

SAMARITANS EALING BRANCH

HEALTH AND SAFETY HANDBOOK

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HEALTH AND SAFETY

General duties of a branch

Under health & safety legislation, the general duties of a branch are:

- To provide a safe environment at the branch premises
- To provide safe equipment
- To provide safe means of moving things around
- To provide information, instruction, training and supervision
- To provide safe ways of getting in and out of premises, particularly in case of fire or other emergency

Technically, the legislation only applies if an organisation, including a voluntary organisation, has at least one employee. However, Samaritans' policy (like most charities) has always been to provide its volunteers with the same degree of care that employees would receive, whether or not a branch has any employees.

HEALTH AND SAFETY POLICY STATEMENT

The Branch will:

- Establish and implement a Health and Safety Management System (see below) to manage the risks associated with our premises and activities.
- Regularly monitor branch performance and revise the Health and Safety Management System as necessary to ensure we achieve our objective of continuous improvement.
- Provide sufficient resources to meet the requirements of current health and safety legislation and aim to achieve the standards of good practice applicable to our activities.
- Actively promote an open attitude to health and safety issues, encouraging our volunteers to identify and report hazards so that we all contribute to creating and maintaining a safe volunteering/working environment.
- Communicate and consult with our volunteers on all issues affecting their health and safety and, in doing so, bring this policy to their attention.
- Provide adequate training for our volunteers to enable them to volunteer safely and effectively.
- Carry out and regularly review risk assessments to identify hazards and existing control measures, and prioritise, plan and complete any corrective actions required to reduce risk to an acceptable level.
- Maintain our premises and equipment to a standard that ensures that risks are effectively managed.
- Ensure that responsibilities for health and safety are allocated, understood, monitored and fulfilled.
- Retain access to competent advice and assistance, thereby ensuring that we are aware of relevant changes in legislation and good practice.
- Co-operate with other organisations to ensure that they are aware of any risk to their volunteers/staff and other people posed by our activities, and vice versa.

Signature of the Branch Committee Chair: _____

Date for next review: _____

Each branch volunteer will:

- Read and understand the Branch Health and Safety Policy and additional materials contained in the Branch Health and Safety Handbook and carry out their activities in accordance with their requirements.
- Take reasonable care of their own health and safety and that of others, including contractors and especially visitors who may be affected by their actions or omissions.
- Co-operate and comply with all branch safety procedures to enable the branch's statutory duties to be fulfilled.
- Make proper use of health and safety facilities and not intentionally interfere with, or wilfully misuse, anything provided for their health and safety.
- Be aware of where the Fire Exits are and that the assembly point is outside on the pavement, opposite the main entrance of the Branch, in front of the hairdressers.
- Report to the Branch Health & Safety Officer any hazard or potential hazard in the branch environment, or any existing procedures or arrangements that appear to be defective or ineffective.
- Report loss of equipment or defective equipment to the Branch Health & Safety Officer so that it can be replaced.
- Ensure you are familiar with and understand:
 - a. The necessary action concerned with fire.
 - b. The first aid arrangements.
 - c. The accident reporting procedures.
 - d. If applicable, the procedures and safe systems of work of any machine or any piece of equipment you are asked to operate.
- Report all accidents and incidents, no matter how insignificant, to the leader and the DD, then the Branch Health & Safety Officer, via the accident book.
- Be familiar with the procedure for summoning the emergency services in the event of accident or fire, comply with branch fire and evacuation procedures, and report any wilful damage incurred or defect to the Branch Health & Safety Officer.
- Ensure that no repairs or servicing on any equipment (particularly electrical equipment) is undertaken unless it has been authorised by the Branch Health & Safety Officer.
- Inform the Branch Health & Safety Officer if you become an expectant mother, so that any necessary accommodations can be made for your comfort and safety while you are volunteering for the branch.
- Make sure you have read the Branch Health and Safety Policy and Management System on Samsnet.

BRANCH HEALTH AND SAFETY MANAGEMENT SYSTEM

Duties of the Branch Committee

The Branch Committee has overall responsibility for health and safety at the branch and in all branch activities, and has established this Health and Safety Management system to do so.

The Branch Committee has delegated day-to-day implementation of the health and safety to the Branch Health and Safety Officer (HSO)

The Branch Committee will review the Health and Safety Policy Statement and this Management System on an annual basis and will request regular reports on health and safety matters from the HSO.

Duties of the Branch Health & Safety Officer

The HSO has responsibility for the day-to-day implementation of the Health & Safety Policy. This includes ensuring that the statutory requirements underlying the Health and Safety Policy are implemented at the branch.

The HSO will take the lead in assessing risks, working to lessen/eliminate any identified risks, and providing volunteers with relevant information and advice on health and safety matters.

Duties of all Volunteers

Each volunteer must review all of the materials contained in this Handbook and raise any questions or concerns with the HSO..

BRANCH HEALTH AND SAFETY PARTICULARS

All Volunteers must be aware of these

MOST CRITICAL – “The Big Three”

1. Fire and Emergency Procedures

Fire and emergency notices are posted in the branch and will also include pictogram running men signage; the signs posted are detailed below. These signs detail what you should do in the event of an emergency, please familiarise yourself with them. *They could save your life and the lives of others.*



2. First Aid

First Aid details are also posted on notice boards as detailed below:



The First Aid kit is located in the kitchen cupboard and there is a First Aid sign on the cupboard. The Accident Book is inside the cupboard, placed on top of the First Aid kit.

The branch is not required to have ‘Qualified First-Aiders’ (persons who have successfully completed a 3-day course in first aid) or ‘Appointed Persons’ (persons who have successfully completed a 1-day course in first aid).

