manufacturers supplied.

Everyone should always use an alternative to an aerosol spray if one is available.

Please be aware that whilst certain substances may have their own COSHH regulations (which you must read if you use them), mixing with other materials may result in more hazardous material being produced. An example of this is bleach. In contact with other cleaners (and even other manufacturers bleaches), it can produce chlorine gas which is highly dangerous particularly when used in confined spaces like toilet cubicles or over sinks.

Below are sample warning signs as used on product packaging or materials, please make sure you take note:-

What do the COSHH symbols mean?		
 Dangerous to the environment	 Toxic	 Gas under pressure
 Corrosive	 Explosive	 Flammable
 Caution – used for less serious health hazards like skin irritation	 Oxidising	 Longer term health hazards such as carcinogenicity

Asbestos

The 2006 Control of Asbestos Regulations is the single statutory instrument for dealing with Asbestos in the UK. As a result, we have a detailed asbestos management plan in place which lists the places where this hazardous substance is found at Victoria Community & Youth Center and what measures are in place to manage it. Those involved in the cleaning and maintenance of Victoria Community & Youth Center need to be aware of this plan, and everyone needs to report any suspected damaged materials (e.g. wall and door linings, pipe lagging).



Computers, Office and General Machinery (inc. Ergonomics)

All new computing, office and general equipment should have been passed as safe for use on Victoria Community & Youth Center sites by the relevant department manager. If you are unsure of how to operate any item of machinery, you must not attempt to use it until trained - seek assistance from your line manager.

Machinery may often consist of moving parts. Therefore, it is important to ensure that loose clothing and jewellery does not become entangled. So, if your work involves use of machinery, make sure that your clothes are suitable and any loosely hanging jewellery, for example, is removed or not worn.

If you discover a broken item of equipment you should not attempt to mend it yourself – report it to your line manager so arrangements can be made for it to be repaired or replaced. Put an ‘out of order’ sign on the equipment.

By law, dangerous moving parts must be guarded. In no circumstances should machines be operated if the guarding has been removed or tampered with. And you should report such an occurrence to your line manager.

Some machinery, even if portable, can be very heavy. No one should attempt to lift any item which is too heavy for them as it could lead to a serious back injury. Therefore, when you need to move a heavy item always seek assistance.

There are recommended guidelines for the use of Display Screen Equipment / Visual Display Units i.e. computer screens. A copy of the guidelines is available at <http://www.hse.gov.uk/pubns/indg36.pdf>. Anyone who is likely to use a computer for long periods should take a regular break away from it. That doesn’t mean doing nothing but simply doing another task away from the screen.

Many perceived health problems are often wrongly blamed on the screens whereas in fact it could be a problem with the working environment (e.g. lighting, humidity etc.), poor posture and ergonomics (see below). These issues should be addressed first if you are a regular computer user. A checklist for you to use to assess your workstation can be obtained from your line manager or via the HSE website.

For those using computers for a ‘significant’ part of their working day who feel they still might have eye problems caused by a screen (having addressed the above points) eye tests may be available through work once every two years unless there is a medical reason to have it done more often. If special eyewear is prescribed specifically for your work (as opposed to normal prescription everyday eyewear), the charity may offer help with the cost over an agreed period. The working time is not set in stone in terms of being a significant computer user and is discretionary but it must involve regular use as part of your normal everyday job.

Ergonomics



Ergonomics - in terms of working at a desk/computer please ensure you are seated correctly and your workstation is efficiently laid out to avoid strains and fatigue. Please follow these guidelines (which will also be covered during staff induction): Adjust your chair and screen to find the most comfortable position. The picture below shows an ideal posture. The chair should support the small of your back and you should be sat up straight.

