



# HEALTH AND SAFETY POLICY

(INCLUDING LONE WORKING POLICY &  
PROCEDURES)

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# HEALTH AND SAFETY POLICY

## Introduction

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At Bungay Community Support (BCS) it is our policy to ensure, so far as is reasonably practicable, the health and safety of our employees, volunteers and anyone else who may be affected by our work activities. The minimum standard we will adopt will be compliance with legal requirements and appropriate codes of practice. However, our aim will be to fulfil the spirit of the law and not just comply with technical requirements. We will assess the risks from our work activities and will operate according to the procedures that best promote health and safety at work.

A written health and safety policy is a **legal requirement** for any businesses with **five or more employees**. Even though (at time of writing this policy) BCS has less than five employees, Trustees consider it to be useful to hold a written health and safety policy as it also encompasses the work of the volunteers undertaking the many tasks supporting BCS's services.

## **HEALTH AND SAFETY POLICY STATEMENT**

Bungay Community Support (BCS) aims to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees while they are at work and of others who may be affected by our undertakings. This general policy statement provides a commitment and intent to comply with the Health and Safety at Work etc. Act 1974.

To ensure the principles of health and safety are clearly understood throughout BCS, we will be committed to:

- Complying with relevant health and safety laws and regulations, voluntary programmes, collective agreements on health and safety and other requirements to which BCS subscribes.
- Setting and monitoring of health and safety objectives for BCS.
- Effective communication of and consultation on health and safety matters throughout BCS.
- Assessing the risks to the safety and health of our employees and others who may be affected by our activities and implementing controls to minimise those risks.
- Preventing work-related injuries, ill health, disease and incidents.
- Providing and maintaining safe plant and equipment and implementing safe systems of work.
- The safe use, handling, storage and transport of articles and substances.
- Providing and maintaining a safe working environment with safe access, egress and welfare facilities.
- Providing the necessary training to our employees and others, including temporary employees to ensure their competence with respect to health and safety.
- Providing suitable and sufficient information, instruction and supervision for employees.
- Continually improving the performance of our health and safety management.
- Devoting the necessary resources in the form of finance, equipment, personnel and time to ensure the health and safety of our employees and seeking expert help where the necessary skills are not available within BCS.
- An annual review and, when necessary, the revision of this health and safety policy.

### **1. FOR STAFF**

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## **Part 1: Policy - Statement of Intent**

The aim of this policy is to establish a clear incident reporting and investigation procedure and to comply with all relevant legislation, including:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013.
- prevent accidents and cases of work-related ill health
- manage health and safety risks in our workplace
- provide clear instructions and information, and adequate training, to ensure employees are competent to do their work
- provide personal protective equipment
- consult with our employees on matters affecting their health and safety
- provide and maintain safe plant and equipment
- ensure safe handling and use of substances
- maintain safe and healthy working conditions
- implement emergency procedures, including evacuation in case of fire or other significant incident
- review and revise this policy regularly

## **Part 2: Responsibilities for health and safety**

The following individual post(s) have been allocated overall health and safety responsibilities within the terms of our policy:

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- **Bob Prior, Trustee, Bungay Community Support**

Day to day responsibility for ensuring the policy is put into practice and consultation with employees is delegated to:

- **Barley Moyes** – for all elements of Food Hall operations
- **Dianne Spall** – for all activities involving volunteers

**Employees Shall:**

- Take reasonable care of their own health and safety and that of others who may be affected by their actions.
- Co-operate with management to meet the employer's legal duties and work in accordance with BCS's procedures.
- Not intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare and refrain from actions (or inactivity) which might endanger themselves, or others.
- Demonstrate their commitment to health and safety by their behaviour and co-operate in the investigation of accidents and incidents.
- Use all equipment safely, including that provided for their personal protection and report to management any defects in equipment or other dangers at once, or as soon as it is safe to do so.
- Comply with all safety instructions or procedures and not undertake any tasks that they are not trained and authorised for.

### **Part 3: Arrangements for health and safety**

BCS is responsible for ensuring that the employee's health and safety is protected in all activities at work. In particular, the employer is responsible for:

Risk Assessment:

- We will complete relevant risk assessments and take action.
- We will review risk assessments when working habits or conditions change.

