

# York CVS Health and Safety Policy

## General Statement of Policy

It is the policy of York Council for Voluntary Service to comply with the terms of the Health and Safety at Work Act 1974 and subsequent legislation, to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and to provide information, training and supervision for this purpose. York Council for Voluntary Service also recognises and accepts its responsibility to protect the health and safety of all visitors to the workplace (including contractors, temporary staff and any members of the public) who might be affected by our activities. York CVS will also co-operate on health and safety matters with other organisations accommodated within Priory Street Centre or Community House and will ensure that York CVS projects located elsewhere develop an appropriate health and safety policy.

A copy of this policy will be issued to each member of staff. The policy will be reviewed each year along with an annual risk assessment.

The specific arrangements for the implementation of the policy and the personnel responsible are set out within.

## Responsibilities and Arrangements for Health & Safety Management

### THE BOARD OF TRUSTEES

The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, e.g. users, volunteers, members of the public. The Board of Trustees as the employer has overall and final responsibility for health and safety matters at York Council for Voluntary Service and for ensuring that health and safety legislation is complied with.

The Board of Trustees will review the operation of this health and safety policy annually.

### CHIEF EXECUTIVE

The Chief Executive has overall responsibility for ensuring that the health and safety policy is put into practice at York Council for Voluntary Service premises. In particular the Chief Executive will ensure that:

- employees receive sufficient information, training and supervision on health and safety matters
- line managers are aware of their responsibilities to their staff and volunteers

- risk assessments covering fire risk, safer systems of work, personal safety and assessments of hazardous substances are undertaken and the results written up and made available to all employees
- accidents are investigated and reported to the Board of Trustees.
- there are arrangements in place to monitor the maintenance of the premises and equipment
- there are adequate arrangements to liaise and co-operate on health and safety matters with York Council for Voluntary Service tenants.
- that York Council for Voluntary Service accepts its responsibility for the health and safety of its employees based at other locations.
- ensure that those responsible for Health and Safety issues have the resources to carry out their work effectively.

### COMPETENT PERSONS

The Chief Executive will appoint from amongst the York Council for Voluntary Service employees, at least two "competent persons" as defined in the Management of Health and Safety at Work Regulations 1993. Competent persons will report to the Chief Executive and will assist in assessing the health and safety risks to York Council for Voluntary Service employees and devising and applying measures to improve health and safety. The Chief Executive will ensure that the competent persons have adequate time, information, training and resources to undertake their task.

*The competent persons at the time of issuing this policy statement are: Roger Newton, who is responsible for Health and Safety matters concerning Community House and Kenny Lieske, who is responsible for Health and Safety matters at Priory Street Centre. York CVS Project Managers are responsible for Health and Safety at other locations.*

### FIRE OFFICERS

York Council for Voluntary Service will appoint two Fire Officers who shall receive appropriate training. At the time of issue of this policy the Fire Officers are

*Matthew Langhorn and John Stevens*

The responsibilities of Fire Officers will be to:

- meet on a regular basis with each other and the Priory Street Centre Manager
- be instructed on potential fire hazards and the use of fire fighting equipment
- ensure the regular testing of fire alarms and fire drills
- assist with the efficient evacuation of staff, tenants and visitors.
- liaise with the Fire Brigade and Priory Street Centre Manager at the assembly point.
- ensure all staff and tenants are aware of the fire alarm and fire drill.

## FIRST AIDERS

At the time of issuing this policy the employees who have undertaken a recognised training course are:

*Colin Stroud, Jim Melvin (Qualified First Aiders)*  
*Roger Newton, Kenny Lieske and Julie Sharp (First Aid appointed persons).*

*Roger Newton and Kenny Lieske* will ensure that all first aid boxes are kept in the correct place, contain the items laid down in the Code of Practice and Guidance Notes published by the Health and Safety Executive and all are regularly restocked.

