



## Health and Safety at Work Policy

### **1. Purpose and scope**

This policy sets out the way that the Magic Club will comply with the requirements of the Health and Safety at Work Act 1974 and the relevant statutory provisions.

All employees are obligated under the Health and Safety at Work Act 1974 to ensure that they work in a manner which protects not only their own safety but that of their colleagues, visitors and members of the public. The policy applies to all employees, volunteers, directors, consultants and partners. Failure to comply with the requirements of any of the Magic Club's health and safety policies and procedures may result in disciplinary action.

The nominated person will hold copies of all relevant Health and Safety Legislation in the Magic Club's office and this will be available to all members of staff on request.

### **2. Monitoring**

This policy will be reviewed every year, and amended after major changes to legislation, processes or equipment. The review will be carried out by the nominated Health and Safety Officer in consultation with all staff and be submitted to the Board of Trustees for approval.

### **3. Responsibilities**

#### **3.1 Board of trustees**

The Board of Trustees will be responsible for:

- ensuring resources are adequate to maintain health and safety standards;
- ensuring the Manager or Health & Safety Officer carries out safety duties adequately;
- acting on reports and recommendations made by the Manager or Health & Safety Officer.

#### **3.2 Management committee**

The Management Committee will be responsible for:

- ensuring all staff and volunteers receive adequate safety training;



- ensuring that the Health and Safety policy is implemented, monitored and reviewed regularly;
- working with the nominated person in investigating all accidents and incidents and preparing the appropriate reports for the Board of Trustees;
- making regular inspections of Magic Club property, equipment and procedures;
- presenting reports on accidents, incidents and near misses to the Board of Trustees;
- ensuring the Health and Safety Officer carries out their duties adequately.

### **3.3 Health & safety officer**

The Health & Safety Officer will be responsible, on a day to day basis, for:

- acting as the competent person under the Act;
- carrying out risk assessments as required under current legislation;
- implementing the health and safety policy in co-operation with other staff;
- reporting accidents, incidents and near misses to the Manager;
- ensuring good housekeeping is maintained;
- maintaining records of - accidents - fire drills - safety checks - nominated First Aid persons in the Club;
- preparing, where appropriate, incident/accident reports as required by RIDDOR;
- maintaining up-to-date legislative information on Acts and Regulations;
- maintaining all certificates and registers required under relevant legislation;
- carrying out initial reviews of health and safety policy as requested by the Manager ;
- ensuring all new equipment or processes are introduced in line with regulations.

In absence of a designated Health & Safety Officer, the Magic Club Manager/Supervisor will act as competent person. Ultimately, the role of employer lies with the Board of Trustees.



### **3.4 Managers & supervisors**

Managers and supervisors are required to take ownership of health and safety within their areas of control, undertaking regular inspections, and where appropriate, risk assessments and/or training of team members to ensure standards of health and safety are maintained.

All staff, service users and volunteers will be responsible for:

- taking reasonable care in their work practices;
- working in a way which does not endanger others (including members of the public);
- reporting any accidents, incidents or near misses or any potential risks to the nominated worker;
- complying with any instruction relating to health and safety;
- maintaining good housekeeping.

### **4. First aid**

**The Magic Club will:**

- Provide such equipment and facilities as are adequate and appropriate for enabling first aid to be rendered in the event of employees being injured or becoming ill at work. This includes:
  - Maintaining in a first aid box in both lodges;
  - Ensuring the first aid box is kept suitably stocked.
- Identify and provide the names, and extension numbers of all 'Appointed Persons' (i.e. persons nominated to take responsibility in case of an accident) in a prominent position in the Magic Club office. This individual(s) will ensure:
  - The accident record book is maintained in line with Magic Club policy.
- Ensure all employees, service users and volunteers are informed of the arrangements that have been made in connection with the provision of first aid, including the location of equipment, facilities and personnel.



- Ensure all employees, service users and volunteers are provided with sufficient information, instruction, and training and supervision as is necessary to allow them to comply with first aid procedures.

## **5. Accident reporting**

The Magic Club will, in accordance with the requirements of current statutory legislation, ensure that all:

- Accidents are recorded;
- Prescribed injuries, diseases, and dangerous occurrences are reported (RIDDOR);
- Employees and volunteers are provided with the necessary information, instruction and training to enable them to comply with accident reporting procedures.

All employees, service users or volunteers must report all accidents, incidents and near misses that involve them, or other employees or volunteers as soon as practicable, to the nominated Health and Safety Officer, where they occur:

- On Magic Club premises;
- Whilst working for the Magic Club away from the Magic Club premises;
- Whilst travelling to or from their role at the Magic Club.