If there is a medical emergency at the branch, dial 999 as quickly as possible. Stay with the affected person until help arrives.

3. Accident Reporting

If you are injured or taken ill while engaging in branch activities, you must report the incident to the leader and the DD and record it in the Accident Book. The HSO will regularly review the Accident Book. The Accident Book is located in the kitchen.

Procedures for the reporting, recording and investigation of personal injury and other accidents are listed in the Branch Health & Safety Officer's Responsibilities Folder.

LESS CRITICAL – BUT NO LESS IMPORTANT

Appliances and Equipment

You must use all equipment, tools and appliances (including kitchen appliances) provided in a safe manner. If there is, or appears to be, a fault or defect in any such equipment you must not try to repair or rectify the problem but should report it to the HSO.

Substances Hazardous to Health

You must take care when handling cleaning products, always check the rear of the container as information regarding hazards and how to avoid them should be displayed. If you are handling cleaning products you must wear any protective equipment the HSO has stipulated.

Computers (Digital Screen Equipment, or DSEs)

Because branch volunteers are not full-time employees, there is no requirement for each volunteer to have a DSE work assessment when they are working on the branch computers.

Violence to volunteers

Volunteers may be exposed to violence due to certain circumstances, it is hoped that this is extremely rare.

If you are exposed to violent behaviour you must inform the leader and the DD of the incident. During the incident try to remain calm and keep something between you and the perpetrator, call for help. Being calm may enable you to recollect your incident, this could help identify controls required.

Fundraising Events

The Branch has as yet not been involved in such events. However, should this occur, a risk assessment would be completed and if hot food were provided, health and safety considerations would be taken into account.

Contractors

Contractors may be employed from time to time. You must take care when you are in their vicinity, as their work equipment may impact or interrupt your activities. In particular take care to avoid cables from tools, scaffolding, etc.

Contractors' actions or work may require special controls. If you feel this may be the case, please bring this to the attention of the HSO.

Stress

Stress can be caused by a variety of reasons. If, for any reason, you suffer from stress, you should inform the group leader in the first instance, who should inform the volunteer care director.

Smoking

Smoking within branch premises is strictly forbidden.

New Volunteers

Please make new volunteers welcome and ensure they are made familiar with branch rules and procedures, especially with emergency actions and what to do.

FOR INFORMATION

The Equality Act 2010

The branch will ensure that its practises, procedures and policies accommodate the needs of disabled volunteers and visitors in accordance with health and safety legislation and requirements. Reasonable adjustments to activities and workstations will be undertaken where necessary.

Employers Liability (Compulsory Insurance Act 1969)

The branch will at all times maintain Employers Liability Insurance and a copy of the current certificate is on display to all volunteers in the downstairs office on the notice board.

PERSONS RESPONSIBLE

Branch Committee:

Ann 2746 (Director)
 Bill 1151 (Chair)
 John 1121 (Treasurer)
 Nina 2722
 Paramjit 2136
 Rashee 2442
 Robert 1035 Co-Opted
 Ruth 2530
 Gemma 2890

Support Positions

Data Protection Officer: Charles 1133
 Health and Safety Officer: Gabriella 2930

Peter Rushton, JLT	0118 945 0310
General Office Governance Team	0208 394 8300

The HSO is the person responsible for reporting accidents under the RIDDOR legislation.

<u>First Aid</u>	
The First Aid kit is held in this locations:	Kitchen cupboard.
<u>Fire and Emergency Procedures</u>	
Phone number to dial in case of fire or other emergency is:	999
The warning sound of the Smoke Alarm is:	Beeping sound.
The Smoke Alarm is normally tested:	once a year
The Assembly point for an emergency is:	On the pavement across the road from the front entrance, in front of the hairdressers.
The gas stopcock is located:	In the boiler cupboard in the visitors waiting room.
The main electrical switchboard is located:	below the shelf of files, next to the desk in the office.
The water stopcock is located:	In the boiler cupboard in the visitors waiting room.

HEALTH AND SAFETY PROCEDURES

1. Volunteer Safety during face to face.

The centre is only opened to visitors when two volunteers are present.

The volunteer taking the visitor to the visitor's room must ensure they let the visitor go first and follow.

The volunteer sits closest to the door, where it is possible to push the alarm button if necessary.

The remaining volunteer alerts the leader to the fact that a visitor has arrived and checks on the volunteer after 15 minutes, asking them to step outside and making sure there are no problems.

The leader is also advised when the visitor leaves.

2. General procedures for listening volunteers.

Volunteers always work in pairs. The phones should only be answered when two volunteers are present, so there is always one volunteer available to contact the leader in case of problems.

3. Volunteer safety during night shifts

In order to ensure volunteer safety, volunteers who do not have a car may call a taxi if their shift finishes at 1am or at 4pm. There is a list of taxi numbers in the office.

4,. Procedure in case of accidents.

If minor, use the First Aid Box to bandage injury and note in Accident Log Book. Also inform the leader.

If the accident is more serious, call 999 and inform leader. The uninjured volunteer should stay until the arrival of the ambulance. Record incident in Accident Log Book.

5. Procedure for meetings and training in room upstairs.

Volunteers should be informed that there are two fire exits, the front door and the visitor's reception room exit. Both are signposted with FIRE EXIT signs.

6. Procedure in case of fire

Leave building by the shortest route, front door or visitors' entrance, closing doors and windows behind you if safe to do so.

Raise the alarm by shouting fire if smoke alarm has not activated.

Do not collect personal belongings.

Ring the Fire Service on 999 giving location.

Report to assembly point on opposite pavement outside hairdressers.

Do not return to the building.

7. Procedures for opening and closing the branch are on samsnet.