1. Make sure there is enough room under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
2. Avoid excess pressure on the backs of your legs and knees. A footrest, particularly for small users, may be helpful.
3. Do not sit in the same position for long periods. Make sure you change your posture as often as is practical.
4. Adjust your keyboard and screen to get a good keying and viewing position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists while not typing.
5. Don't bend your hands up at the wrist when typing. Try to keep a soft touch on the keys and don't over-stretch your fingers. Good keyboard technique is important.
6. Try different layouts of keyboard, screen and possibly document holder, to get the most comfortable position for you.
- 7.
8. Make sure you have enough work space for the task you are completing. A document holder may help.
9. Arrange your desk and screen so that bright lights are not reflected in the screen. You shouldn't be directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light. Ensure you have sufficient light in your working area.
- 10.
11. Make sure the characters on your screen are sharply focused and can be read easily. They shouldn't flicker or move.
- 12.
13. Make sure there are no layers of dirt, grime or finger marks on the screen.
- 14.
15. Use the brightness control on the screen to suit the lighting conditions in the room.
- 16.

17. Plan your work so that there are breaks or changes of activity. You should not use the computer and sit in front of the screen for more than 1 hour without short breaks and doing other work.

Safe use of Electrical Equipment

The safe use of electrical equipment is vital to prevent the risk of electrical shock or fire. Always ensure you have received adequate training and instruction in the safe use of equipment before attempting to operate it.

When certain types of new electrical equipment is installed it must be properly tested and labelled accordingly before use. After this, it must be regularly tested (once every 1-3 years depending on the particular item) by a qualified person. If any equipment bears an out of date test label or no label at all, you must inform your line manager so that the equipment can be taken out of use until a test has been carried out.

For those who occasionally work from home, our electrical testing policy is based on the HSE guidance 'INDG 236' available at www.hse.gov.uk/pubns/indg236.pdf. This involves familiarisation with the basics of checking equipment, the time schedules and can be done by the staff themselves. Your line manager can give any training and advice here.

Box type multi-way adapters must not be used as there could be a fire risk from over-loaded sockets. If you use strip adapters, make sure they are surge protected if connected to computers. Always place new equipment as near as possible to the electrical source. This reduces the risk of a trailing lead becoming a tripping hazard.

During normal use you must examine equipment to ensure that obvious defects such as worn or damaged cables or broken switches, plugs or sockets are reported immediately so that repairs can be undertaken. Unsafe equipment must be reported to your line manager and taken out of use until it has been repaired.

If electrical equipment develops a fault never attempt to carry out repairs yourself but report it to your manager who will call in a qualified person.

Where possible, electrical equipment must be switched off after use and the plug removed from the socket.

Never stand containers of liquid on or near electrical items as they could spill over. This could give an electric shock to the person using the equipment. If spills do occur, switch off the equipment immediately at the power socket, clear up the liquid safely and check equipment before further use.

The correct first aid treatment for somebody whom is having an electric shock is as follows:

- It is essential that the electrical contact with the casualty is broken before anyone touches them. To break the contact, switch off the power supply, remove the appropriate plug or wrench cables away if safe to do so. If none of these are possible, stand on dry insulating material such as a rubber mat, wood or thick newspaper and use a piece of nonconducting material such as a broom handle, to push the casualty out of contact with the power source.
- Once the casualties are not in contact with the electrical source, check for breathing and circulation and start CPR if necessary. If casualties are unconscious but breathing, place them in the recovery position. Look for signs of shock and for localised burns and check accordingly.
- If you are not immediately confident in dealing with the situation, call the emergency services and a qualified first-aider.

No one is allowed to bring any privately-owned electric appliance to their place of work unless checked and given permission by your line manager. All hired equipment must be examined and assessed for safety by the appropriate line manager or member of maintenance staff.

As per legal requirements, building electrical wiring must be fully checked every five years. The landlord for the London office holds the responsibility in London for organising these checks and at Victoria Community & Youth Center responsibility sits with the Trustees.

Protective Clothing & Equipment

Some parts of your job may require you to use personal protective equipment (& clothing) often referred to as PPE. To operate a safe system of work it is Victoria Community & Youth Center's responsibility to provide such protection where necessary (Personal Protective Equipment at Work Regulations 1992, as amended). There are certain tasks where use of this protection is mandatory and it is imperative that you always use such items when they have been provided.

