

Droxford Community Hub CIC (DCH)

(trading as Wilfrid's Café)

HEALTH AND SAFETY POLICY

Policy Statement

- Droxford Community Hub CIC (DCH) recognises and accepts its health and safety duties as an organisation for providing a safe and healthy working environment so far as is reasonably practical for all its staff, volunteers, visitors and hirers under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and other relevant legislation.
- This policy is in place primarily to ensure the safety of all volunteers, staff, hirers and customers using Wilfrid's Café.
- In the event of an extraordinary event requiring an amended working practice e.g. the recent global pandemic, DCH will review all working practices, policies and risk assessments and issue new training guidelines and working practices to ensure the safety of all volunteers and visitors to the café.

1 POLICY OBJECTIVES

The DCH Operations Committee will take all reasonable practical steps to meet its responsibilities paying particular attention to the provision and maintenance of:

- (i) A safe place of work and safe access to (and egress from) it.
- (ii) A safe place to visit and safe access to (and egress from) it.
- (iii) A healthy working environment.
- (iv) Plant, equipment and systems of work that are safe.
- (v) Safe arrangements for the use, handling, storage and transport of articles and substances.
- (vi) Sufficient information, instruction, training and supervision to enable all the team to avoid hazards and contribute to their own safety and health at work.
- (vii) Reasonably practical safe arrangements for protection against risk to health and safety of the general public or other persons which may arise from DCH's activities.

2 MANAGEMENT RESPONSIBILITIES

The DCH Operations Chair and Directors of DCH are responsible for ensuring that the safety policy is carried out, including risk assessments, and that responsibilities for the safety, health and welfare are properly assigned and accepted at all levels. The DCH Operations Committee will maintain health and safety records including risk assessments, training, portable appliance inspections, and recordable incidents.

Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

3 VOLUNTEER AND STAFF RESPONSIBILITIES

It is the duty of all staff and volunteers under Section 7 of the Health and Safety at Work Act to take reasonable care for the lives of themselves and others who may be affected by their acts and omissions. Every individual **MUST**:

- (i) Take care of his/her safety whilst at work
- (ii) Take care for the health and safety of all members of the general public who may be affected by his/her actions or omissions with particular consideration for the needs of children and young persons and the elderly and infirm engaged in activities organised by DCH,
- (iii) Comply with all safety instructions.
- (iv) Co-operate with the DCH Operations Committee so as to enable it to carry out its own responsibilities successfully.
- (v) Not wilfully misuse nor interfere with any item provided in the interests of health, safety or welfare.
- (vi) Report at the earliest opportunity injuries, accidents or dangerous occurrences at work including those involving the public and participants in DCH organised activities.

4 POLICY FOR VISITORS AND CONTRACTORS

Any person who is not visiting the café as a customer should be directed to the team leader in the first instance. In the event of a fire or emergency when the café is open, the team leader should assist in the evacuation of anyone from the café.

5 FIRST AID AND ACCIDENT REPORTING

(i) First Aid

A first aid box is provided in the kitchen (responsibility for replenishment is the DCH Operations Chair or designated person).

(ii) Accidents

In the event of an injury or illness, call for a member of staff or volunteer or ring for an ambulance directly. To call an ambulance - dial 999 and ask for ambulance.

- (a) All accidents must be reported to the Team Lead immediately or as soon as practical.
- (b) All accidents must be entered in the accident book (tear off) which is in the team leader folder.
- (c) The DCH Operations Chair/and or the DCH Safeguarding Officer or a designated deputy will investigate incidents, accidents and near misses, writing a detailed report where required for the DCH Board to consider the actions necessary to prevent a recurrence.

Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

6 FIRE DRILLS AND EVACUATION PROCEDURES

(i) Fire Drills

- (a) All staff, volunteers and hirers must know the fire procedures, position of fire appliances and escape routes.
- (b) Position of fire extinguishers should be displayed in clear sight.
- (c) The last person securing the site shall ensure Fire Prevention Close-Down Checks are made of all parts of the premises at the end of a session.

(ii) In the event of fire:

- (a) Persons discovering a fire should shout 'FIRE'
- (b) The first duty of all staff, volunteers and hirers of the space is to evacuate all people from the site by the nearest exit immediately the fire is discovered.
- (c) All persons must evacuate the building, and where possible without personal risk, leave all doors and windows closed.
- (d) The assembly point for the whole building is on the grassed area between the churchyard and The Square. No-one should leave the assembly point without the permission of a member of staff or volunteer.
- (e) If a fire occurs the Fire Brigade must be called immediately by dialling 999 and asking for Fire.
- (f) When the Fire Brigade arrives, advise whether all persons are accounted for and location of fire.

