



Birmingham Child Contact Centre

Health & Safety Policy

STATEMENT OF INTENT

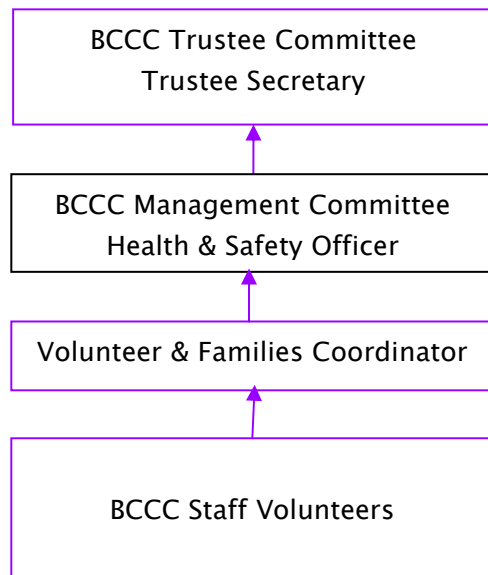
1. Birmingham Child Contact Centre (BCCC) is committed to ensure the health, safety and welfare of its volunteers/staff, its service users, and other persons who may be affected by its activities. BCCC shall ensure that the requirements of the Health and Safety at Work etc. Act 1974 and other relevant statutory provisions are carried out so far as reasonably practicable. In particular BCCC will, so far as reasonably practicable, provide:
 - a. Premises which are well maintained and in a safe condition.
 - b. Environments that are safe and without risk to health.
 - c. Equipment and systems of work that are safe and without risk to health.
 - d. Arrangements to identify and assess/minimise risk to volunteers/staff, service users, and others who may be affected by BCCC's activities.
 - e. Sufficient information, instruction, training and supervision to ensure the health and safety of volunteers/staff, service users, and others who may be affected by our activities.
 - f. Adequate facilities and arrangements to enable volunteers/staff to be consulted on any matter relating to their health, safety and welfare whilst performing their duties.
2. The implementation of this policy will be regularly monitored to ensure that the objectives are being achieved. The policy will also be reviewed and if necessary revised to reflect any changes in organisational or legislative requirements.

ORGANISATION

Ultimate responsibility for health and safety lies with Birmingham Child Contact Centre (BCCC) Trustee Committee who will ensure that adequate resources are made available to achieve the aims set out in this policy statement. The person responsible for the co-ordination of Health & Safety matters is currently the Health & Safety Officer within the Management Committee but is ultimately responsible to the Trustee for Secretarial Duties (Charity Secretary).

The successful implementation of this policy requires total commitment from all persons within the charity. Each individual has a legal obligation to take reasonable care of his or her own health and safety, and the safety of other people who may be affected by his or her acts or omissions.

1. Line of Reporting



2. Health & Safety Responsibilities

Trustee Committee & Management Committee

1. BCCC's Trustee Committee and Management Committee are responsible for ensuring that this Health & Safety policy is followed by all volunteers/staff. Current Trustee responsible for Health & Safety is the Charity Secretary (see Policy Book - Emergency Contacts for name and number) who delegates authority to the Health & Safety Officer who is a member of the charity Management Committee.
2. The Charity Secretary is currently responsible for approving any action recommended by risk assessments undertaken by the Health & Safety Officer and or Volunteers & Families Co-ordinator.
3. The Charity Secretary is currently responsible for investigating any accidents with the Health & Safety Officer that have been reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

Edgbaston Community Centre where BCCC is located has responsibility for carrying out a fire risk assessment and emergency procedures, and for informing BCCC of such procedures.

BCCC's Health & Safety Officer (See Policy Book - Emergency Contacts for name and number)

- a. is responsible for co-ordinating Health & Safety matters for the Charity.
- b. has responsibility for ensuring this policy is put into practice at the Contact Centre.
- c. Responsibility for carrying out risk assessments as appropriate including an assessment into the risk associated with pushing and pulling of loads.
- d. Responsibility for reporting the findings of all risk assessments to the Management Committee / Trustee Committee who will also approve any action required to remove or control risks.
- e. Responsibility for ensuring the action required is implemented and that these actions have removed or reduced risks.
- f. Responsibility for carrying out periodic formal active monitoring to check workplace precautions continue to work effectively.
- g. Responsibility for reviewing risk assessments annually or when the work activity changes, whichever is soonest.
- h. Responsibility for:
 - identifying all machinery and equipment requiring maintenance;
 - ensuring effective maintenance procedures are drawn up and implemented;
 - ensuring that all identified maintenance is implemented.
- i. Responsibility for checking that new machinery and equipment meets health and safety standards before it is purchased.
- j. Responsibility for checking that new chemicals or substances can be used safely before they are purchased.
- k. Responsibility for identifying all chemicals or substances that are a hazard and would require a risk assessment.
- l. Responsibility for investigating accidents, incidents, near misses and cases of work-related ill health for the Organisation following the investigation procedure and will act on findings to prevent a recurrence.
- m. Responsibility for providing induction training for volunteers/staff and consulting with volunteers/staff on Health & Safety issues – this may be via an agenda item at management meetings.
- n. Responsibility, in collaboration with the Volunteers & Family Coordinator / Duty Coordinator and Team Leaders, to organise emergency evacuation procedures and fire drills, together with the positioning and use of all relevant appliances.

