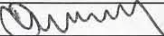

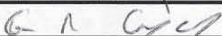



HEALTH AND SAFETY POLICY

Statement of general policy		Responsibility of	Action / Arrangements
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities		Ben Murphy (Chair of Trustees), Simon Heys, Albert Biggs, Rose Gregory (Trustees)	Relevant risk assessments completed and actions arising out of those assessments implemented. Risk assessments are reviewed annually, or earlier if working habits or conditions change
To provide adequate training to ensure employees are competent to do their work		Rose Gregory (Trustee and Cafe manager)	Staff and volunteers given necessary health and safety induction and provided with appropriate training (including working at height and electrical safety) and personal protective clothing/equipment is provided. We will ensure that suitable arrangements are in place to cover employees and volunteers engaged in lone working both at, and away from, the main company site.
To engage and consult with employees and volunteers on day-to-day health and safety conditions and provide advice and supervision on occupational health		Rose Gregory (Trustee and Cafe manager)	Staff and volunteers routinely consulted on health and safety matters as they arise but also formally consulted at regular health and safety performance review meetings or sooner if required.
To implement emergency procedures – evacuation in case of fire or other significant incident.		Ben Murphy, Simon Heys, Albert Biggs, Rose Gregory	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.
To maintain safe and healthy working conditions, provide and maintain equipment and machinery, and ensure safe storage / use of substances.		Ben Murphy, Simon Heys, Albert Biggs, Rose Gregory	Toilets, washing facilities and drinking water available. Systems in place for routine inspections and for ensuring that action is promptly taken to address and defects. PAT testing of electrical equipment is carried out annually. Staff and volunteers trained in safe handling/ use of substances as per COSHH guidelines.
Health and Safety law poster is displayed:		In the office at Lifelong Learning Centre	
First Aid box		is located in the kitchen	
Accidents and ill health at work are reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences regulations)		Blank copies of accident record sheets are located in the red folder in the Lifelong Learning Centre office. Completed copies are kept secure in the Donnington Partnership filing cabinet in the store room	
Incident / Near miss record		An 'incident/ Near miss' record book is located in the kitchen premises and recorded incidents are responded to and recorded in the same book accordingly.	
Signed: 		Signed: 	
Print name: B. MURPHY		Print name: BIGGS	
Signed: 		Subject to review, monitoring and revision by Donnington Partnership Trustees annually or sooner if work activity changes	
Print name: R. GREGORY			
		Signed:  Print name: S. HEYS	
		Date: 25/9/2013	



RISK ASSESSMENT

Donnington Wood Community Cafe, Lifelong Learning Centre, St Matthews Road, Donnington Wood. Telford TF2 7RB



What are the hazards?	Who might be harmed and how?	What are we already doing?	Risk rating* L, M or H	What further action is necessary?
Fire <i>Burns, inhalation of smoke, death</i>	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> Fully serviced fire alarms Fire extinguishers accessible and regularly checked Regular fire drills and alarm test (Building) Personnel aware of evacuation procedures Fire exits marked/kept clear Building employees trained as Fire Marshall's 	L	<ul style="list-style-type: none"> Identify potential fire hazards and take steps to reduce risk e.g. turn off electrical items when not in use. Regularly check escape routes, fire doors and stairways <p>Ensure sufficient people on premises are trained Fire Marshall's.</p>
Bomb Threats <i>Explosion</i>	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> Notes available on procedures 	L	<ul style="list-style-type: none"> Not allowing unauthorised people into the building. Awareness of unauthorised and cold-call visitors in the building. Awareness of procedures.
Standard and Emergency Lighting <i>Headaches, eye strain, slips, trips, falls</i>	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> Lighting can be monitored if necessary, and can be a part of the DSE assessments. Emergency lighting to interior and exterior of building is provided. Any faults reported to Facilities Management. 	L	Scheduled cleaning / maintenance of light fittings and diffusers.
Ventilation <i>Illness, back problems, tiredness, poor performance, sore eyes, overheating</i>	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> The building has opening windows, which are all fitted with blinds. Fans and dehumidifier is available. Kitchen is well-ventilated. Any faults reported to Facilities Management. 	L	<ul style="list-style-type: none"> Regular checks of windows and blinds. <p>Faults reported to Facilities Management for repair.</p>
Slips, Trips and Falls	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> Slipping on wet and dry substances Tripping over trailing cables Tripping over/slipping on rugs/mats, miscellaneous objects, rubbish, food waste Slipping or tripping due to poor lighting. Slippery surfaces Change from wet to dry floor surface Changes in level of floor, slopes Unsuitable footwear 	L	<p>Maintain good house keeping.</p> <ul style="list-style-type: none"> ➤ Report findings of poor housekeeping – ensure objects, rubbish and spillages are cleared up promptly and contractors activities managed. <p>Keep all areas well lit, including stairs.</p> <ul style="list-style-type: none"> ➤ Improve lighting levels and placement of light fittings to ensure more even lighting of all floor areas. ➤ Add high visibility tread nosing (ie white/reflective edge to step). <p>Ensure Items are not left on stairs, causing tripping hazard</p> <p>Walk ways kept free of trailing cables.</p> <ul style="list-style-type: none"> ➤ Position equipment to avoid cables crossing pedestrian routes, use cable covers to securely fix to surfaces.