7 SMOKING

The café and the village hall is a no-smoking environment. Staff/volunteers and service users are not allowed to smoke anywhere on the premises, including the toilet areas. The cafe and the village hall will display "No Smoking" signs and the NHS Smoke free policy on their premises. The DCH Operations Chair is responsible for managing the No Smoking policy.

8 SAFE EQUIPMENT

The person responsible for identifying all equipment that needs maintaining is the DCH Operations Chair.

A procedure for notification of any maintenance issues that could lead to unsafe working practices is in place. A member of the Ops Committee should be advised and this will be progressed in liaison with the DCH Chair and the relevant parties.

The person responsible for ensuring effective maintenance of procedures is the DCH Operations Chair or a designated deputy.

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Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

Problems found with any equipment will be reported to the DCH Operations Chair or designated deputy.

The person who is responsible for checking that new equipment meets health and safety standards before it is purchased is the DCH Operations Chair or designated deputy.

9 SAFE HANDLING OF AND USE OF SUBSTANCES

The person responsible for identifying substances which need a COSHH assessment is the DCH Operations Chair or designated deputy.

The person responsible for undertaking COSHH assessments is the DCH Operations Chair or designated deputy.

The person responsible for ensuring that all the actions to reduce the risks identified in the assessments are implemented is the DCH Operations Chair or designated deputy.

The person responsible for informing all relevant workers of the outcome of COSHH assessments is the DCH Operations Chair or designated deputy.

The person responsible for checking (before purchase) that all new substances can be used safely and are the safest alternative capable of performing the task is the DCH Operations Chair or designated deputy.

Assessments will be reviewed annually or when the work/activity changes or other significant change occurs.

10 FOOD HYGIENE

When handling or preparing food there are specific hygiene requirements:

- (a) Regularly wash hands before and during food preparation but especially after using the facilities.
- (b) After handling money, phones, iPad, etc., wash hands thoroughly before clearing clean crockery/cutlery and before making drinks.
- (c) Advise the team lead on shift/DCH Operations Chair of any skin, nose, throat or bowel problem.
- (d) Ensure that cuts and sores are covered with waterproof-coloured dressings.
- (e) Keep yourself clean and wear clean clothing.
- (f) Do not smoke on the premises at any time.
- (g) Never cough or sneeze over food.
- (h) Clean as you go. Keep all equipment and surfaces clean.
- (i) Should it become relevant, prepare raw and cooked food in separate areas.
- (j) Keep food covered and either refrigerated or piping hot.

Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

- (k) Ensure waste food is disposed of properly. Keep the lid on the dustbin and wash your hands after putting waste in it.
- (l) Limit direct contact with food as far as possible. Use gloves and/or tongs/cake slices to prepare food ready for service.
- (m) Advise the DCH Operations Chair/member of the Ops Committee of any defects or concerns regarding the facilities e.g. cleanliness, refrigeration operation, cracked food preparation surfaces and for these to be collated and forwarded to the DCH Chair for action.
- (n) Use coloured food preparation boards and use separate knives and utensils as per training to ensure that there is no food cross contamination.
- (o) Strictly follow all procedures with regards to allergy related food types.

11 CLEANING MATERIALS, GENERAL MACHINERY AND HIGH-RISK AREAS

- (a) All portable machinery must be switched off and unplugged when not in use.
- (b) Wandering cables are a hazard, use with caution and safety in mind.
- (c) Slippery floors are dangerous, use warning signs.
- (d) Use protective clothing and equipment provided and as instructed on machinery/equipment/material. It is the duty of any staff to report any loss of or defect in protective clothing or equipment.
- (e) Advise the DCH Operations Chair responsible for day-to-day operations about issues with stock of safety equipment/clothing

12 GUIDELINES ON MANUAL HANDLING

There is some lifting and handling involved in most workers' tasks (e.g. carrying display boards, boxes of leaflets). In order to reduce the risk of injury the following guidelines should be followed by all workers:

- (a) Workers are not required to lift or handle any object which they perceive would put themselves at risk of injury. Assistance or guidance should be sought from another team lead, worker or volunteer.
- (b) Where possible use mechanical aids, e.g. sack cart.
- (c) Use common sense to minimise risk, e.g. carry the minimum weight possible, minimise the amount of time you spend walking with the load by involving other people in a "human chain".
- (d) Follow the good handling techniques as advised.
- (e) If in doubt, don't lift the object and speak to the DCH Operations Chair or a member of the DCH Operations Committee for guidance.

Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

13 GUIDELINES ON WORKING ALONE

Team members are not required to enter into or continue working in any situation where they feel at risk. If a worker feels at risk or to have been at risk in a particular situation, they must report it to the DCH Safeguarding Officer or designated deputy – see the Lone Working policy for more information.

14 WORK RELATED STRESS

Risk assessments should include consideration and identification of possible workplace stressors. Measures to eliminate, reduce or control risks from stress in line with the HSE Management Standards for Work Related Stress (www.hse.gov.uk/stress/standards/index.htm) should be adopted where possible.

The standards encourage attention to factors such as:

- **Demands** – workload, work patterns and the work environment.
- **Control** – how much say the person has in the way they do their work.
- **Support** – the encouragement, sponsorship and resources provided by the Operations committee, line management and colleagues.
- **Relationships** – promoting positive working to avoid conflict and dealing with unacceptable behaviour.
- **Role** – whether people understand their role within the organisation and whether the committee ensures that they do not have conflicting roles.
- **Change** – how organisational change (large or small) is managed and communicated in the organisation

The DCH Operations Chair must ensure that no team member works excessively long hours and that allocated rest breaks and holidays are taken as appropriate. They must monitor workloads to ensure that staff/volunteers are not overloaded. They have a responsibility to be vigilant and offer additional support to a team member who is experiencing stress outside work – e.g. bereavement or separation.

Issues of work-related stress should be addressed by the DCH Safeguarding Officer/ Operations Chair during supervision and appraisal.

Rearranging work allocation, flexible working patterns and work-related training/mentoring should be considered as health measures where work-related stress is identified. Bullying and harassment must not be tolerated and should be treated as serious disciplinary matters.

15 HEALTH AND SAFETY TRAINING

Induction training will be arranged for all workers by the DCH Operations Committee.

Job specific training will be arranged by the DCH Operations Committee.

Jobs and tasks requiring specific training are listed in the risk assessment.

Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

Training needs and refresher training is identified and arranged by the DCH Operations Committee.

Training records are kept by the DCH Operations Committee

16 RISK ASSESSMENTS

Risk assessment and inspection of the site to be completed as required and no less than once per year and make a report at the next appropriate committee meeting.

The DCH Operations Committee shall, where reasonable and practicable, implement all necessary actions as a result of the tour. The tour shall include inspection of the Accident Logbook.

Risk assessments will be undertaken by persons nominated by the DCH Operations Committee.

The findings of the risk assessment will be reported to the DCH Operations Committee.

Action required to remove or control the risks will be approved by the DCH Operations Committee.

The persons responsible for ensuring the action required is implemented are the DCH Operations Committee.

Assessments will be reviewed annually or when work activity changes or new method or processes are introduced.

In order to reduce risks to team members, procedures/guidelines which should be followed by all workers, have been drawn up regarding the following areas:

- Working Alone - see lone working policy
- Manual handling/lifting
- Work-related stress

17 MONITORING

To check DCH working conditions and ensure safe working practices are being followed, the DCH Operations Committee will make periodic spot checks of specific risk areas which have been identified.

There will be an annual review of the Health and Safety Policy (including risk assessments).

The persons responsible for investigating accidents are the DCH Operations Committee Chair and the DCH Chair.

The persons responsible for investigating work related causes of sickness absence are the Volunteers' director/ DCH Safeguarding Officer and DCH Operations Chair.

The persons responsible for acting on the findings of the investigation to prevent recurrence are the DCH Operations Committee and DCH Chair.

Droxford Community Hub CIC (DCH)

HEALTH AND SAFETY POLICY

18 GENERAL

- (a) All thoroughfares, exits and gates must be left clear in case of emergency.
- (b) Corridors, stairs and fire exits must not be blocked by furniture or equipment.
- (c) Cars must not be parked near to the site such as to cause any obstruction or hazard.
- (d) Hazards or suspected hazards or other Health and Safety matters should be reported to the DCH Operations Chair or the DCH Operations Committee immediately or as soon as practical, so that action can be taken. If the hazard is of a serious nature immediate action must be taken to protect the area or clear the area to prevent injury to staff or other users.

DCH requests that this Policy is respected, a copy of which will be available on demand.

19 APPROVAL

Approved by:.....(Name)

Signed..... Date

(Chair of DCH)

20 REVIEW

The effectiveness of this policy and associated arrangements will be reviewed at least biennially in response to new legislation, policies or guidance or specific demand and feedback, under the direct supervision of the DCH Board of Directors.

Date of next review: June 2028