



FRIENDS OF THE FAMILY WINCHESTER LIMITED

HEALTH AND SAFETY POLICY

STATEMENT OF INTENT

Friends of the Family believes that the health and safety of children and their families, staff and volunteers are of paramount importance. We are committed to promoting their safety and wellbeing.

AIM

We aim to make children, parents, staff and volunteers aware of health and safety issues and will minimise hazards and risks.

INSURANCE COVER

We have Public Liability insurance (£10m) and Employers' Liability insurance (£10m). The certificate for Public Liability insurance is displayed in the Friends of the Family office. The Trustees review the levels of cover on an annual basis.

GENERAL SAFETY

- We recognise and accept that it is our duty to protect the health and safety of all users of our services, including staff, temporary workers, volunteers and service users, as well as any members of the public who may be affected by our services.
- We will comply with the requirements of all current health and safety legislation.
- This policy, along with other Friends of the Family policies, is shared with new staff and volunteers as part of their induction/training. It is given alongside a clear explanation of health and safety issues so that all adults can adhere to our policy and understand their shared responsibility for health and safety. It is the duty of staff and volunteers to take reasonable care of themselves and other people's welfare and to report any situation that may pose a threat to the wellbeing of any other person.
- Roles and Responsibilities for health and safety will be defined, as necessary, within job descriptions and/or as outlined in this policy.
- Health and safety issues are shared with families so they understand the potential risk that may arise during an activity or event. Reminders are given as appropriate.
- Health and Safety is raised at quarterly team meetings and the board of trustees will be provided with an update at each board meeting highlighting any accidents or incidents that take place during the previous quarter.
- Regular health and safety training is offered to staff and volunteers as necessary.

RISK ASSESSMENT

- The objective of assessing risk is to identify whether an activity can be made safe enough for it to be suitable for Friends of the Family to undertake.
- Risk Assessments should account for all types of potential risk to health and safety including physical, mental and emotional risks.
- All outings and activities will be subject to a risk assessment in addition to a dynamic risk assessment in situ.

REPORTING PROCEDURES

- All staff/volunteers are responsible for reporting any accident or incident as soon as possible with all the relevant details (e.g. time, place, circumstances, names and addresses of any witnesses).
- For the 5s to 13s Befriending Service,
 - all accidents or incidents must be logged in the volunteer diary and reported to the Project Manager. The volunteer should inform the parent(s) if the accident requires first aid or if the child is distressed.
 - The project manager will maintain an accident / incident log and follow up as necessary with the parents and Operations Director.
 - Where first aid is required or if there is a significant incident an Accident and Incident Form (Appendix A) must be completed and the Operations Director notified.
- For Mums and Young Children Group
 - All accidents or incidents must be logged on the accident and incident log and the Project Manager notified.
 - It is the responsibility of one of the Mums and Young Children staff team to make the mums aware at the end of the session.
 - Where first aid is required or if there is a significant incident an Accident and Incident Form (Appendix A) must be completed and the Operations Director notified.
- For Individual Counselling
 - For any incidents that arise when a member of staff is undertaking one-to-one counselling the Operations Director should be immediately notified and an Accident and Incident Form completed.
- Health and Safety incidents will be reviewed in quarterly team meetings and a summary of incidents/accidents will be shared with trustees at board meetings.
- The Operations Director will report and investigate accidents, incidents and near misses to drive improvement in its health and safety management. Any lessons learned from such events will be used to take corrective action to prevent recurrences.
- In the event of a staff incident the Trustee appointed to the project, or the Chair of Trustees, must be notified.

SAFEGUARDING

- Safeguarding is of paramount importance to Friends of the Family and we have a clear Safeguarding and Protection Policy and Code of Behaviour which should be read in conjunction with this policy. It is mandatory that all staff, volunteers, trustees and service users are fully aware of it.
- Any safeguarding concern or suspicion must be raised immediately to the project manager or Designated Safeguarding Officer.
- All staff and volunteers have a clear enhanced DBS in place before engaging with children and all DBS certificates are reviewed and renewed every three years.
- All children are supervised by adults at all times.

MEDICAL CONDITIONS

- If a volunteer or staff member is under medical supervision for a condition that might require emergency specialist treatment e.g. epilepsy/diabetes, it is the responsibility of that person to let the Project Manager or Operations Director know prior to any involvement with a service user.
- If a service user is under medical supervision for a condition that might require emergency specialist treatment e.g. asthma/epilepsy/severe allergy this will be included in a risk assessment and the appropriate emergency procedures will be shared with all adults supporting them.
- All medical information is kept secure and confidential in line with our data protection policy.

SUBSTANCE USE

- On no occasion should a staff member or volunteer report for work/meetings under the influence of alcohol or illicit drugs. This will result in the staff member/volunteer being sent home and disciplinary action may be taken.
- The main office premises are substance free. Alcohol or drugs must not be brought on to the premises.
- Staff/volunteers must not smoke (including e-cigarettes and vaporisers), use drugs or alcohol while at the main office premises or when out with a service user.

WORK-RELATED HEALTH

- Friends of the Family will assess its occupational health risks and will inform all staff of the occupational health risks that affect their work. We will take action to prevent, reduce or control occupational health risks to an acceptable level and reduce the potential for ill health, including assessing all its people's fitness for work. This includes offering regular supervision to staff and volunteers who are supporting the families.
- From time-to-time staff and volunteers may be required to deliver items to families for example Christmas hampers. Manual Handling Guidelines must be considered and appropriate procedures carried out in order to reduce the risk of any manual handling injury.
- Friends of the Family will monitor health and safety among its staff to satisfy health and safety legislation.

