

Community Association for West Hampstead (CAWH)

HEALTH AND SAFETY POLICY & PROCEDURE May 2025

Statement of Policy:

The Community Association for West Hampstead (CAWH) recognises and accepts its health and safety duties as an employer for providing a safe and healthy working environment so far as is reasonably practicable for all its employees, under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997 and the Management of Health and Safety at Work Regulations 1999, RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013) (all as amended) and other relevant legislation.

The Building occupied by CAWH is occupied on the ground floor by Sington Nursery.

Policy Objectives:

CAWH will take all reasonable, practicable steps to meet its responsibilities, paying particular attention to the provision and maintenance of:

- a safe place of work and safe access to and egress from it;
- a healthy working environment;
- plant, equipment and systems of work that are safe;
- safe storage/use of substances.
- sufficient information, instruction, training and supervision to enable all employees and volunteers to avoid hazards and contribute to their own safety and health at work;
- emergency procedures – evacuation in case of fire or other significant incident.
- reasonably practicable safe arrangements for protection against risk to health and safety of the general public or other persons which may arise from CAWH's activities;
- making specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen;
- providing information to other employers whose workers are on CAWH's premises of any risks to which those workers may be exposed.

Management Responsibilities:

- The Centre Manager is responsible for ensuring that the safety policy is carried out and that responsibilities for safety, health and welfare are properly assigned and accepted at all levels.
- The Centre Manager is responsible for ensuring all staff, hirers, sessional workers, contractors and volunteers are given a copy of the Health and Safety Policy and Procedures, and agree to comply with its requirements
- The Health and Safety Representative appointed by the Board of Trustees is: David Richards.

- To check working conditions, and ensure safe working practices are being followed, the Centre Manager is responsible for investigating accidents and work-related causes of sickness absence and for reporting on these to the appropriate authorities and the Board of Trustees.
- The Board of Trustees is responsible for investigating findings to prevent a recurrence.
- A risk assessment is carried out annually.

Employee Responsibilities:

It is the duty of all employees under Section 7 of the Health and Safety at Work Act 1974 to take reasonable care for the lives of themselves and others who may be affected by their acts and omissions. Every employee **MUST**:

- familiarize themselves with the Health and Safety Policy and comply with it
- take care of his/her safety whilst at work;
- sign the visitor's book and ensure that all people visiting CAWH also sign.
- 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 CAWH.
- comply with all safety instructions;
- co-operate with the Board of Trustees so as to enable it to carry out its responsibilities successfully;
- not willfully misuse nor interfere with any item provided in the interests of health, safety or welfare;
- report to the Centre Manager or to David Richards at the earliest opportunity injuries, accidents or dangerous occurrences at work including those involving the public and participants in activities organised by CAWH. 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.

Procedures for Visitors to and Contractors of CAWH:

- **VISITORS:** On arrival all visitors should find the appropriate member of staff or host user/hirer of the building. This person will take responsibility for their visitors and assist in their evacuation from the building during an emergency or arrange help in the event of an accident.
A visitor's book in the first-floor corridor must be signed by everyone and they should also sign as they leave the premises.
- **STAFF, SESSIONAL WORKERS, VOLUNTEERS, HIRERS:** should sign the visitor's book and ensure that all people visiting CAWH also sign.
- **CONTRACTORS WORKING IN THE BUILDING:** Report any concerns relating to your own safety or suspected unsafe working practices by the contractors to the Centre Manager or David Richards.

Accidents, first aid and work-related ill health:

FIRST AID:

- The person responsible for First Aid for CAWH's premises is the Centre Manager. The Centre Manager and the Deputy Manager are trained as first aiders.
- Where no member of staff is available who is a first aider, the hirer is responsible for first aid during the period of hire.
- First Aid Boxes are provided in the following locations:
 - Kitchen.
 - Office.The contents are reviewed monthly by the Centre Manager on 1st each month. All usage and each check should be recorded in a booklet inside the boxes. The boxes contain bandages and dressings, but must not be used to store medicines of any kind.

