



YNCX: REACH OUT, DISCOVER YOUR POTENTIAL AND CELEBRATE YOUR ACHIEVEMENTS!

Health & Safety Policy



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Policy Statement

CEF & LYNEX (CEFI) is a not-for-profit grass root community-led organisation formed in 2011 and company registered in 2012. It emerged from a small group of parents living in Lambeth wanting to improve the education and welfare of their children.

CEFI's activities are governed by an elected and committed Board of Directors who are accountable to our stakeholders. Our work focuses on developing and delivering community-led projects that help support the social, emotional, educational and economic needs of children, young people and their families with an extended aim to reach to the whole of their community.

We identify and support the developmental, educational, employment, training, health and social needs of the community.

Our client profile covers all groups. However, priority is given to children, young people and families who are residents of Lambeth and who are identified to be, emotionally, socially, educationally and economically disadvantaged by social deprivation index definition. Majority of whom come from low income households, diverse ethnic background, those whose parents speak little or no English and are unable to support their children at home.

The organisation's aims and objectives are to collaborate with schools and social housing providers in Lambeth to provide extra-curriculum learning programme for 7 to 16 year olds, internship/apprenticeship programme for 16 to 24 year old and personal development workshops for parents.

CEFI mission statement

CEFI's mission and motto:

"reaching out to communities & helping communities discover their full potential"

"reaching out, discovering your potential and celebrating your achievements"

We will achieve our mission by providing:

"opportunities that help to improve the lives and learning outcomes of disadvantaged children and families through tailored learning support schooling, training, workshops and initiatives in areas where other agencies have tried to, but found it hard to reach".

CEFI acknowledges it has a responsibility for the health & safety of all persons taking part in its activities or otherwise under its temporary care. It also recognises that good child protection policies and procedures are of benefit to everyone involved with CEFI's work, including staff, as they can help protect them from erroneous or malicious allegations.

CEFI is committed to practices which promote the health & safety of its employees and all who engage with our programmes. For the purpose of this policy, CEFI's staff includes not only its employees but any contractor or volunteers commissioned by CEFI to adhere to this policy. We are also committed to reviewing all our Policies and Code of Practice as new government policy or legislation emerges otherwise, every three years.



Chair on Behalf of the BOARD of DIRECTORS

Date: March 2013

1. **GENERAL STATEMENT OF POLICY**

- 1.1 It is the policy of CEF & LYNXCX (CEFI) to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation, to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide such information, training and supervision as they need for this purpose.
- 1.2 CEFI also recognises and accepts its responsibility to protect the health and safety of all visitors to the workplace (including contractors, temporary staff and any members of the public) who might be affected by our activities. CEFI will also co-operate on health and safety matters with other organisations accommodated within shared premises.
- 1.3 A copy of this policy will be issued to each member of staff. The policy will be kept up to date and the way in which it has operated will be reviewed each year.
- 1.4 The specific arrangements for the implementation of the policy and the personnel responsible are set out below.

2. **RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT**

2.1 **THE DIRECTORS**

- 2.1.1 The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. users, volunteers, members of the public.
- 2.1.2 The DIRECTORS, as the employer, has overall and final responsibility for health and safety matters at CEFI, and for ensuring that health and safety legislation is complied with.
- 2.1.3 The DIRECTORS will review the operation of its health and safety policy annually.

2.2 **THE PROGRAMME DIRECTOR**

- 2.2.1 The Programme DIRECTOR has overall responsibility for ensuring that the health and safety policy is put into practice at CEFI premises. In particular the Programme DIRECTOR will ensure that:-
- employees receive sufficient information, training and supervision on health and safety matters and are aware of their responsibilities to other staff and volunteers
 - a risk assessment is undertaken and the results written up and made available to all employees
 - accidents are investigated and reported to the DIRECTORS
 - there are arrangements in place to monitor the maintenance of the offices and equipment
 - there are adequate arrangements to liaise and co-operate on health and safety matters with managers of all premises used by CEFI.
 - that CEFI accepts its responsibility for the health and safety of its employees based in the offices of other premises.