				<ul style="list-style-type: none"> ➤ Use of cordless tools to avoid trailing cables. ➤ Route cables so they don't present a tripping hazard. <p>Doormats provided at boundaries between wet and dry floor surfaces.</p> <p>Anti-slip absorbent matting at entrances.</p> <ul style="list-style-type: none"> ➤ Ensure mats won't slip and do not have curling edges. <p>Deliveries are stored away promptly.</p> <p>Spillages are cleaned up promptly and the means to do this is readily available. <i>(Specify where spill kit is kept)</i></p> <ul style="list-style-type: none"> ➤ Clean spills up immediately, if a liquid is greasy, make sure a suitable cleaning agent is used. ➤ After cleaning the floor can be wet for some time; dry it where possible. Use appropriate barriers/signs to tell people the floor is still wet and arrange alternative bypass routes. ➤ Carry out cleaning tasks at a time when fewest people are at risk e.g. last thing at night. <p>Hazard identification cones used to warn others if hazard unavoidable</p> <p>Uneven flooring identified and repaired.</p> <p>Hand rails to flights of steps or ramps.</p> <p>Employees & volunteers wear appropriate footwear for environment and task, particularly with the correct type of sole.</p> <p>Employees & volunteers provided with safety footwear if the risks cannot be adequately controlled by other means.</p> <p>The HSE have a useful tool to help you assess and control slippery surfaces: http://www.hse.gov.uk/slips/sat/index.htm</p>
Furniture Layout, Obstructions, Worn Floors <i>Knocks, slips, trips, falls</i>	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> • General daily housekeeping. 	L	Report any faults immediately with Facilities Management.
Confined spaces/storage areas	All employees and volunteers	<ul style="list-style-type: none"> • Materials and equipment not in regular use is securely stored at safe height for size/bulk & weight • Appropriate low-level steps are available to retrieve or replace items on shelving • Door stops and adequate lighting available in storage areas 	L	Staff and volunteers reminded of safe working practices, manual handling and using door stops to maintain visibility by others.
Use of Electrical Equipment, Access to	All employees and volunteers	<ul style="list-style-type: none"> • Staff and volunteers trained in the use of equipment 	L	<ul style="list-style-type: none"> • Ensure PAT checked on a 6 monthly basis as per requirements.