DIGITAL SCREEN EQUIPMENT (DSE)

- Staff working with Digital Screen Equipment (DSE) should follow relevant health and safety guidance (see, for example, www.hse.gov.uk/msd/dse). Friends of the Family has a responsibility to provide adequate working equipment and training on the use of DSE in order to minimise any potential negative impact on the health and safety of staff.
- Staff using DSE for long periods daily should have an annual eye test. Friends of the Family will pay up to £50 towards the cost of an eye test.

OFFICE MANAGEMENT AND SAFETY

- Staff are responsible for keeping the office clean, tidy and free of clutter.
- It is prohibited to reveal entry or door codes to unauthorised people within or outside the organisation.
- It is prohibited to lend office keys to unauthorised persons.
- It is the responsibility of the person or people leaving the premises to ensure no visitors are left inside, lights are turned off, all electrical appliances are turned off and the door securely locked.

FIRE REGULATIONS

- We will only use premises for our charitable purposes that conform to current standards and requirements relating to fire safety.
- We will ensure that there is a fire risk assessment in place for the office and will engage with the Quaker Meeting House to facilitate this.
- We will ensure that any venues used outside of Friends of the Family have a comprehensive fire procedures and insurance cover in place. These fire procedures and policies in place will be followed should the need arise.

ELECTRICAL EQUIPMENT

- The use of electrical equipment must be in accordance with the manufacturer's instructions and warranties.
- A visual check of electrical equipment should be undertaken regularly. Any electrical equipment found to be defective will be immediately taken out of use until it is professionally repaired or replaced.
- Portable Appliance Testing will be organised by The Meeting House and undertaken by a qualified electrician. Staff members are responsible for ensuring that their devices are PAT tested when organized.
- All electrical equipment should be turned off at the plugs by the last person to leave the office each day, in particular the electrical heaters and kettle.

FIRST AID

- There will be a minimum of one member of staff trained in First Aid and ideally one staff member from each service. The staff member will be responsible for taking charge should an emergency situation arise.
- There is a first aid box located in the office, which must be kept stocked by the designated first aider.

- Relevant first aid kits should be taken to any activities arranged by the charity and returned to the office immediately thereafter.
- Within the Mums and Young Children group there will be a minimum of one staff member trained in Pediatric first aid.
- Relevant first aid training with an accredited provider will be offered to all volunteers on an annual / biannual basis.
- For the Mums and Young Children Group, we will also offer volunteers the opportunity to undertake pediatric first aid training.

TRANSPORT

All those who use their personal vehicle for Charity business must:

- Hold a clean driving license and update us with any changes to it.
- Ensure that their vehicle is properly maintained and has the correct level of insurance, particularly with regard to the carriage of passengers.
- Staff and volunteers must not use their mobile phone whilst driving.
- Any staff who use their vehicle for business purposes, in particular driving children / families to activities must have business insurance for their vehicles. With prior agreement from the Operations Director, this cost will be covered by the charity and can be claimed back through the expense's procedure.

HEALTH AND SAFETY OFF THE PREMISES

Staff who work from home

- All staff who work from home in front of a DSE should take reasonable steps to ensure that their home set up reflects the Health and Safety guidance outlined within this policy.
- Friends of the Family have a duty of care towards all staff. All staff who work from home with more than 50% of their time in front of DSE, may require additional kit and equipment to comply with the relevant health and safety guidance. Additional equipment, for example, monitors and keyboards can be requested from Friends of the Family.
- Any equipment provided by Friends of the Family for use in a staff member's home remains the property of the charity and must be looked after responsibly. All items provided must be returned when the staff member leaves.
- Staff working from home must take reasonable steps to ensure their wellbeing, for example regular breaks in line with health and safety guidance.

Home Visiting

We have agreed procedures for home visiting to ensure that all staff and volunteers who undertake home visits are kept safe. Please refer to our Lone Working Policy, in particular to Appendix 1 'recommendations for home visiting'.

Outings and visits

We have agreed procedures for the safe conduct of outings organized by Friends of the Family for children and volunteers:

- An earlier site visit to the location of the outing will be made by a member of staff and a risk assessment will be completed.
- Staff will take a fully charged mobile phone with a list of the key telephone numbers with them on all outings.
- Emergency contact details for staff, volunteers, children and their parents participating in an outing are kept by Project staff/volunteer throughout the duration of the trip. An additional copy will be kept at the Friends of the Family office for reference.
- Staff will always take a First Aid kit, water, supplies of tissues and wipes on outings.
- Children/ volunteers going on the outings will be provided with detailed joining instructions at least two weeks in advance of the outing detailing what to bring.
- When undertaking an outing with school-aged children without their parents we endeavor to ensure a ratio of one adult to two children.

This policy was reviewed and approved at Friend of the Family trustee meeting on April 23rd, 2025.

Review Date: July 2026

Appendix A
Health and Safety Accident and Incident Report Form



Accident or Incident			
Name of person reporting incident			
Role			
Please give details of the incident / cause for concern (including who, where, when, what, how)			
Date the accident or incident occurred			
Signed		Date	

Follow up			
Carried out by			
Position			
Please give details of the investigation and findings			
Recommended Preventive Actions			
Signed		Date	

Further steps/ recommendations			
Carried out by			
Role			
Signed		Date	