Training

- We will give staff health and safety induction and provide appropriate training (including working at height, asbestos awareness and electrical safety).
- We will provide personal protective equipment.
- We will make sure suitable arrangements are in place for employees who work remotely.

Consultation

- We will consult staff routinely on health and safety matters as they arise and formally when we review health and safety.

## **2. FOR VOLUNTEERS**

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## **Overview**

This guidance will help all those involved in volunteering understand their health and safety responsibilities and will help them keep volunteers and any employees who work with them, healthy and safe.

It explains when health and safety law applies and also covers civil law, so you can understand which type of law applies to you.

There is guidance on including volunteers in your risk assessment. Volunteering can involve a wide range of activities, with different levels of risk. Although many volunteers will be engaged in low-risk activities, there have been fatalities and major injuries involving volunteers engaged in higher-risk activities, such as working at height or using machinery.

The guidance covers the types of activity where there could be higher risks and examples are provided to show how these can be managed to protect volunteers.

### ***Health and safety law: BCS's duties to protect volunteers***

#### **When health and safety law applies:**

Under health & safety law, BCS must protect volunteers in addition to its staff, from any risks arising from your work activities.

The Health and Safety at Work etc Act 1974 (HSWA) protects employees and others who may be affected by work activities. This includes those volunteering for, or on behalf of your organisation. It is enforced by HSE or the local authorities depending on the location and type of the activity.

Volunteers, as well as employees, will be involved in carrying out any risk assessment to identify significant risks and implement effective control measures.

BCS will provide the same level of protection to volunteers where they carry out similar activities and are exposed to the same level of risk as employees.

#### **When health and safety law does not apply**

In most cases, health and safety law does not apply where volunteering does not involve an employer. However, there are some exceptions, such as where a volunteer:

- is in control of non-domestic premises, such as a village or community hall
- procures or controls construction work, for example if a village hall management committee employs a builder to carry out renovation work

#### **When civil law applies**

Civil law would only apply if BCS were to have no employees.

Under the common law, voluntary organisations and individual volunteers have a duty of care to each other and others who may be affected by their activities. Where something goes wrong, individuals may, in some cases, sue for damages using the civil law if they are injured as a result of another person's negligence.

More information is available from HSE on criminal and civil law which will help you manage this risk, or from Citizens Advice.

### **Inclusion of volunteers in BCS risk assessment**

All employers must carry out a risk assessment to identify significant risks to volunteers, as well as employees, and implement effective control measures.

You should provide the same level of protection to volunteers where they carry out similar activities and are exposed to the same level of risk as employees.

BCS will therefore include volunteers in any risk assessment, so that any risks that specifically apply to volunteers can be managed.

BCS will consult employees and should also include volunteers in a two-way process to allow them to raise concerns and influence decisions on managing health and safety.

### **Managing risks to volunteers**

Most health and safety law sets out measures employers should take to protect employees. However, your preventive and protective measures should reflect the individual risks both employees and volunteers face in their respective roles.

Good health and safety management is not a barrier to volunteering. It should help enable volunteering roles to be carried out safely and effectively. Risk assessment is not about eliminating all risk or generating a lot of paperwork, it is about taking practical steps to protect people from real harm.

Risk assessments should be sensible and proportionate to the level of risk involved in the activity. A sensible approach means focusing on significant risks with potential to cause real harm and suffering.

Many of the activities carried out by volunteers will be low risk. However, volunteers may also be involved in higher-risk activities such as lone working.

Where the risk is higher, the risk assessment will be proportionate and consider the additional hazards that volunteers and employees may be exposed to, and appropriate training must be undertaken to minimise such risks.

### **BCS will ensure that it will:**

- Plans and prepares your activity effectively to know how volunteers will be deployed
- Make sure volunteers are covered by our insurance policy
- Match the task to the individual by checking they have the capability to do the activity
- Make sure effective supervision and monitoring arrangements are in place
- Make sure accidents and near misses involving volunteers are recorded and followed up

### **Training and equipment**

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Volunteers will be provided with the right information, instruction and training to make sure they can carry out their activities safely. You should provide a full induction, including information on hazards they may be exposed to.

Provide appropriate tools and equipment (including personal protective equipment where required) and ensure volunteers are trained to use them safely. Ensure tools and equipment are regularly maintained and safely stored after use and advise volunteers to report any damage or defects promptly.