Your line manager is responsible for providing you with any PPE required to complete your duties. If you have any doubt about how to use this clothing or equipment, contact your line manager.

Trustees, Consultants, Freelancers, Contractors, Volunteers and Guests

The Charity has a legal responsibility for the safety of all trustees, contractors, guests, consultants/freelancers and volunteers who are undertaking work for us or just visiting our offices, or if they are doing something for us off the premises.

If you see any of them carrying out their business in a way that endangers themselves, our staff, apprentices or other members of the general public, you should bring this to the attention of your line manager immediately, or if there is an immediate danger, ask them to stop.

Contractors working on our premises must provide the Charity with a document commonly known as a 'method statement'. This will identify their safe system of work, training and instructions, in their agreed contract. All such people must be briefed and given a talk on general do's and don'ts whilst on our premises or working for us off-site, (this should include information as to what to do in the event of an emergency). They should all also be given a copy of our H & S policy statement.

Consultants and volunteers also have an obligation, and are given information on health and safety, as part of their written agreement for their work/volunteering.

Violence to Staff

If you are threatened or attacked by anyone whilst working for the charity, try to keep calm and remember:

- It is best not to retaliate especially as the law permits only a reasonable amount of force to restrain an attack.
- Always attempt to leave the situation even if this means surrendering cash or equipment. There is certainly no obligation to physically defend Victoria Community & Youth Center property.

If you feel vulnerable in your work, discuss the situation with your line manager so that action can be taken to minimise the threat.

If you are assaulted on duty and the incident results in a legal case, you can sometimes obtain legal assistance via Victoria Community & Youth Center's legal and insurance coverage. Your line manager should have details of this (also available from the Chairperson).

Reporting Violence

You must report any incident where you experience violence. The type of incident will usually fall into the following:

Physical Violence

Major assault involving injury
Minor assault with pushing, holding or spitting
Sexual assault or unwanted physical contact
Attacks from animals

Non-physical Violence

Verbal abuse, including threats of physical violence and of a racist or sexual nature
Threatening postures and gestures
Threatening use of animals

Preventative action can only be taken when the Charity knows about these incidents, so when reporting an incident to your line manager you will be required to submit a report of the incident.

Stress at Work

Stress can be caused by many factors, both at work and at home. Stress at work needs to be addressed by an appropriate colleague or line manager who is capable of how to spot early warning signs such as erratic behaviour, irritability, tiredness, vomiting or headaches and who can then work with the individual or appropriately sign post additional support. When managing work related stress it is important to ensure job descriptions and hours of work are realistic and accurate.

Cause of stress at work

There are a wide range of things that contribute to stress, the top six are:

- New management techniques
- Long working hours
- Redundancies
- Harassment
- Shift work
- Bullying

Health effects

The effects on your health are varied with both long and short-term effects. They can be split into three types; behavioural, physical and emotional.

Behavioural effects of stress can include: apathy, social isolation, breakdown of relationships and accidents.

Physical effects from stress include poor sleep, nausea, dizziness, headaches, backaches, indigestion and chest pain, ulcers, hypertension, heart disease and poor general health.

The emotional effects of stress can include symptoms such as fatigue, anxiety, irritability, inability to concentrate, boredom, insomnia and nervous or mental breakdowns.

Lone Working (including home-working), travelling & driving

From time to time you may be working on your own, during the day or at night. As well as following the rest of the guidelines in this document, please also take note of the following points:

- Sign in and out after every work session if visiting our offices so we know of your whereabouts.
- Keep any work diary you use up to date.
- Your line manager should know your schedule/place of work but please do keep them and your colleagues informed as to your location if circumstances change. Tell other senior staff if your manager is unavailable.
- If you use a mobile phone, make sure we have the number, keep it charged, turned on and with you during all work times.
- If working at home, your manager should as a matter of course know of your whereabouts. Your 'work station' at home must be assessed for safety by a competent person or by yourself if given the instructions and information. More details on checklists can be found in our homeworking policy please also refer to the HSE publication on homeworking.
- If involved in direct contact with children, young people or adults at risk, make sure another adult is present.
- If travelling (particularly driving) during work time, please inform your line manager of your route and destination, time of arrival and be aware of the need to take regular breaks if driving long distances. We recommend at least 15-minute break every 2 hours for driving and no more than 6 hours driving in any one working day.
- We have a driving at work policy on the server which includes information on the law, checks & full procedures - please familiarise yourself with this. See also HSE guidance

Extra training is available for anyone worried about lone working and personal safety. Further details on personal safety are contained in the risk assessments for your specific area of work – your line manager should run through these assessments with you as part of your induction for the post.

Codes of Conduct

As an employee you will have a job description, contract and staff handbook outlining your duties and responsibilities. You need to be aware that your contract lays out what your main

entitlements are, work related procedures and expected codes of conduct whilst you are at work. There are also separate Victoria Community & Youth Center policies and procedures (and departmental operational manuals where applicable) related to all of our areas of work on the server if you wish to view these. These are aimed at creating an efficient safe place of work for everyone.

Biological & Other Hazards

At some stage during your employment you may work outside or in visitor accommodation areas. You need to be aware of certain hazards and take the necessary precautions.

Biological hazards include –

- Caterpillars of brown tailed moth – dark brown in colour with a distinctive white line down each side. The whole body is covered in tufts of brown hairs and two distinct orange/red dots down the back towards the tail. Can cause skin irritation
- Weils disease – bacterial infection commonly acquired from water contaminated with rat urine, spread via direct or indirect contact
- Lymes disease – bacterial infection spread to humans when they are bitten by an infected tick
- Toxoplasmosis – parasitic disease caused by *Toxoplasma Gondii*, usually spread by eating poorly cooked food, exposure to cat feces and from mother to child during pregnancy
- Toxocariasis – rare infection caused by roundworm parasites, transmitted from animals to humans
- Blue green algae – a bacteria that generally grows in lakes and ponds. When algae are concentrated into clumps they can look like green flakes, greenish bundles or brown dots in the water

There are various bacterial hazards from the soil, animal droppings and human waste as well as from 'sharps' (needles, glass etc). Details of these are kept in the maintenance operations file. The rule of thumb is to stick to basic hygiene methods; washing hands, keeping cuts and abrasions covered, regular checking of body for parasites e.g. ticks. Seeking advice & treatment for and reporting any cuts from sharps or possible concerns of infection. At Victoria Community & Youth Center responsibility for the safe disposal and collection of biological waste e.g. yellow sacks and sharps containers. sits with the AT Services Manager and in London the office manager.

If you need more information or are worried by possible cuts and infections, do not hesitate to ask your line manager for more details and advice.

Victoria Community & Youth Center Supporting Policies and Procedures

This document should be read in conjunction with the following Victoria Community & Youth Center policies and procedures:

- Accident forms
- Data Protection Policy
- Departmental SOP's
- Fire Manuals
- Fire Strategy
- First Aid Policy
- Incident forms
- Pollution & Spillage Plan
- Risk Management Summary AT
- Safeguarding Policy & procedure

The following legislation is relevant to this policy, either because it has influenced its introduction and/or its content:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- GDPR and data protection act 2018

Appendix 1

ACCIDENT REPORT FORM

DETAILS OF INJURED PERSON(S)			
Date and Time of accident	Date: ____/____/____	Time: ____:____	
Name: Organisation:			
Age: (If under 18)			
Home/ Organisation Address:	Post Code: _____		
Contact Number:	Email:		
Staff <input type="checkbox"/> Visitor <input type="checkbox"/> Other <input type="checkbox"/>			
<input type="checkbox"/> VCYC Offices	<input type="checkbox"/> AT House	<input type="checkbox"/> AT Lodge	<input type="checkbox"/> AT Camping
<input type="checkbox"/> VCYC Event			