ACCIDENTS & WORK-RELATED ILL-HEALTH:

- In this context 'accident' includes any dangerous occurrence or 'near-miss'.
- Anyone who experiences an accident in the CAWH must record it in the Accident Book in the First-Floor corridor and hand it in to the Administration Office. This is an essential step to help prevent future accidents.
- If injury has occurred First Aid should be made use of (see above).
- In the event of an injury or illness to anyone on CAWH's premises, call for a member of staff or ring for an ambulance directly. To call an ambulance, dial 999 and ask for "ambulance".
- All accidents and work related illness must be reported to the Centre Manager or David Richards as soon as practicable.
- If someone has an accident at CAWH or while carrying out work for CAWH, the First Aider might recommend a medical examination to ensure there are no complications. If the casualty decides not to have a medical examination, they must sign a waiver stating that they have decided not to have a medical examination and that this is at their own risk.
- Injury resulting from an act of violence will be reported immediately to the police.
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) place a duty on CAWH to report to the Camden environmental health department any fatal accident, major injury, dangerous occurrence, notifiable infectious disease or any accident-causing incapacity for more than three days or for hospitalisation for 24 hours or more.
- Anyone who sees a potentially dangerous object of any kind on the premises should report it so that steps can be taken to prevent an accident.
- The Centre Manager and David Richards will investigate incidents and accidents and provide a written detailed report for the Board of Trustees of CAWH to consider the actions necessary to prevent a reoccurrence.

Use of computer screens – eye and eyesight tests

CAWH complies with Health and Safety (Display Screen Equipment) Regulations 1992 (as amended).

- This applies to all employees who use computers as a regular, substantial and required part of their job. On a discretionary basis the policy might be extended to long term volunteers.
- Identified computer users should arrange to have their eyes tested in the event that they feel this is necessary or after an interval recommended by their optician. The test will be paid for by CAWH provided the person takes the required form for the optician to fill in. After the test, the receipt and the completed form are passed to the line manager (the Chair in the case of the Centre Manager) for expenses claim. The form will be put in the relevant personnel file.
- CAWH will pay for any 'corrective appliances' (ie, basic glasses or lenses) specifically required for computer screen work. Under the regulations this means that CAWH only has to pay for glasses or lenses which are used solely for work on the computer and not for any other purpose such as reading. This is not likely to happen except in rare circumstances and will cover the cost of basic glasses or lenses only.
- Anyone in doubt about whether they should claim anything for new glasses should ask their line manager (the Chair in the case of the Centre Manager).

Workstations

- A workstation in this context is the desk, chair, computer and any other equipment and the immediate environment in which a person works.
- Any trailing wires constitute a hazard. Any person who is aware of a trailing wire anywhere in CAWH should report it. Arrangements will be made to remedy this as soon as practicable.
- A swivel chair on five castors with adjustable height is provided in each workstation. When working at a computer the height of the chair should be adjusted so that the worker is comfortable. Ideally the forearms should be about horizontal while using the keyboard. Wrist rests are available on request. Feet must be supported so that the underside of the worker's thighs are not pressed against the edge of the chair (potentially causing circulatory problems). Foot rests are available on request for any worker whose feet do not reach the floor comfortably.
- Computer monitors should be at a height which the worker finds comfortable and which should not involve uncomfortable bending of the neck. The keyboard and screen must be positioned directly in front of the operator so that no sideways bending of the waist, shoulders or neck is required. Monitors must be positioned so that there are no distracting reflections or direct glare on the screen. In general it is best to avoid having monitors facing windows. But where this is unavoidable the venetian blinds (provided in all offices) should be used to eliminate glare and reflection from the windows.

Equipment

- CAWH complies with the Provision and Use of Work Equipment Regulations 1998.
- CAWH accepts responsibility for ensuring that all equipment is in a safe condition. Electrical equipment is tested by a qualified electrician periodically as

required by the Electricity at Work Regulations 1989. Some equipment is dangerous if not used correctly (eg, guillotine, shredders). Every person is responsible for following safety instructions in the use of equipment. If in doubt ask the Centre Manager.

- Hirers and sessional workers will be trained in the use of the internal and external lift?

INTERNAL LIFT

- A platform lift is provided for use by wheelchair users and others who have difficulty using stairs to travel from the ground floor to the first floor.
- Signs are provided at the ground floor, the first floor and inside the lift to state that it should never be used unless another person is in the building and about how to call it and to use it.
- When the lift gets stuck with someone in it, they will follow signs to press the alarm. The other person in the building is to call the Centre Manager or the person acting in their absence, who will arrange for the lift to be put back into motion or, if this is not possible, will open the doors and contact the Fire Brigade so the latter can get the people in the lift out.
- The lift has signs on the top and the bottom door to stress that it is not to be used by any child without an adult.

EXTERNAL LIFT

- A platform lift is provided outside the CAWH entrance in Dornfell Street.
- This is only for use under supervision and is kept locked at all other times.
- A bell is provided for anyone to ring a member of staff/ hirer / sessional worker who will then come down to unlock and to assist the wheelchair user to enter the building.