### **When to report incidents involving volunteers**

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require the responsible person to report certain incidents involving employees or those affected by their work activity, including members of the public and volunteers.

The responsible person can be the employer or the people in control of the premises.

Incidents involving volunteers are only reportable where the accident arose from a work-related activity and:

- the incident resulted in a fatality  
or
- the injured person was taken directly from the scene of the incident to hospital for treatment

Examinations and tests do not qualify as 'treatment' and there is no need to report incidents where people are only taken to hospital as a precaution.

Incidents involving volunteers where there is no work activity are not normally reportable. The requirement to report over-7-day injuries only applies to employees, not volunteers.

## **LONE WORKERS POLICY & PROCEDURE**

Lone workers are employees and volunteers who work by themselves without close or direct supervision.

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## **POLICY STATEMENT**

- Lone workers employed by, or volunteering for Bungay Community Support must not be more at risk than other employees or volunteers.
- Lone workers are those who work without close or direct supervision for substantial periods of time.
- Bungay Community Support recognises that staff and volunteers working alone in potentially isolated conditions have no immediate back up or support and so are at a greater risk of injury through aggression or violence directed towards them from the general public.
- Bungay Community Support recognises that staff working alone need to rely on their own judgement and initiative and may be at a greater risk of making mistakes or errors.
- Bungay Community Support believes that training is particularly important for lone workers and research shows that adequate training is the single most critical factor in avoiding panic reactions in unusual situations. In particular lone workers need to be deemed competent to work alone, to be sufficiently experienced and to understand the risks and precautions needed fully.
- Bungay Community Support has a duty as an organisation to ensure employees and volunteers are competent to deal not only with the day to day facets of their tasks but with circumstances which are new, unusual or beyond the scope of their training, for example, if threatened with aggression and violence.
- By definition lone workers are those who work without constant supervision throughout their working day, therefore procedures must be put in place to monitor lone workers to ensure they remain safe and to provide supervision on a regular basis.

## **ORGANISATION AND ARRANGEMENTS**

Bungay Community Support is responsible for:

- Ensuring there are arrangements for identifying, evaluating, reviewing and managing risk associated with lone working.
- Ensuring employees and volunteers are aware of this policy.
- Ensuring risks are assessed and having procedures in place to eliminate or reduce risks.

The employee or volunteer is responsible for:

- Following guidance and safe-working procedures.
- Reporting dangerous or potentially dangerous situations.
- Taking care not to put themselves (or other persons who might be affected by their activities) at undue risk.

## **RISKS ASSOCIATED WITH THE ROLE:**

- Aggression from members of the public in the community.
- Health issues that could arise when working alone in the community.

## **GOOD PRACTICE FOR LONE WORKERS WORKING IN THE TOWN ITSELF**

- Ensure that start and finish times are confirmed by the volunteer to the BCS Coordinator.
- It is the responsibility of the volunteer to carry a mobile phone at all times.

- The employee / volunteer is to confirm to colleagues any pre-existing health conditions or emergency medical equipment/procedures required prior to the commencement of any work.
- Create boundaries between work & home life.
- Schedule in work breaks and take exercise during these breaks.

**THIS HEALTH AND SAFETY RISK ASSESSMENT IS TAKEN FROM THE HEALTH AND SAFETY EXECUTIVE'S [TEMPLATE](#)**

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Date of risk assessment:

Date of Review:

<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>What are you already doing to control the risks?</b>	<b>What further action do you need to take to control the risks?</b>	<b>Who needs to carry out the action?</b>	<b>When is the action needed by?</b>	<b>Done</b>
<i>Slips and trips</i>	<i>Staff and visitors may be injured if they trip over objects or slip on spillages.</i>	<i>General good housekeeping is carried out. All areas well lit, including stairs. No trailing leads or cables. Staff keep work areas clear, e.g. no boxes left in walkways, deliveries stored immediately.</i>	<i>Better housekeeping in staff kitchen needed, e.g. on spills. Arrange for loose carpet tile on second floor to be repaired/replaced.</i>	<i>All staff, supervisor to monitor Manager</i>	<i>From now on  xx/xx/xx</i>	<i>xx/xx/xx  xx/xx/xx</i>

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