A first aid box can be found in the following locations:

Library Area of Community House (maintained by Roger Newton)

York CVS Reception Area, Priory St Centre (maintained by Kenny Lieske)

Baby Changing Room, Priory St Centre (maintained by Kenny Lieske)

Kitchen in Priory Street Centre Nursery Block (maintained by Kenny Lieske)

## HEALTH AND SAFETY WORKING GROUP

As part of this policy York Council for Voluntary Service will establish a Health and Safety Working Group, which shall comprise of the following:

*Colin Stroud (Chief Executive)*  
*Roger Newton (Information and Development Manager)*  
*Kenny Lieske (Priory Street Centre Manager)*  
*Matthew Langhorn (Priory Street Centre Caretaker)*  
*One Member of the Board of Trustees*

The Working Party will have the following terms of reference:

- to monitor the implementation of the York Council for Voluntary Service Health and Safety Policy including Risk assessments.
- to monitor and review all health and safety incidents and make recommendations where appropriate.

All employees have the responsibility to co-operate with the Chief Executive and the Board of Trustees to achieve a safe and healthy workplace and to take reasonable care of themselves and others.

Employees must not intentionally or recklessly interfere with anything provided for their health, safety and welfare. Serious breaches of the Health and Safety Policy and rules (e.g. misusing equipment, deliberately putting someone else's safety in danger) will be dealt with through York Council for Voluntary Service Disciplinary Procedure.

Whenever an employee notices a health or safety problem which they are unable to put right, they must immediately inform their line manager.

Health, safety and welfare matters may be raised by any employee at staff meetings or directly with their line manager at any time.

## RISK ASSESSMENT

York CVS Health and Safety Working Group will ensure that a competent person carries out risk assessment in accordance with the 1992 Management of Health and Safety at Work Regulations and the Approved Code of Practice (ACOP). This risk assessment will be written up and be made available to all staff.

The written risk assessment will be reviewed and updated annually to ensure it covers all employees against all risks, and to ensure that any action identified as needed in the risk assessment has been carried out. The risk assessment will also be updated every time that there is a major change in working practices. The risk assessment will cover all York CVS employees, wherever they may be based, and will cover all aspects of their work.

York Council for Voluntary Service will conduct an individual risk assessment for any employee under the age of 18. This assessment will specifically take into account the young person's possible lack of awareness of existing or potential risks. York Council for Voluntary Service will conduct individual assessments for lone workers, which take account of personal safety. York CVS will offer individual risk assessments to any members of staff who show or report symptoms of stress

York Council for Voluntary Service will ensure that new employees and volunteers receive information on health and safety as part of their induction. York Council for Voluntary Service will organise training for employees and volunteers on health and safety matters as appropriate, including: general health and safety training, first aid, manual handling, fire safety and risk assessment.

York Council for Voluntary Service will also organise training for appropriate use of equipment and any special training needed to ensure safe systems of work.

If employees and volunteers consider they have health and safety training needs they should inform their line manager.

## Building Maintenance

York Council for Voluntary Service has a responsibility to provide a safe and healthy environment for staff and volunteers.

The Caretaker will be responsible for liaising with the Priory Street Centre Manager to ensure that any repairs are carried out swiftly with the minimum of disruption.

All York CVS staff are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reported to *Roger Newton* (Community House) or *Kenny Lieske* (Priory Street Centre).

## Good Housekeeping

All Priory Street Centre public rooms should contain a site plan, which clearly indicates emergency exits and fire call points.

Those who hire rooms shall be required to meet all conditions relating to the granting of the Priory Street Centre Public Entertainment Licence, Stage Play or other licences. Nothing shall be done which will endanger the users of the building and the policies of insurance relating to it and its contents.

Gangways must be kept clear from obstructions and materials must be stored in safe areas. Under no circumstances must goods or materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment.

### SMOKING

All York CVS premises are non-smoking.

### OVERCROWDING

York CVS will avoid unhealthy and overcrowded working conditions, and will consult staff on any changes in office layout. Public meeting rooms shall not exceed their legal capacity.

Main Hall 200

Denham Room 100

Knavesmire Room 40

Micklegate Room 30

### VENTILATION

York CVS will endeavour to provide a well-ventilated workplace in which staff have control over their local level of ventilation.

### TEMPERATURE

In office workplaces a minimum temperature of 16°C must be maintained, Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provided in a conspicuous place and in such a position as to be easily seen. York Council for Voluntary Service will do all in its power to ensure reasonable temperatures in the workplace at all times.

### LIGHTING

Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible.