OFFICE & OTHER EQUIPMENT

- Electrical equipment must not normally be opened or tampered with in any way. Computers may only be opened by appropriately experienced employees after advising the Centre Manager who will ensure that safety precautions are being taken in accordance with the manufacturer's instructions.
- Anyone who becomes aware of any damage to a piece of equipment (which might have occurred accidentally while using it) must report it immediately to the Centre Manager.
- No one is permitted to remove a safety device from a piece of equipment. To do so would initiate a disciplinary procedure for the protection of all employees at CAWH.
- Files, boxes and other objects must not be left under desks as these can obstruct free movement of the legs as well as preventing cleaning.
- Cupboards and shelving are provided as far as practicable to avoid the need to leave things on the floor. Using shelves above shoulder height is potentially dangerous and steps or 'kick-stools' (provided on the first floor) should be used.

Hazardous substances

CAWH complies with the Control of Substances Hazardous to Health Regulations 2002 (as amended) (COSHH)

- As employers, CAWH recognises that different people react differently to contact with different substances. Our policy is that no one in the office should have their health compromised even temporarily by inhalation, ingestion or skin contact with any substance. People who are aware that they are allergic to or have a low tolerance of any substances used in the office should report this to their line manager so that appropriate working arrangements can be made.
- Any solvent based products (eg correcting fluid, adhesive) must be stored with bottle tops screwed tightly in a closed cupboard. When in use the bottles should be opened for the minimum amount of time and only in a properly ventilated area.
- Areas around printers and photocopiers should be kept well ventilated as they emit ozone when in operation. No one is expected to work at a photocopier for more than one hour twice a day. Toner cartridges for both photocopiers and laser printers are stored safely and only changed by experienced and competent people.
- Cleaning fluids are stored in the cleaning cupboard on the middle corridor. Generally they are used only by the cleaning contractors. These substances must be used only in strict accordance with the manufacturer's instructions and the doors are locked.
- No one is expected to work in a room or area while structural alterations or redecoration are in progress.
- Hazardous substances are included in the risk assessments so that steps can be taken to minimise any risks.

Manual handling

CAWH complies with the Manual Handling Operations Regulations 1992 (as amended).

- Workers should not attempt to lift or move any object where there might be a significant risk of injury.
- Training in manual handling issues and techniques is available to employees whose jobs do involve moving objects such as equipment or boxes or publications or stationery.
- Manual handling operations are included in the risk assessments so that appropriate steps can be taken to reduce the risk of injury.

Hygiene and tidiness

CAWH engages a cleaner to clean the premises regularly and empty waste bins. Any shortcomings should be reported. The cleaner's contact details are kept in the office.

TOILETS

- Toilets are cleaned four times a week by the cleaner.

KITCHEN

- Kitchen hygiene is essential to a healthy workplace. The cleaners will clean the sinks, worktops, outside of appliances and floors. They will not do the washing up of hirers and other users.
- It is the responsibility of users to ensure the kitchen is kept clean and tidy.

PASSAGEWAYS & STAIRWAYS.

- All thoroughfares, exits, gates and common areas must be kept free of obstruction at all times.
- Corridors, stairs and fire exits must not be blocked by furniture or equipment
- No item, even a piece of paper, should ever be placed on stairs as this can be the cause of a serious accident.
- Cupboards in corridors are to be kept locked.

GENERAL

- No item should be left on the floor in a position where it could cause tripping or slipping. Also items on the floor prevent the cleaners from doing their job.
- Fire doors are marked. These must be left closed, but unobstructed so that they can be opened fully. Windows must be securely locked when rooms are not occupied.
- Where repair work needs to be carried out or equipment moved, the obstacle will be clearly marked and cordoned off.

Fire and Explosion

CAWH complies with the Fire Precautions Act (1971 amended in 1997) and the Regulatory Reform (Fire Safety) Order 2005.

FIRE PRECAUTIONS:

- CAWH will comply with requirements for a fire certificate.
- Fire doors are kept closed unless they have a fireguard (which closes the door in the event of fire). All fire doors are to be unobstructed.
- Smoking is not permitted anywhere in CAWH, both to reduce the risk of fire and to ensure a healthy, unpolluted working environment.
- Fire extinguishers are available on each floor and in the main hall. There is a carbon dioxide and water based extinguisher in each area.
- Everyone is advised not to use the extinguishers in circumstances which could endanger themselves or others. The Centre Manager and the Administrator are trained in the use of fire extinguishers.
- The Fire Alarm points, Fire Exits and Emergency Lighting system will be tested by the Centre Manager on a fortnightly basis. A record will be kept of the checks.
- Fire extinguishers, fire alarm systems, fire blankets, secondary lighting systems, to be regularly maintained by a specialist fire engineering firm:

RGE Service
19-21 Roebuck Road
Hainault Business Park
Ilford
Essex IG6 3TU

020 8559 8686

- The maximum number of people who should be allowed in the premises used by CAWH at any one time is 60. In the main hall 50 standing / 40 seated. All staff, hirers and sessional workers will be advised to keep strictly to this maximum.
- The maximum number of people who should be allowed in Sington Nursery's premises at any one time is 30. All staff, hirers and sessional workers using those premises will be advised to keep strictly to this maximum.
- Exit doors are always to be unlocked before the start of any session and kept unlocked until the last person leaves.
- The risk of fire is included in the periodic risk assessments.
- A fire drill will be carried out by the Centre Manager every six months together with Sington Nursery. To ensure the effectiveness of fire drills, staff will not necessarily be given notice. Any visitors in the offices at the time of the drill must also take part in the evacuation.

IN THE EVENT OF FIRE OR EXPLOSION:

- Emergency evacuation is either by the front entrance or by the fire exit in the Hall on the first floor. Signs in various parts of the building indicate the fire exits.
- Persons discovering a fire should sound the nearest alarm.
- The duty of all staff and hirers is to evacuate ALL people from the building by the nearest exit immediately the fire is discovered. However, a person who is disabled and cannot use the stairs without assistance from another, will have a personal emergency evacuation plan (PEEP) explaining that they will be led to the hall or landing (as appropriate) and the Fire Brigade will be called to take them down. An evacuation chair is available for use.
- Notices will be placed in the lobby downstairs to explain that a PEEP is required for anyone who is disabled so that they are aware of the process.
- It will be the responsibility of hirers to ensure that PEEPs (provided by the administrator) are given to anyone with a disability attending their group or class.
- All persons must evacuate the building and, where possible without personal risk, leave all doors and windows closed.
- If possible a member of staff or hirer should take the CAWH Visitors book so that it can be established who is in the building at the time.
- The assembly point for CAWH premises evacuation is in Broomsleigh Street, at the junction with Dornfell Street.
- No one should leave the assembly point without the permission of a member of staff/the hirer / activity leader.
- If a fire occurs the member of staff / hirer / activity leader must call the Fire Brigade immediately by dialling 999 and asking for "Fire". When the Fire Brigade arrives s/he must advise whether all persons are accounted for and location of fire.

Security

- There is a possible threat to the safety of people working at CAWH from intruders. Security of the premises is important to prevent this.
- Door locks must be engaged when the offices are left empty. Master keys will only be given to staff and some Trustees. Hirers and evening activity leaders will

have keys which give access to the front of the building and the room(s) they are hiring.

- During working hours any visitors are let into the building by the staff using the entry phone. It is important that anyone expecting visitors informs staff of their names in advance.
- There is a procedure for staff, hirers and sessional workers to follow if they are alone in the building. The Procedure for Working Alone on the Premises Policy describes this.
- It is the responsibility of staff, sessional workers and hirers to ensure all window and security doors are locked when the property is empty. The member of staff on the premises, responsible for allowing use of any part of the CAWH premises to be used by a contractor, a volunteer or a member of the public, must ensure that windows and doors are locked after use.

Stress

- CAWH recognises that stress at work is generally a significant cause of ill health and a potential cause of increased risk of accident.
- The terms and conditions under which staff are employed are intended to minimise the incidence of stress at work. These terms and conditions are far more favourable to employees than the minima set down by the Working Time Regulations 1998 which entitle workers to a working week of not more than 46 hours and one day off per week (eg Sunday).
- A flexitime system is in operation to enable employees to adjust their working hours to meet family and other needs.
- Risk assessments include consideration of stress and measures to prevent and control it
- Line managers watch for and deal with possible physical, mental, emotional and behavioural indications of stress among their staff in an active, sympathetic manner. It is the line manager's responsibility (the Chair of Trustees in the case of the Centre Manager) to ensure that workers are made to feel they can talk about any stress they might be suffering from without it being interpreted as a weakness or defect on their part. Stress can be the result of a number of causes including poor job design, excessive workload, poor working environment, working relationships and the nature of work. Preventing or mitigating stress is seen as mainly a matter of good management practices and efforts are made to maintain these.

Welfare facilities

- CAWH complies with the Workplace (Health, Safety and Welfare) Regulations 1992
- The offices are provided with individual fans. Staff should use these to provide adequate ventilation and a comfortable working temperature.
- Kitchen facilities are provided, though this is occasionally shared with the staff of Sington Nursery (see Kitchen arrangements above)

Signed on behalf of Community Association for West Hampstead (CAWH)

Agreed at a meeting of the Trustees on 20 May 2025

Date to be reviewed: May 2026

Signed by: Virginia Berridge
Chair