## **6. Risk assessment**

The Magic Club will, so far as is reasonably practicable, ensure:

- That suitable and sufficient assessment is made of the risks to the health and safety of:
  - Employees whilst they are at work;
  - Persons not in their employment but arising out of or in connection with their work;
  - hazardous working, including lone working to allow the Magic Club to identify the measures needed to comply with the requirements of current statutory legislation;
  - using the facilities as a service user.



- That all such assessments are reviewed periodically to ensure that, where any significant changes have been made to the safe system of work, that they are in line with statutory requirements;
- That competent person is appointed to carry out any necessary risk assessments;
- That all employees and volunteers are provided with sufficient information, instruction, training, and supervision as is necessary, to enable them to comply with risk assessment procedures

## **7. Display screen equipment**

The Magic Club will, so far as is reasonably practicable, ensure:

- That suitable and sufficient assessment is carried out of all work stations on the Magic Club's premises which are used by display screen equipment users or operators;
- That all such assessments are reviewed periodically to ensure that, where any significant changes have been made to the safe system of work, that they are in line with statutory requirements;
- That competent person(s) are appointed to carry out any necessary risk assessments;
- Ensure that all work stations on the Magic Club premises used by display screen equipment users or operators, comply with the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 and any subsequent amendments, [ e.g. 2002 amendments];
- That all employees, service users and volunteers are provided with sufficient information, instruction, training, and supervision as is necessary, to enable them to comply with risk assessment procedures;
- Take all necessary steps to reduce the risk identified to the lowest level reasonably practicable.

This includes ensuring that all users:

- Ensure that the screen is adjusted, with regard to brightness and contrast, to suit individual users;



- Take short but frequent breaks - ideally five to ten minutes in each hour - by varying the type of work done;
- Ensure that chairs, desks, VDU casings and keyboards are adjusted to suit the individual;
- Use any PPE (Person Protective Equipment) provided e.g. screen filters and footrests;
- Ensure there is no reflected light on the screen;
- Report any glare or flicker to the Health & Safety Officer;
- Report any environmental or hardware problems which may be specific to a user to the Health & Safety Officer.

If display screen users experience visual difficulties or any other difficulties, which may reasonably be considered to be Magic Club will:

- Meet the cost of a basic pair of spectacles where these are required specifically for working with display screen equipment. (Any additional cost is to be contributed by the workstation user);
- Take steps to incorporate changes of task for display screen users, to prevent intensive periods of on-screen activity;
- Provide free eye tests where use of the VDU is felt to cause an eye problem.

## **8. Manual handling**

The Magic Club will, so far as is reasonably practicable:

- Provide sufficient information, instruction, training, and supervision necessary to: ensure the health and safety of all employees and volunteers carrying out Manual Handling Operations that involve a risk of being injured;
- Ensure all manual handling operations that carry a risk of injury to the participants are, wherever reasonably practicable, avoided by:
  - Removing the need for the operation to be carried out;
  - Automating or mechanising the operation.



- Ensure that where manual handling operations cannot be avoided, they are assessed by a competent person. This assessment must look at all aspects of the manual handling which include:
  - The task to be undertaken;
  - The individual's capability;
  - The load, its weight, shape, size stability etc.;
  - The environment, i.e. the state of the area, the floor surfaces, the temperature, the weather conditions etc.
- Ensure that any person working for, or on behalf of the Magic Club does not carry out Manual Handling Operations that involve a risk of being injured, unless:
  - They are competent and able to carry out the work;
- Ensure that sufficient competent persons are appointed to carry out assessments of manual handling operations that carry a risk of injury to the participants and cannot be avoided.

Employees and volunteers must:

- Take account of their individual capability and ask for assistance with heavy or bulky loads;
- Ensure they have received information on the load to be carried;
- Ensure they refer to manual handling techniques;
- Immediately inform their supervisor should a problem arise involving the manual handling of a load.

### **9. Substances hazardous to health (COSHH)**

The Magic Club will, as far as is reasonably practicable:

- Not carry on any work, which is liable to expose any employees to any substance hazardous to health unless suitable and sufficient assessment has been made of:
  - the risks created by that work to the health of those employees;



- The steps that need to be taken to meet the requirements of current statutory legislation;
- Review and where necessary revise any assessments made if:
  - the assessment is over 12 months old;
  - there is reason to suspect that the assessment is no longer valid;
  - there has been a significant change to the work to which the assessment relates;
- Ensure that the exposure of employees to substances hazardous to health is either prevented or, where this is not reasonably practicable, adequately controlled. This shall be done using the methods for tackling hazards – the risk control hierarchy as follows:
  - Elimination of the hazard at source
  - Reducing the hazard at source
  - Removing the person from the hazard
  - Containing the hazard by enclosure
  - Reducing the employee exposure
  - Introducing systems of work
  - Providing personal protective equipment (PPE)
- Provide sufficient information, instruction, training, and supervision necessary to:
  - Ensure the health and safety of all employees carrying out work that is liable to expose them to any substance hazardous to health;
  - Enable Managers, and Supervisors to implement this policy.