## NOISE

Most York CVS staff work within an open plan office and therefore a certain level of noise is unavoidable, however York Council for Voluntary Service will endeavour to ensure that noise is kept to as low a level as is practicable.

## OFFICE ATMOSPHERIC POLLUTANTS

Office equipment such as photocopiers and printers can emit pollutants into the atmosphere. York Council for Voluntary Service will take reasonable precautions in ensuring that these levels are kept as low as is possible. Employees will not be expected to work in enclosed spaces with equipment that emit atmospheric pollutants. Spaces where these pollutants are present shall be kept well ventilated.

## EQUIPMENT STORAGE AND USAGE

Equipment must not be left lying around but must be suitably stored. No wires must be left trailing across floors. Except in emergencies, and with the permission of the Chief Executive, no paraffin, bar electric or calor gas fires will be used at York CVS premises.

## ELECTRICAL EQUIPMENT

Only skilled people should carry out building maintenance such as electrical work. No staff should endanger themselves or others by carrying out such work.

Broken, ineffective or damaged electrical equipment must be reported to the Priory Street Centre Manager.

Staff should never perform unsafe practices such as: jamming wires in sockets with matchsticks or nails, improvising a junction box, running power tools from lamp sockets etc.

York Council for Voluntary Service shall ensure all portable electrical appliances and equipment is periodically inspected and tested for compliance with *The Electricity at Work Regulations (Health and Safety Act 1974)*

Priory Street Centre and Community House tenants are responsible for their own Portable Appliance Testing, however York CVS shall maintain all electrical circuits and internal fittings such as sockets.

## GAS APPLIANCES

York Council for Voluntary Service is responsible for the safe running and annual maintenance of all gas appliances. York CVS shall ensure that all boilers are serviced to CORGI standards and that a Landlords Gas Safety Certificate covers gas appliances in Community House.

## LIFTS

The Priory Street Centre Manager holds copies of manufacturers' detailed instructions on the maintenance of lifts, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

## Welfare Arrangements

### TOILETS AND WASHING FACILITIES

York CVS will seek to ensure that suitable and sufficient toilets and washing facilities are provided for all staff in accordance with the minimum requirements of Health and Safety legislation. Each toilet will be in a separate, lockable room.

Washing facilities will include a supply of clean hot and cold water, soap and suitable means of drying.

### DRINKING WATER

An adequate supply of drinking water will be provided for all staff.

### REST AREA

York CVS will provide all staff with seating in a rest area, where they may rest during normal work breaks. This is located behind the reception area. Suitable rest facilities will be provided for pregnant employees.

### HOURS OF WORK

York Council for Voluntary Service employees should not work excessively long hours, and should take adequate breaks for meals and rest as indicated in the York CVS 'Conditions of Service Handbook'.

## Personal Safety

### OFFICE SECURITY

It is in the nature of York Council for Voluntary Service work that staff or volunteers may, on occasions, find themselves in potentially dangerous situations whilst on York CVS business. The following policy is concerned to minimise the risk to people working for York CVS.

Staff or volunteers who are working on their own should not allow access to casual visitors who have no appointment (except in the case of the library).

Such callers should be encouraged to make an appointment.

Where staff are dealing with an individual but feel uneasy about being alone with him or her they have the right to refuse to make an appointment or give access if it would put them in that position.

York Council for Voluntary Service recognises the possibility of attacks by extremists. Appropriate training and measures to deal with such threats will be arranged as necessary.

### AWAY FROM NORMAL WORKPLACE

Staff who are going to be away on York CVS business should make it clear to reception staff where they will be, how long for and how they can be contacted, if possible.

If in the course of a trip away from the office plans change significantly, this should be communicated back to the office.

Staff should make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

### HOLDING OR CARRYING MONEY OR VALUABLES

Large amounts of cash, over and above petty cash should not be kept on York CVS premises. Visits to the bank should not be at a regular time.

Under no circumstances should staff put themselves at risk on account of York CVS property. If money is demanded with threats it should be handed over.