2.3 **COMPETENT PERSONS**

- 2.3.1 When there are more than three full time equivalent employees the Programme DIRECTOR will appoint from amongst the CEFI employees, at least one "competent person" as defined in the Management of Health and Safety at Work Regulations 1993.
- 2.3.2 Competent persons will report to the Programme DIRECTOR and will assist in assessing the health and safety risks to CEFI employees and devising and applying measures to improve health and safety. The Programme DIRECTOR will ensure that the competent persons have adequate

time, information, training and resources to undertake their task.

2.3.3 All employees will be told who the competent persons are.

2.4 ALL EMPLOYEES

- 2.4.1 All employees have the responsibility to co-operate with the Programme DIRECTOR and the DIRECTORS to achieve a safe and healthy workplace and to take reasonable care of themselves and others.
- 2.4.2 Employees must not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (eg misusing equipment, deliberately putting someone else's safety in danger) will be dealt with through CEFI's Disciplinary Procedure.
- 2.4.3 Whenever an employee, notices a health or safety problem which they are unable to put right, they must immediately inform the line manager, or, or one of the competent persons named above, (or the Fire Officer or first aider if this seems more appropriate - see below).
- 2.4.4 Health, safety and welfare matters may be raised by any employee to the Programme DIRECTOR or at CEFI staff meetings.

2.5 FIRE OFFICERS

2.5.1 CEFI will appoint one Fire Officer (Navlet Williamson - Chair) who shall receive appropriate training.

2.5.2 The responsibilities of the Fire Officer will be to:

- be instructed on potential fire hazards and the use of fire fighting equipment
- work with premises managers to ensure the testing of fire alarms and fire drills
- ensure CEFI staff are aware of the fire alarm and fire drill.
- assist with the efficient evacuation of CEFI staff and visitors.
- liaise with the Fire Brigade at the assembly point on matters regarding CEFI staff and visitors.

2.7 FIRST AIDERS

2.7.1 At the time of issuing of this policy the employees, who have undertaken a recognised training course approved by the Health and Safety Executive are:

2.7.2 The trained first aider(s) named above will ensure that the first aid box is kept in the correct place, contains the items laid down in the Code of Practice and Guidance Notes published by the Health and Safety Executive (and nothing else) and is regularly restocked.

2.8 RISK ASSESSMENT

- 2.8.1 CEFI will ensure that a competent person (Navlet Williamson - Chair) carries out a risk assessment in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). This risk assessment will be written up, and be made available to all staff.
- 2.8.2 CEFI will ensure that risk assessments are carried out for all activities and projects.
- 2.8.3 Written risk assessments will be reviewed and updated annually to ensure they cover all employees against all risks, and to ensure that any action identified as needed in the risk assessments has been carried out.

2.9 TRAINING

- 2.9.1 CEFI will ensure that new employees and volunteers receive information on health and safety as part of their induction.
- 2.9.2 CEFI will organise training for employees and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety, risk assessment. CEFI will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 2.9.3 If employees and volunteers consider they have health and safety training needs they should inform the Programme DIRECTOR

3. FIRE SAFETY

3.1 GENERAL

- 3.1.1 It is not only the responsibility of the Fire Officer, but of all staff to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers.
- 3.1.2 Access to escape doors, extinguishers and other fire fighting equipment must not be obstructed and all Fire Officers will be instructed on their use.

3.2 FIRE DRILLS

- 3.2.1 The CEFI's named Health & Safety person is responsible for ensuring that staff are aware of the evacuation procedures.
- 3.2.2 They will liaise with premises managers to ensure that CEFI staff are notified of fire alarms testing and when they will take place during office hours.
- 3.2.3 Visitors to CEFI and all CEFI staff, including volunteers, must be made fully familiar with the escape routes and assembly points at all premises we work from.

3.3 FIRE & DRILL PROCEDURE

If You Discover A Fire

1. Raise the alarm by operating the break glass switch at the nearest Fire alarm call Point.
2. Evacuate the building immediately as above.

If the fire Alarm sounds (a continuous single pitch note)

1. Evacuate the building immediately by the nearest exit.
2. Do not use the lift.
3. Ensure any visitors leave the building.
4. Do not put yourself at risk.
5. Assemble in Car park
6. Do not re-enter the building for any reason until the fire brigade or an authorised person confirm that it is safe to so.