## **10. Management of contractors**

The Magic Club, in so far as is reasonably practicable, will:





- Take all reasonable steps to ensure that any employees from an outside contractor, who are working on Magic Club premises, receive sufficient information to enable them to implement the evacuation procedures;
- Actively monitor all employees of other employers from an outside contractors who are working on the premises, to ensure that they are complying with the relevant statutory provisions that apply to them whilst on the premises as well as any health & safety requirements laid down by the Magic Club;
- Before any contractor starts work on any of the Magic Club sites, the nominated representative shall ensure that all the contractors personnel identified on the method statement have received the appropriate site induction training for the area where they will be working;
- Before any contractor starts work on any of the Magic Club sites, the nominated representative shall ensure that all electrical equipment to be used by the contractor's personnel is safe, and has received appropriately Portable Appliance Testing as required by the Electricity at Work regulations 1989.

## **11. Stress**

The Magic Club acknowledges that all people encounter stress in their working and personal lives and are committed to managing work-related stressors as with any other health and safety risk. Through the risk assessment process, the Magic Club will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

This will be undertaken by using the following principles:

- Acceptance that work related stress is a problem for the organisation and not the individual;
- Acceptance that work related stress does actually exist;
- The need to consult with employees and their representatives;
- A realistic approach to what can be achieved.

For each of the causes found the Management shall:

- Take whatever action is necessary to reduce the stressor;



- Justify why no action is possible.

In considering the causes of stressors, the Management will take account of the following areas:

- The physical environment and possible improvements;
- Clarification of job roles;
- The culture within the organisation;
- Management practices;
- Management training;
- Dealing with organisational change.

Anyone who considers they are suffering from excessive stress, for whatever reason, should inform their line manager in the first instance, which will treat the matter confidentially.

## **12. Electricity at work**

The Magic Club, in so far as is reasonably practicable, shall:

- Ensure that electrical installations and equipment are installed in accordance with the Institute of Electrical Engineers (IEE) Wiring Regulations latest edition;
- Maintain the fixed installations in a safe condition by carrying out routine safety testing;
- Inspect and test portable and transportable equipment as often as is required.

Employees, service users and volunteers:

- Must report all electrical faults, or faulty electrical equipment, immediately;
- Shall not use, or continue to use, faulty electrical equipment;
- Shall not carry out repairs, or work on electrical equipment, unless competent and authorised to do so;
- Shall not bring their own electrical equipment or appliances on to Magic Club premises without:
  - Prior permission from the Manager; and
  - the equipment or appliances having been fully tested by a competent person appointed by the organisation.



### 13. Training

The Magic Club in so far as is reasonably practicable, will:

- Ensure all new staff, service users and volunteers undertake induction training. This will include:
  - First aid and accident reporting;
  - Fire and emergency procedures;
  - Display screen equipment;
  - Manual handling;
  - Working alone;
  - Smoking;
  - Off-site work;
  - Defusing and managing violence and aggression.
- Before the introduction of any new equipment or change in working practices, identify any new training requirements in consultation with the Manager;
- Arrange appropriate training if staff /volunteers/service users are exposed to new or increased risks because of:
  - Their being transferred or given a change of responsibilities within the organisation;
  - The introduction of new work equipment into or a change respecting work equipment already in use by the organisation;
  - The introduction of a new system of work into or a change respecting a system of work already in use by the organisation;
  - The introduction of new technology by the Magic Club.
- Health and Safety training courses will be arranged as deemed necessary by Management to maintain a suitable level of 'appointed persons';



- Arrange specialist training for safety representatives such as fire wardens, first aiders.

All training will be:

- Repeated periodically where appropriate;
- Adapted to take account of any new or changed risks to the health and safety of the employees concerned.

#### **14. Working alone**

All relevant safety rules and legislation apply to all Magic Club staff, service users and volunteers engaged on Magic Club business away from the offices.