Session Team Leader

Session Team Leaders have responsibility for recording all accidents, incidents, near misses and cases of work-related ill health in the accident book and for reporting accidents under RIDDOR – another volunteer/staff member will be nominated for this in the absence of this person.

All Centre staff / volunteers (including the staff mentioned above)

- a. Responsibility for co-operating with all supervisory levels on health and safety matters.
- b. Responsibility for not interfering with anything provided to safeguard their health and safety.
- c. Responsibility for taking reasonable care of their own health and safety, complying with any rules or regulations in place and any safe systems of work.
- d. Responsibility for using equipment in accordance with instructions and training provided, not intentionally damaging or recklessly interfering with anything provided for the health and safety of themselves or others
- e. Responsibility to check that workplace precautions continue to work effectively to reduce risk.
- f. Responsibility for reporting on all health and safety concerns to the Volunteers & Families Coordinator / Duty Co-ordinator, Safety Officer or Management Committee as appropriate.
- g. Responsibility for reporting any accidents, incidents, near misses and cases of work-related ill health to the Volunteers & Families Coordinator / Duty Co-ordinator / Safety Officer or alternative volunteer/staff member, if the nominated person is not available.
- h. Responsibility for following regulations regarding security.
- i. Responsibility for ensuring that any visitors and users of the Contact Centre are made aware of emergency procedures and are supervised during an emergency evacuation.
- j. Responsibility for undertaking training as required.

Any volunteers/staff failing to comply with these principles will be subject to disciplinary action, which could lead to dismissal or other actions deemed appropriate.

ARRANGEMENTS

1. Emergencies

Fire and evacuation

BCCC Trustee Committee in conjunction with Contact Centre premises staff are responsible for ensuring that a fire risk assessment is undertaken and implemented for the charity. That there is a fire procedure which all volunteers/staff and service users of the Contact Centre are made aware of, which takes into consideration the sensitive nature of a Contact session.

Emergency evacuation will be tested every 12 months. This is the responsibility of The Health & Safety officer

In the event of a fire, fire extinguishers should only be operated by a volunteer who has been trained in their correct use. The Volunteers & Families Coordinator / Duty Co-ordinator shall ensure that each team includes one volunteer trained in the correct use of fire extinguishers.

Volunteers must acquaint themselves with the locations of both Fire exits and Fire alarm points.

Volunteers must participate in any fire drill.

Bomb alert

The Volunteers & Families Coordinator / Duty Co-ordinator is responsible for ensuring that a bomb alert risk assessment is undertaken and implemented for the Contact Centre. This may involve setting an assembly point 100 metres from the Centre and opening all windows before evacuation.

Security of Staff / Volunteers and Contact Centre users

The Volunteers & Families Coordinator / Duty Co-ordinator / Health & Safety Officer are responsible for ensuring that a security risk assessment is undertaken and implemented for the Centre Volunteers/Staff and Contact Centre service users.

In collaboration with the premises Caretaker, the last person to leave the premises must ensure that, where practicable windows are closed, appliances and lights are switched off and doors are locked. Volunteers should request identification from any visitor that they do not recognise; if they appear suspicious, they should report to the Volunteers & Families Coordinator / Duty Co-ordinator and if necessary, call the police.

All Contact Centre users will be registered on BCCC's Attendance Form / data base having first been risk assessed by referrals coordinator using information gathered from the referral form and other relevant sources, Solicitors, CAF/CASS, social services etc.

When the contact centre control system – Entrisys is in operation, all contact centre service users and volunteers/staff will be issued with a BCCC identity card/code. No party shall be admitted to the Contact Centre unless the team leader is satisfied they have the relevant authority to be admitted.

4. Accidents

A Paediatric based First Aid kit is kept at the Contact Centre. It will contain:

- Assorted sterile adhesive dressings (plasters).
- Medium sterile dressings.
- Large sterile dressings.
- Sterile eye pads.
- Triangular bandages.
- Safety pins.
- Disposable gloves.
- Advice leaflet.

Remember that there is no definitive list and each kit should reflect what it would be used for. For example, ensure that you have some small dressings and plasters if there is the possibility of using it for children.

© EMERGENCY AID Reference Guide (St John Ambulance)

All accidents, incidents, near misses and cases of work-related ill health are to be reported to the Volunteers & Families Coordinator / Duty Co-ordinator (or nominated person in the absence of the Volunteers & Families Coordinator / Duty Co-ordinator) and recorded in an accident book. The Health & Safety Officer / Volunteers & Families Coordinator / Duty Co-ordinator or other nominated person is responsible by law for reporting serious accidents, diseases and dangerous occurrences under RIDDOR.

(See the *Health and Safety Responsibilities* section for duties relating to the investigation of accidents).

This policy is reviewed and if necessary, updated annually.