### REPORTING AND RECORDING

All incidents (or threats) of aggression or violence towards a member of staff or volunteer, or their family/friends, should be reported to management and recorded. Employers have a responsibility to provide a safe working environment. Staff should report any current or potential situation at work, which is a threat to personal safety. Talking about fear and other problems related to aggression or harassment are not marks of failure but good practice. A serious incident, even if it results in no physical harm, may cause feelings of fear, panic or despair, which can carry on long afterwards. The management of York CVS recognises this and will be disposed to provide whatever support, counselling or time off work seems appropriate.

## Visual Display Equipment

### GENERAL

It is the policy of York CVS to comply with the law as set out in the Health and Safety (Display Screen Equipment) Regulations 1992.

York CVS will conduct health and safety assessments of all workstations staffed by employees who use VDU screens as part of their usual work. All workstations must meet the requirements set out in the Schedule to the Regulations. Appropriate seating must be available to all users. Staff will take regular breaks (at least 10 minutes away for every hour at the screen). Short frequent breaks are more satisfactory than occasional longer breaks.

## EQUIPMENT

Appropriate materials and equipment will be supplied to promote the safe use of VDU equipment.

## MAINTENANCE

The Office Administrator will hold copies of manufacturers' detailed instructions on the maintenance of machinery, and will ensure that maintenance contracts are adhered to and, where appropriate, renewed.

## EYESIGHT TESTS

Where any member of staff is experiencing eyesight problems attributable to their work with VDUs she/he will be entitled to have an eyesight test paid for by York Council for Voluntary Service. Where a test shows that as a result of work with York CVS VDUs a member of staff needs to purchase glasses. York CVS will pay for these. An optician must provide evidence and complete the appropriate form, which staff should obtain from York CVS Finance Department. At the time of issuing this policy, any such payment for corrective lenses in a basic frame is restricted. This excludes those normally used for purposes other than work with VDUs. Staff can obtain full details concerning conditions of payment from their line manager

## WRULDS/RSI

Work Related Upper Limb Disorders (also known as Repetitive Strain Injury) are often associated with keyboard work. It is the intention of York CVS, by following best advice to provide VDU/keyboard equipment and furniture, which help prevent the development of these musculoskeletal disorders. Staff however should contribute to their own safety and welfare by:

- avoiding sitting in the same position for long periods
- adjusting equipment and furniture to appropriate/comfortable positions
- taking a rest break from VDU work (at least 10 minutes away every hour).

## Fire Safety

### GENERAL

It is not only the responsibility of the Fire Officers, but of all staff to be aware of fire hazards, to know the location of fire exits and the assembly point. Everyone must know the fire drill instructions, and these will be part of the induction process for all new staff and volunteers.

Access to escape doors, extinguishers and other fire fighting equipment must not be obstructed and all Fire Officers will be instructed on their use.

## FIRE DRILLS

The Fire Officers are responsible for carrying out Fire Drills and will arrange at least two each year. The York CVS Fire Officers are responsible for ensuring that staff are aware of the evacuation procedures. The Fire Officers have the power to remove obstructions from fire exits. The Fire Officers should liaise with the Priory Street Centre Manager after each evacuation to review the success or otherwise of the evacuation and to make recommendations for improved practices.

The Fire Officers shall test the fire alarms and emergency lighting system at regular intervals. York CVS staff will be notified of any testing taking place during office hours. All tests, fire drills and training will be recorded by the fire officers in a logbook provided for this purpose. The fire alarm and lighting system will be inspected and tested annually by a qualified electrical engineer. Fire fighting equipment will be inspected and maintained by an approved engineer.

Visitors to Priory Street Centre and Community House and all York CVS staff, tenants, including volunteers, must be made fully familiar with the escape routes and the appropriate assembly points.

## General

### UNIVERSAL HYGIENE CONTROLS

York CVS Caretaker will ensure all areas are kept clean and tidy, including toilets and washbasins.

York CVS shall provide disposal bins for sanitary products and ensure that they are emptied and sanitised regularly.

### FIRST AID AND ACCIDENT REPORTING

In all York CVS premises First Aid provision will be available at all times in an appropriate and accessible First Aid Box.

At least two employees will receive appropriate first aid training.

All new employees, staff and tenants will be told as part of their induction of the location of first aid equipment and the employees who have received first aid training.