4. **First Aid and Accident Reporting**

4.1 **FIRST AID**

- 4.1.1 In all CEFI premises First Aid provision will be available at all times in an appropriate and accessible First Aid Box.
- 2.1.2 The first aid box is kept in the Office.
- 4.1.3 At least one employee will receive appropriate first aid training.
- 4.1.4 All new employees will be told as part of their induction of the location of first aid equipment and the employees who have received first aid training.
- 4.1.5 A record of all first aid cases treated will be kept in the Accident Book, which will be kept with the First Aid box.

4.2 **ACCIDENTS AND EMERGENCIES**

- 4.2.1 All employees must report all incidents which did or nearly resulted in personal injury to themselves or others, to the Programme DIRECTOR and make sure the accident is recorded in the Accident Book.
- 4.2.6 It is the responsibility of the Programme DIRECTOR to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.
- 2.2.7 The Programme DIRECTOR is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the Environmental Health Department in the borough where the incident occurred. RIDDOR covers the following incidents:-
 - (a) fatal accidents
 - (b) major injury accidents\conditions
 - (c) dangerous occurrences
 - (d) accidents causing more than 3 days incapacity for work
 - (e) certain work-related diseases.

5. **PERSONAL SAFETY**

5.1 **Office Security**

- 5.1.7 It is in the nature of CEFI work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on CEFI business. The following policy is concerned to minimise the risk to people working for CEFI.
- 5.1.8 Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment. Such callers should be encouraged to make an appointment.
- 5.1.9 Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position. In these situations CEFI management will put their trust in the feelings of the worker.

5.2 **PREVENTION WHILST AWAY FROM NORMAL WORKPLACE ON CEFI BUSINESS**

- 5.2.1 Staff who are going to be away on CEFI business should make it clear to other staff where they will be, how long for and how they can be contacted.
- 5.2.2 If in the course of a trip away from the office plans change significantly, this should be

communicated back to the office.

- 5.2.3 Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

5.3 **PREVENTION WHILST HOLDING OR CARRYING MONEY OR VALUABLES FOR CEFI**

- 5.3.1 Staff who carry money for CEFI have the right to be accompanied by another person.
- 5.3.2 Large amounts of cash, over and above petty cash should not be kept on CEFI premises.
- 5.3.3 Visits to the bank should not be at a regular time.
- 5.3.4 Under no circumstances should staff put themselves at risk on account of CEFI property. If money is demanded with threats it should be handed over.

5.4 **PERSONAL AWARENESS:**

- 5.4.1 There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to CEFI staff as being helpful.

5.5 **WHILST OUT AND ABOUT:**

Trust your intuition and listen to your feelings.

If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

Be Prepared.

Do you know whom to contact and what to do if a difficult situation arises? Find out and if there is no one designated, ask for a supervisor or manager to be nominated.

Be Observant.

Notice everything around you - exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.

Assess Potential Risks.

Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.

Make sure you have all relevant information with you.

Have you checked to see if there is a known problem with whom you are or where you are going?

Look Confident.

"Walking tall" and being aware of your surroundings deters assailants.

Never stay in a situation where you think you may be at risk.

Don't feel you have to stay because of your work. You can see the client, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help.

Be aware of personal space.

yours and others. Encroaching on other peoples personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

Don't get into lifts with people who make you feel uneasy.

If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.

Think about what you are wearing, can you run if you need to?**5.6 IN DEALING WITH AGGRESSION**

If you find yourself in an aggressive situation, what can you do?

Try to stay calm.

If someone is starting to get angry. Your body language, voice and response can help to defuse a situation. Take a deep breath, keep your voice on an even keel, and try to help.

Offer an angry person a range of options.

From which they can choose the one they prefer. They will find it difficult to stay angry.

Do not be aggressive back.

This is how anger can escalate into violence.

Are you the best person to deal with this situation?

Going to get someone else is often helpful particularly if they can solve a problem that you can't.

Get on the same level as the aggressor.

If they are standing so should you. It makes you feel less vulnerable and makes it easier for you to get away or fetch help if necessary.

Keep your balance and keep your distance.**Do not touch someone who is angry.****Don't let your escape route be blocked.****Keep yourself between an escape route and an aggressor**, so you can still get away.**If the situation is dangerous, then get away as fast as you can.** Never remain alone with an actively violent

person.

If you cannot get away, then scream or use a panic alarm in available.

