



HEALTH AND SAFETY POLICY

This document does not form part of the contract of employment and may be changed from time to time in line with current best practice and statutory requirements, and to ensure that business needs are met. You will be consulted and advised of any changes as far in advance as possible of the change being made, unless the change is required by statute.

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1. GENERAL STATEMENT

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities
- To consult with our staff and volunteers on matters affecting their health and safety, WAND (Theo Shaw)
- To provide and maintain safe equipment.
- To ensure safe handling and use of substances
- To provide information, instruction and supervision for staff and Volunteers
- To ensure all employees are competent to do their tasks, and to provide adequate training.
- To prevent accidents and cases of work-related ill health
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary at regular intervals.

2. RESPONSIBILITIES AND ARRANGEMENTS FOR HEALTH & SAFETY MANAGEMENT

2.1 The Board Committee

- 2.1.1 Health and Safety at Work Act 1974 places a statutory duty on all staff and Volunteers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its staff and Volunteers at work and other people who may be affected by their activities, e.g. users, members of the public.
- 2.1.2 The Board Committee as the employer has overall and final responsibility for health and safety matters and for ensuring that health and safety legislation is complied with.
- 2.1.3 The Board Committee will periodically review the operation of its health and safety policy and will ensure that:
 - 2.1.3.1 Staff and volunteers as appropriate receive sufficient information, training and supervision on health and safety matters.
 - 2.1.3.2 Risk assessment is undertaken and the results written up and made available to all.
 - 2.1.3.3 Accidents/ Incidents are investigated, recorded in the Incident Book and reported to the Board.
 - 2.1.3.4 Adequate arrangements to liaise and co-operate on health and safety matters with NHS Property Services for the common areas and other employers in the premises of St Charles Health and Wellbeing Centre, Exmoor Street, London W10 6DZ.
 - 2.1.3.5 Day-to-day responsibility for ensuring this policy is put into practice is delegated to: Theo Shaw Interim Operations Manager/ Health and Safety Officer.

2.2 Staff and Volunteers

All staff and volunteers must:

- Co-operate with the manager on health and safety matters.
- Not interfere with anything provided to safeguard their health and safety
- Take reasonable care of their own health and safety.
- Report all health and safety concerns to the appropriate person as stated in this policy statement.

2.3 Fire Officer

- 2.3.1 The Board Committee will appoint a Fire Officer who shall receive appropriate training. At the time of issue of this policy this is **Chahrazad El Amiri**. The responsibilities of the Fire Officer are to:
 - 2.3.1.1 Be instructed on potential fire hazards and the use of firefighting equipment by NHS Property Services
 - 2.3.1.2 Ensure that the named person arranges with NHS Property Services the testing of fire alarms and fire drills and assist with the efficient evacuation of staff and visitors.
 - 2.3.1.3 Liaise with the NHS Property Services as Fire Marshall on how to access the assembly point and ensure staff and volunteers are aware of the fire alarm and fire drills.



2.4 First Aid Person

- 2.4.1 At the time of issuing this policy, **Kedeste Negatu** (Kiki) has undertaken a recognised training course approved by the Health and Safety Executive (HSE) and is the first aid person for WAND.
- 2.4.2 The trained first aid person named above will ensure that the first aid box is kept in the correct place, containing the items laid down in the Code of Practice and Guidance Notes published by the HSE and is regularly checked and restocked.

2.5 Risk Assessment

- 2.5.1 The Board Committee will ensure that a risk assessment will be carried out by a competent person 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 and volunteers.
- 2.5.2 The written risk assessment will be reviewed and updated annually to ensure it covers all staff and volunteers against all risks, and to ensure that any action identified as needed in the risk assessment has been carried out.
- 2.5.3 The risk assessment will also be updated every time that there is a major change in working practices.
- 2.5.4 The risk assessment will cover all staff and volunteers wherever they may be based and will cover all aspects of their work.

2.6 Training

- 2.6.1 WAND UK will ensure that new staff and volunteers receive information on health and safety as part of their induction.
- 2.6.2 WAND UK will organise training for staff and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, fire safety, risk assessment.
- 2.6.3 WAND UK will also organise training for appropriate use of equipment, and any special training needed to ensure safe systems of work.
- 2.6.4 If staff and volunteers consider they have health and safety training needs they should inform the Co-ordinator.

3. BUILDINGS

- 3.1 WAND has a responsibility to provide a safe and healthy environment for staff and volunteers.
- 3.2 All the staff and volunteers of WAND are responsible for spotting hazards or potential hazards.
- 3.3 If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reported to the Competent Person (example of hazards: Things Out of Reach - chairs or other furniture must not be used to stand on for the purpose of replacing light bulbs, reaching for things off top of cabinets, etc. A properly maintained, undamaged step ladder must be used)
- 3.4 Damaged equipment and/or any damaged furniture must be reported for repair or condemnation straight away and must be removed from use).

4. GOOD HOUSEKEEPING

- 4.1 Smoking is not allowed at the WAND office.
- 4.2 Lighting - adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.
- 4.3 WAND will endeavour to ensure that noise in its offices is kept to as low a level as is practicable.
- 4.4 Equipment must not be left lying around but must be suitably stored.
- 4.5 No wires must be left trailing across floors.
- 4.6 Broken, ineffective or damaged electrical equipment must be reported.



- 4.7 Staff should use electrical equipment in accordance with instructions.