DETAILS OF ACCIDENT	
Accident Location	
Weather conditions	
Please describe events immediately before the accident	
Please describe what happened	

Please describe the nature and extent of any injury			
Instructor Name (AT led sessions only)		Safety Brief Given	<input type="checkbox"/> Yes <input type="checkbox"/> No
		Self Led	<input type="checkbox"/> Yes <input type="checkbox"/> No
DETAILS OF TREATMENT GIVEN			
Name of First Aider			
Summary of treatment			
AFTER THE ACCIDENT			
Were any of the following contacted?	Parents/Carers Group Leader	Yes <input type="checkbox"/>	No <input type="checkbox"/>
		Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Ambulance	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Follow up action taken (i.e. Session cancelled, visited GP or attended A&E)			
I confirm that this is an accurate version of events.			
Signed By injured person (or by parent/guardian/ group leader if under 18)			
Name: _____	Signed: _____	Date: ____ / ____ / ____	
Report Written by (Full Name)	_____		
All of the above facts are a record of the events to the best of my recollection.			
Signed: _____	Date: _____		

Note:

The information provided may be passed onto the Health & Safety Executive 'HSE' (where this is required under our statutory obligations) as well as to the Charity's Insurers (in order to advise on risks and claims matters) and the HR Department (in order to give supporting information with regards to accidents, injuries and illness), as well as relevant Managers and the Health & Safety Committee (to discuss general accident prevention strategies). Wherever possible anonymity will be preserved.

REPORT REVIEW BY LINE MANAGER

Was a RIDDOR form completed?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes please confirm the date the RIDDOR form was sent ____/____/____ Should a RIDDOR form be required the operations team can be contacted for advice
Line Managers comments, actions and recommendations		
Name: _____	Signed: _____	Date: ____/____/____

REVIEWED BY OPERATIONS

Comments/Victoria Community & Youth Center actions:

Signed: (DW/SRM) _____

Date: ____/____/____

NOTE: All Accident Forms MUST be sent to the Chairperson

Appendix 2.

INCIDENT REPORT FORM

DETAILS OF INCIDENT

Date and Time of incident	Date: ____/____/____	Time: ____:____
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Name: Organisation:			
Age: (If under 18)			
Home/ Organisation Address:		Post Code: _____	
Contact Number:		Email:	
Staff <input type="checkbox"/>		Visitor <input type="checkbox"/> Other <input type="checkbox"/>	
<input type="checkbox"/> VCYC Offices	<input type="checkbox"/> AT House	<input type="checkbox"/> AT Lodge	<input type="checkbox"/> AT Camping
<input type="checkbox"/> VCYC Event			
DETAILS OF INCIDENT			
Location of Incident			
Weather conditions			
Please describe events immediately before the incident			
Please describe what happened			
Please provide any additional information			

Instructor Name (AT led sessions only)		Safety Brief	<input type="checkbox"/> Yes <input type="checkbox"/> No
		Given	
		Self Led	<input type="checkbox"/> Yes <input type="checkbox"/> No

WITNESS STATEMENT

Name	
Witness Summary	
Name	
Witness Summary	

Report Written by (Full Name)

All of the above facts are a record of the events to the best of my recollection.

Signed: _____

Date: _____

Note:

The information provided may be passed onto an appropriate member of Victoria Community & Youth Center staff responsible for incident management and where required under our statutory obligations we will pass on details to the appropriate authority as required. If required to do so we will also have to inform the Charity's Insurers and provide them with appropriate detail. All incidents are reviewed and when applicable the Charity will take learning to improve services and how we operate it is therefore likely that significant incidents will be reviewed by a small Charity committee and wherever possible anonymity will be preserved.

REPORT REVIEW BY LINE MANAGER

Line Managers comments, actions and recommendations		
Name: _____	Signed: _____	Date: ____/____/____
REVIEWED BY OPERATIONS		
Signed: (DW/SRM) _____		Date: ____/____/____

NOTE: All Incident Forms MUST be sent to the Chairperson