



Health & Safety Policy

Statement of Intent

1.1 Our statement of general policy is to:

- Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace.
- Provide clear instructions and information, and adequate training, to ensure volunteers are competent to do their work.
- Engage and consult with volunteers on day-to-day health and safety conditions.
- Implement emergency procedures – response to accidents, medical emergencies and evacuation in case of fire or bomb threat.
- Maintain safe and healthy working conditions, provide, and maintain plant, equipment, and machinery, and ensure safe storage/use of substances.

1.2 Muswell Hill Child Contact Centre is committed to ensure the health, safety and welfare of its volunteers 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:

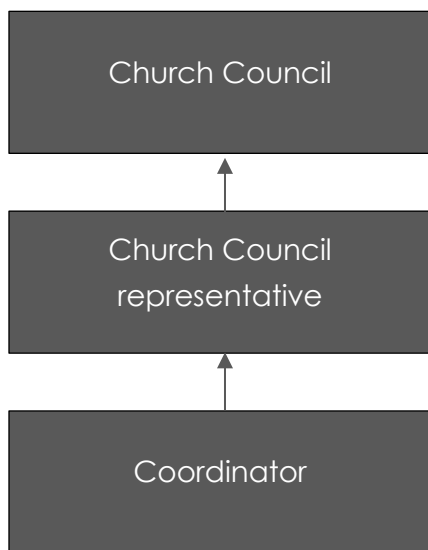
- Premises which are well maintained in a safe condition.
- Environments that are safe and without risk to health.
- Equipment and systems of work that are safe and without risk to health.
- Arrangements to identify and assess/minimise risk to volunteers and others who may be affected by our activities.
- Sufficient information, instruction, training, and supervision to ensure the health and safety of volunteers and others who may be affected by our activities.
- Adequate facilities and arrangements to enable volunteers to be consulted on any matter relating to their health, safety, and welfare whilst at work.

Organisation

1.3 Ultimate responsibility for health and safety lies with the Church Council, who are the trustees of the Child Contact Centre. They 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 & Safety matters is the Centre Coordinator, currently Pauline Preston.

- 1.4 The successful implementation of this policy requires total commitment from all volunteers within the organisation. 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



The Contact Centre Management Committee is not in this line of reporting. In relation to Health and Safety, its role is advisory.

Health & Safety Responsibilities

Church council

- a. Responsible for approving any action recommended by risk assessments undertaken by the Centre Co-ordinator.
- b. Responsible for investigating any accidents with Centre Co-ordinator that have been reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).
- c. Responsibility for carrying out a fire risk assessment.
- d. Responsibility for ensuring that all identified maintenance is implemented.
- e. Responsible for appointing a representative to be a member of the Contact Centre Management Committee, who will act as a liaison between the Centre and the Council.

Centre Co-ordinator

Note: individual tasks in this list may be delegated.

- a. Responsible for co-ordinating Health & Safety matters.
- b. Responsibility for ensuring this policy is put into practice at the Centre.
- c. Responsibility for implementing 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 Church Council representative, requesting 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 reporting accidents under RIDDOR – another volunteer should be nominated for this in the absence of the Centre Coordinator.
- j. Responsibility for investigating accidents, incidents, near misses and cases of work-related ill health and acting on findings to prevent a recurrence.
- k. Responsibility for providing induction training for volunteers and consulting with volunteers on Health & Safety issues – this could be via an agenda item at volunteers meetings.

Team leaders

- a. Responsible for ensuring that the H&S checklist is completed at the start of every session.
- b. Responsibility for recording all accidents, incidents, near misses and cases of work-related ill health in the accident book.
- c. Responsible for reporting any accidents, incidents, near misses and cases of work-related ill health to the Church Council representative if the Centre Coordinator is not available.
- d. Responsible for ensuring that accidents are reported under RIDDOR if the Centre Coordinator is not available.

All volunteers (including the volunteers mentioned above)

- a. Responsibility for co-operating with supervisors on health and safety matters.
- 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 Co-ordinator or Team Leader if the Centre Coordinator is not available.
- g. Responsibility for reporting any accidents, incidents, near misses and cases of work-related ill health to the Centre Co-ordinator or Team Leader if the Centre Coordinator 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.
- k. Any volunteers failing to comply with these principles will be subject to disciplinary action, which could lead to dismissal.

Emergencies

Fire and evacuation

- 1.5 The Centre Co-ordinator and Team Leaders are responsible for ensuring that the recommendations of the fire risk assessment are implemented. There is a fire procedure which all volunteers and users of the Centre 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 at the start of every session. A log of these checks will be taken which will be held at Muswell Hill Child Contact Centre. Emergency evacuation will be tested every 12 months. This is the responsibility of: Centre Co-ordinator.
 - In the event of a fire, fire extinguishers should only be operated by a volunteer if needed to facilitate an escape.
 - The lift should not be used
 - Volunteers must acquaint themselves with the locations of both Fire exits, Fire alarm points and fire extinguishers.
 - All volunteers must participate in any fire drill.
 - Wheelchair users will have an individual evacuation plan.
- 1.1 All volunteers have a duty to be alert to the dangers of fires and 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 daily
 - Any electrical faults in any equipment are reported and repaired
 - Work areas are kept clean and tidy
 - All fire doors are kept clear so that they can close automatically in the event of a fire alarm.
- 1.2 In the event of a fire, the following instructions must be adhered to:
- The building must be vacated immediately. Use the nearest available exit. Do not use the lifts.
 - If practicable and safe, windows and external doors should be left closed.
 - Volunteers and visitors must congregate at the designated assembly point Chester House carpark
 - 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.

Bomb Alert

- 1.3 In the event of a bomb alert the procedure for fire evacuation is to be followed. Where possible, windows should be opened before evacuation.

Security

- 1.4 The Centre Co-ordinator is responsible for ensuring that a security risk assessment is undertaken and implemented for the volunteers and families.
- 1.5 The last person to leave the premises must ensure that the windows are locked, appliances and lights are switched off, internal doors are closed and external doors are locked.
- 1.6 Volunteers should request identification from any visitor that they do not recognise and should refuse entry if unsure, calling the police in case of emergency.

Accidents

- 1.7 Muswell Hill Child Contact Centre has access to first aid kits, stocked in accordance with guidance from the Health and Safety Executive.
- 1.8 The Centre Coordinator is responsible for ensuring that the Muswell Hill Child Contact Centre has on a Saturday morning an 'Appointed person'. This person, usually the Team Leader, is responsible for taking charge when someone is injured or falls ill, including calling an ambulance if required.

The appointed persons should not attempt to give first aid for which they have not been trained.

The coordinator will take responsibility for

- i. Ensuring that the Church Council appointee, currently Ann Smith, is notified if the first aid box needs restocking or if
 - ii. first aid boxes contain items past the use by or best before dates.
- 1.9 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 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 and 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 at work A brief guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) can be located [here](#).

- 1.10 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: Daleep Mukarji	Signature:	Date:
This policy was last reviewed on: 4 th February 2025		