5. WELFARE ARRANGEMENTS

Staff and volunteers should not work excessively long hours and should take adequate breaks for meals and rest as indicated within their statement of terms and conditions of employment.

6. PERSONAL SAFETY

6.1 Office Security

It is in the nature of the organisation's work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on WAND business. The following policy is concerned to minimise the risk to people working for WAND:

- 6.1.1 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.
- 6.1.2 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, the management will put their trust in the feelings of the worker.

6.2 Working away from the Office

- 6.2.1 Staff and volunteers who are going to be working away from the office should make it clear to other staff where they will be, how long for and how they can be contacted.
- 6.2.2 If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.
- 6.2.3 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.

6.3 Personal Awareness

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 all staff and volunteers as being helpful:

6.3.1 Whilst Out and About:

- 6.3.1.1 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.
- 6.3.1.2 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.
- 6.3.1.3 Assess potential risks. Avoid dangerous short cuts; walk facing the traffic on the street side of pavements.
- 6.3.1.4 Look confident. "Walking tall" and being aware of your surroundings deters assailants.
- 6.3.1.5 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.
- 6.3.1.6 Don't be afraid to ask for help.
- 6.3.1.7 Be aware of personal space – yours and others. If other people are too close to you and making you uncomfortable, ask for more space or move away.
- 6.3.1.8 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.
- 6.3.1.9 Don't accept lifts in vehicles from people you have no reason to trust.
- 6.3.1.10 Think about what you are wearing. Can you run if you need to?



6.4 Reporting and Recording

- 6.4.1 All incidents of aggression or violence should be reported to management and recorded in the Accident/Incident book.
- 6.4.2 The employer has a responsibility to provide a safe working environment. Staff should report any current or potential situation at work which is a threat to personal safety.

7. FIRE SAFETY

7.1. General

- 7.1.1. It is not only the responsibility of the Fire Officer, but of all staff and members working at WAND's offices to be aware of fire hazards, to know the location of fire exits and the assembly point.
- 7.1.2. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers.
- 7.1.3. Access to escape doors, extinguishers and other firefighting equipment must not be obstructed and the Fire Officer will be instructed on their use.
- 7.1.4. NHSPS, as landlord for the building provides essential fire protective equipment to help secure the safety of persons working and visiting the site. This equipment includes:
- Fire detection and alarm systems
 - Fire extinguishers
 - Emergency lighting
 - Fire resisting construction, including fire doors
 - Fire exit doors
- 7.1.5. To ensure that these measures are always available, NHSPS applies a planned protective maintenance (PPM) schedule to service and maintain these in accordance with recognised standards and guidance.

7.2. Fire Drills

- 7.2.1. WAND's Fire Officer is responsible for carrying out fire drills and will arrange these to take place at regular intervals, reviewing the success or otherwise of the evacuation and making recommendations for improved practices.
- 7.2.2. The Fire Officer is responsible for ensuring that staff and volunteers are aware of the evacuation procedures and has the power to remove obstructions from fire exits.
- 7.2.3. The fire alarms are tested at regular intervals by NHS Property Services' Fire Officer and staff will be notified of any testing taking place during office hours. Visitors and all staff and volunteers must be made fully familiar with the escape routes and assembly point.

7.3. Fire Drill Procedure If the Fire Alarm Sounds

- Evacuate the building immediately by the nearest exit.
- Ensure any visitors leave the building.
- Do not put yourself at risk.
- Assemble in front of the building
- Do not re-enter the building for any reason until the Fire Officer or fire brigade confirm that it is safe to do so.

8. FIRST AID AND ACCIDENT REPORTING

- 8.1 First Aid provision will be available at all times in an appropriate and accessible First Aid Box. The First Aid Box is kept in the office.
- 8.2 The First Aid Officer will receive appropriate first aid training.



- 8.3 All new staff and volunteers will be told as part of their induction of the location of first aid equipment and the employee who has received first aid training.
- 8.4 All staff and volunteers must report all incidents which resulted, or nearly resulted, in personal injury to themselves or others, to the Health & Safety Officer and make sure the accident is recorded in the Accident Book. It is the responsibility of the Health & Safety Officer to ensure that any necessary follow-up action is taken to reduce the risk of the accident or near accident recurring.

9. STRESS MANAGEMENT

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. 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.

- 9.1. WAND will do all it can to eradicate problems relating to stress at work. In particular it will:
 - Ensure close employee involvement, particularly during periods of change
 - Give opportunities for staff/Volunteers to contribute in the planning and organisation of their own jobs
 - Ensure staff and volunteers 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.
 - Ensure every worker has the right to be treated with dignity i.e. with fairness and respect.
 - Promote the maintenance of a supportive culture in the workplace.
 - Where appropriate take into consideration employees' personal situation/problems at home
 - Ensure employees avoid working long and unsocial hours.
- 9.2. WAND will ensure as far as practicable that its policies, working practices and conditions of employment support its commitment to the above.
- 9.3. Employees should ensure that they do not work in a way which could cause them to suffer an increase of stress, nor cause an increase of stress on others.
- 9.4. Employees must respect other members of staff and ensure that interpersonal conflict is avoided or dealt with sensibly.
- 9.5. Employees must not make unrealistic demands on other workers by increasing others' workload.
- 9.6. Employees should participate with the organisation's intention to maintain a supportive workplace environment.

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