5.6 REPORTING AND RECORDING

- 5.6.1 All incidents of aggression or violence should be reported to management and recorded in the accident book.
- 5.6.2 Employers have a responsibility to provide a safe working environment.
- 5.6.3 Staff should report any current or potential situation at work which is a threat to personal safety.
- 5.6.3 It is good practice to talk about fear and other problems related to aggression or harassment to the Programme Director any member of the Board of DIRECTORS.

6. VISUAL DISPLAY EQUIPMENT

6.1 GENERAL

- 6.1.1 It is the policy of CEFI to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.
- 6.1.2 CEFI will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations.

6.2 MAINTENANCE

- 6.2.2 The Programme DIRECTOR should hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

7. UNIVERAL HYGIENE CONTROLS

- 7.1 All areas must be kept clean and tidy.
- 7.2 Toilets must be washed regularly and kept clean.
- 7.3 If practicable all wash basins should be provided with hot water, soap, clean paper towels or hand dryers.
- 7.4 Vending machines for sanitary products and disposal bins should be provided. Bins should be emptied and sanitised regularly.

8. STRESS MANAGEMENT

- 8.1 Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work, and cause major disruptions to the organisation. Throughout the UK 90 million working days each year are lost as a result of stress, costing employers £1.3 billion. (*TUC/Dept of Health*).
- 8.2 Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.
- 8.3 The Health and Safety Executive has identified the following primary causes of stress at work:

Context Organisational function and culture	Poor task environment Lack of definition of objectives Poor problem solving environment Poor development environment Poor communication Non supportive culture
Role in organisation	Role ambiguity Role conflict
Career development	Career uncertainty Career stagnation Poor status/status incongruity Poor pay Job insecurity and redundancy Low social value of work
Decision latitude/control	Low participation in decision making Lack of control over work Little decision making in work Overload of decision making
Interpersonal relationships at work	Social or physical isolation Poor relationships with superiors Interpersonal conflict and violence Lack of social support
Home/work interface	Conflicting demands of home and work Low social or practical support at home Dual career problems
Contents Task design	Poorly defined work High uncertainty in work Lack of variety, or short work cycles Fragmented or meaningless work Under-utilisation of skill Continual exposure to client/customer groups
Workload/pace/schedule (quantitative/qualitative)	Inflexible work schedule Unpredictable work hours Long or unsocial work hours

- 8.4 CEFI will do all it can to eradicate problems relating to stress at work. In particular CEFI will:
- Ensure close employee involvement, particularly during periods of change.
 - Give opportunities for staff to contribute in the planning and organisation of their own jobs.
 - Ensure staff have work targets that are stretching, but reasonable.
 - Implement effective policies and procedures for dealing with bullying and any form of harassment
 - Encourage good communications between staff and management.
 - Promote the maintenance of a supportive culture in the workplace.
 - Where appropriate, take into consideration an employee's personal problems/problems at home.
 - Ensure employees avoid working long and unsocial hours.
- 8.5 CEFI will ensure that all policies, working practices, conditions of employment etc. do not contradict with the above statement.
- 8.6 Employees should become aware of the causes of stress, and ensure that they do not work in a way which could cause them to suffer an increase in stress, nor cause an increase in stress on others.
- 8.6 Employees must respect other members of staff, and ensure that interpersonal conflicts are avoided or dealt with sensibly.
- 8.7 Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.
- 8.8 Employees should participate with CEFI's intention to maintain a co-operative, supportive workplace environment.
- 8.9 If an employee is suffering from stress at work, they should discuss this with the Programme DIRECTOR at the first opportunity. Where practicable and reasonable, CEFI will seek to provide assistance to the employee.

9. **CONTACTS**

Local health and safety inspector's office and telephone number:

Environmental Department, London Borough of Lambeth Tel: 0207 926 9000.

Health and Safety Executive Publications - Free leaflets on all aspects of Health and Safety:

HSE Books, PO Box 1999, Sudbury, Suffolk CO10 3FS. Tel: 01787 881135.

Health and Safety Executive - London Office:

Rose Court, 2 Southwark Bridge, London SE1 9HS

Tel: 0845 345 0055 Fax: 020 7556 2102

London Hazards Centre - Advice, training and COSHH data sheets etc:

Interchange Studios, Dalby Street, London NW5 3NQ. Tel: 020 7237 3387.

Last Review

Date: March 2013