The Magic Club, in so far as is reasonably practicable, shall conduct a suitable and sufficient Risk Assessment to:

- Ensure that all employees/volunteers/service users who are required to work alone for significant periods are protected from risks to their health and safety;
- Endeavour to remove the risks from working alone and, where this is not practicable, to reduce the risks to an acceptable level;
- Ensure that employees required to work alone for significant periods are given such information, instruction, training, and supervision as is necessary to enable them to recognise the hazards and appreciate the risks involved when working alone;
- Any employees/volunteers/service users working on other person's premises shall ensure that a responsible person / manager for their organisation hold the address of the premises where they are working and their contact's name and telephone number as well as the individual's car registration number;

It will be the responsibility of the employee/volunteer/service users who are working off site to use the appropriate reporting in procedure as defined by their project.

#### **15. Outreach offices**

Staff/Volunteers/service users will have obligations not only under the Magic Club Health and Safety Policy in relation to their role in the main Magic Club office, but also under any Health and Safety arrangements appropriate to the building which houses their office.



Staff/volunteers/service users will be provided with information with regard to fire arrangements for their building.

First Aid arrangements will be provided.

Where practicable the Health & Safety Officer will make regular Health and Safety checks.

Staff will be responsible for the frequent removal of rubbish from their offices.

All staff, service users and volunteers working in the outreach offices should make themselves aware of the health and safety arrangements for that building.

#### **16. Staff/ volunteers visiting the homes of clients**

As a general rule, home visits should be the last resort. Where possible, all meetings should be held in Magic Club premises or other public and safe places.

Home visits may be necessary where:

- the service user is housebound; or
- when a group or individual requests an out of hours visit which cannot take place at the Magic Club or other public place.

Home visits must be undertaken using two people (staff, service users or volunteers). This rule may be waived only in exceptional circumstances and with the prior approval of the Manager.

Where accidents, near misses or dangerous occurrences take place whilst staff/volunteers/service users are on Magic Club business, these should be reported as soon as possible to the nominated person who will enter them into the accident book.

It is important that, on entering homes of clients, staff/volunteers/service users should guard against accidents occasioned by torn or frayed carpets, loose rugs and slippery floor surfaces or trailing cables and flexes.

Staff/volunteers/service users should take care on unlit corridors or stairs.

If any staff/volunteer/service users feels stressed by a case or workload, he/she should contact the Manager as soon as possible to arrange for a debriefing session



## **17. Violence to staff/ volunteers**

The Magic Club has an Anti-Aggression Policy which highlights that violent behaviour or language will not be tolerated. We recognise that because of the nature of the work undertaken within the organisation there is a possibility of violence (predominantly verbal) to staff. So far as is reasonably practicable, the Magic Club shall take the following actions:

- Undertake all necessary risk assessments to ascertain the problem areas;
- Create an action plan to minimise the possibility of violence;
- Suitable and sufficient training will be given to staff on how to avoid or defuse potentially violent situations and how to respond appropriately to incidents of violence;
- Provide support and counselling where appropriate to those members of staff who have been subject to a violent attack be it verbal or physical;
- Ensure sufficient policies and procedures are in place, including the Lone Working Policy and communicated to all staff and team members.

It is the duty of every member of staff/volunteer/service user to report any/all incidents of aggression or violence through the appropriate channels as quickly as possible

## **18. Smoking**

Smoking is prohibited on the premises or in the grounds of the Magic Club. If you do smoke and are eligible to do so, please ensure that you are a least 100 yards away from the building.

## **19. General housekeeping**

- Use equipment only for the purpose for which it was purchased - do not improvise;
- Use equipment with regard to the Manufacturer's instructions;
- Do not continue to use equipment if a fault develops - report it to your line-manager;
- All cables shall be kept neat and tidy and not be permitted to trail across corridors, walkways, or office areas unless suitable protection is provided;
- Never run cables under carpets, ensure suitable cable covers are used;



- Only use multi-socket outlet adapters if these have been checked by a qualified electrician;
- Co-operate with other staff by maintaining good housekeeping, especially in your own work area;
- No files, books or other objects should be left on the floor or in any other location that may prejudice the safety of either employees or any other person within the Magic Club premises;
- All equipment must be put away and stored safely when not in use, all pathways and entry/exit points will be kept clear of all forms of storage;
- Items must not be stored, block or cover emergency equipment or signs;
- Filing cabinets: ensure drawers are kept closed at all times, and fill from the bottom upwards to prevent toppling;
- Staff working alone in the building must ensure the front door is locked;
- The Magic Club premises can only be opened to members of the public if two or more staff members are present in the building;
- Solitary workers must ensure that they are not suffering from a medical condition which makes working alone unsafe;
- Staff working alone must never take personal risks, e.g. over-stretching or climbing on inappropriate surfaces.