A record of all first aid cases treated will be kept in the Accident Book, which is kept at Priory Street Centre Reception.

All employees must report incidents, which resulted or nearly resulted in personal injury to themselves or others, to their line manager and the Priory Street Centre Manager and make sure the accident is recorded in the Accident Book.

It is the responsibility of the Priory Street Centre Manager to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.

The Priory Street Centre Manager is responsible for reporting incidents, which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the City of York Council.

### CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

Under the 1992 COSHH (Control of Substances Hazardous to Health) Regulations employers have a duty to make an assessment of the risks related to hazardous substances e.g. chemicals, noxious fumes etc. In accordance with the Approved Code of Practice this assessment will be carried out and written down by a nominated competent person appointed by the York CVS Health and Safety Working Group. Following this assessment, in accordance with the Approved Code of Practice (ACOP) York Council for Voluntary Service will:

1. In the first instance take action to remove any hazardous substances
2. If this is not possible then action shall be taken to find a substitute for the hazardous substance
3. If this is not possible such substances shall be enclosed within a safe environment
4. If none of the above is possible then protective equipment will be issued to ensure the safety of staff.

### MONITORING

If for any reason a member of staff has to be exposed to a possibly hazardous substance, levels of exposure will be monitored.

At all times levels of ill-health related to exposure to hazardous substances at work will be monitored.

### SUBSTITUTION AND PROTECTION

All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available they should be used. If there is no way of avoiding use of a hazardous substance, then staff must use the substance in an enclosed, ventilated environment away from other workers, and use proper protective equipment, which shall be made available by York CVS.

### MANUAL HANDLING

York CVS employees should avoid manual lifting where at all possible. However, employees may occasionally be required to manually lift and handle loads. Correct manual lifting and handling reduces the effort required and prevents strain and risk of injury.

The most likely occurrences of manual handling for York Council for Voluntary Service employees are :-

- the receipt and storage of stationery orders

- moving paper records into archive storage
- rearranging the office furniture and equipment
- handling loads at outside events organised by York CVS employees.
- handling loads at conference or other events at Priory Street Centre

All employees should use aids, which are available to reduce the risk of injury, e.g. sack trolley, lifts.

Employees should not put themselves at risk by attempting to lift heavy loads which could be divided into smaller quantities. The assistance of other employees should always be sought for moving large quantities or for lifting heavy and awkward loads. When lifting in a team take instructions from one person only.

Any employee feeling a strain should stop immediately and record the incident in the Accident Book. To continue may result in more serious injury.

## STRESS MANAGEMENT

York Council for Voluntary Service recognises that stress at work is a serious issue and will do all it can to eradicate problems relating to stress at work. In particular York CVS will

1. Ensure close employee involvement, particularly during periods of change.
2. Give opportunities for staff to contribute to the planning and organisation of their own jobs.
3. Ensure staff have work targets that are challenging, but reasonable.
4. Implement effective policies and procedures for dealing with bullying and any form of harassment
5. Encourage good communications between staff and management.
6. Promote the maintenance of a supportive culture in the workplace.
7. Where appropriate, take into consideration an employee's personal problems/problems at home.
8. Ensure employees avoid working long and unsocial hours.

York CVS will ensure that all policies, working practices, conditions of employment etc. do not contradict with the above statement.

Employees should become aware of the causes of stress, and ensure that they do not work in a way that could cause them to suffer an increase in stress, nor cause an increase in stress on others.

Employees must respect other members of staff, and ensure that interpersonal conflicts are avoided or dealt with sensibly.

Employees must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.

Employees should participate with the York CVS intention to maintain a co-operative, supportive workplace environment.

If an employee is suffering from stress at work, they should discuss this with their line manager or the Chief Executive at the first opportunity. Where practicable and reasonable, York CVS will seek to provide assistance to the employee.

## **Further Information**

### CONTACTS

City of York Council Environmental Health Department, 9 St Leonard's Place  
Tel: 01904 613161

Health and Safety Executive  
Maritime House, 1 Linton Road, Barking, Essex IG11 8HF. Tel: 02085945522

### INFORMATION

Further information regarding Health and Safety regulations and good practice guides can be obtained from York CVS reception.

This policy was agreed March 2002 and **Reviewed September 2004**