Electricity <i>Electric shock</i>		<ul style="list-style-type: none"> All equipment is PAT tested. Any faults reported to Management, and faulty equipment not used until repaired. Written guidelines on the use of electrical equipment is adhered to by staff and volunteers. 		<ul style="list-style-type: none"> Users are requested to check the stickers on the electrical items under their use.
Use of Kitchen Equipment <i>Burns, scalding, food poisoning</i>	All employees and volunteers	<ul style="list-style-type: none"> Correct use of all appliances and equipment. Correct positioning of all mobile appliances All kitchen staff and volunteers are supported by a trained person in health and safety and food safety until formal training takes place. Staff and volunteers receive opportunities to gain basic food safety and health and safety. Trained staff and volunteers work as part of a team. Separate risk assessments carried out for kitchen hazards No unauthorised users allowed in kitchen area. 	M	<ul style="list-style-type: none"> Staff and volunteers to be reminded of safe working practices. Staff and volunteers to undertake basic health and safety and food safety training as soon as is possible following employment in the cafe.
Manual Handling of Equipment <i>Manual handling injuries</i>	All employees and volunteers	<ul style="list-style-type: none"> Trolley available Work in pairs if necessary Facilities Management services available if required. Deliveries are stored away immediately. Handling avoided where possible. Manual handling trained personnel provide basic guidance to un-trained staff and volunteers. 	L	<ul style="list-style-type: none"> Assess whether there are any employees or volunteers that require a full manual handling course. Ensure that training courses are undertaken by those that need them. Awareness of staff and volunteers likely to handle deliveries and equipment.
Food safety: <ul style="list-style-type: none"> Cross-contamination Cleaning Chilling Cooking Management 	All employees and volunteers	<ul style="list-style-type: none"> Senior personnel are trained to Level 2 or 3 in Food Safety in Catering. Safer food, better business food standards agency methods are followed with each personnel knowing the safe methods for all the tasks they do. 	L	All staff and volunteers are trained and supervised in all safe methods that are relevant to the job they do.
Transport of food and goods	All employees and volunteers	<ul style="list-style-type: none"> Appropriate containers are used for transportation purposes Food safety guidelines relating to un-chilled and hot food are adhered to Manual handling guidelines followed 	L	<ul style="list-style-type: none"> Ensure that all drivers who transport food hold a full driving license and are insured for business use. Persons transporting food have basic manual handling awareness are trained in appropriate food safety methods.
Workload/Work Organisation <i>Pressure of work, stress, illness, abuse, injury</i>	All employees and volunteers	<ul style="list-style-type: none"> Regular managerial support/supervision. 6-monthly Personal and Professional development reviews take place for employees Volunteers have freedom for respite when they choose. Support obtained from the appropriate volunteer referral agency Access to Occupational Health & Safety for advice. 	L	<ul style="list-style-type: none"> Discussions with Manager as needed. Issues discussed at PPD's. Roles, responsibilities and tasks can be altered to accommodate volunteers needs.
Angry/Irate Customers or Threats	All employees, volunteers, lone	<ul style="list-style-type: none"> Senior personnel have undertaken personal Safety training 	L	<ul style="list-style-type: none"> Ensure senior staff and volunteers have completed their Personal Safety course.

<i>Stress, personal safety</i>	workers.	<ul style="list-style-type: none"> Complaints procedure in operation. All personnel are aware on how to handle difficult customers or situations. 		<ul style="list-style-type: none"> Complaints guidance available to those who need it. Training needs assessed through support and supervision.
New starters <i>Injury</i> <i>Personal safety</i>	All employees, volunteers, new starters	<ul style="list-style-type: none"> All potential new starters are checked against the T&W council's Personal Safety Precautions register Induction on first morning using the 'Induction form', which is signed and kept in H&S folder. New starters are supervised within the workplace at all times. A DBS check is carried out, where appropriate, after 4-6 weeks. 	L	
<i>Accidents/incidents to employees, volunteers, customers and visitors</i>	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> Accident/incident procedures in place. Relevant forms are kept at cafe premises. Completed forms are kept in secure storage Accidents/incidents automatically trigger revision of risk assessment concerning the task where the accident /incident occurred. 	L	Employees and staff reminded to notify line manager/ competent persons of all incidents/near misses and accidents so that the appropriate forms and reviews can be completed.
Staff and volunteers working with children and vulnerable adults	All employees and volunteers	<ul style="list-style-type: none"> All employees and permanent volunteers receive a DBS check Employees and volunteers to attend Child Protection and Vulnerable Adult training. Employees and volunteers to attend Personal Safety training. Child and Vulnerable adult policy and procedures in place. 	L	<ul style="list-style-type: none"> Ensure all staff attend the required training. Ensure all staff and volunteers are aware of the child and vulnerable adult policies and procedures Specific concerns to be discussed with the line managers and building staff.
Staff Taking Monetary Payments	All employees and volunteers	<ul style="list-style-type: none"> Cash Handling procedures to be issued to staff. Personal Safety guidance given. 	L	Specific concerns to be discussed with line manager.
Off Site Trips	Volunteers	<ul style="list-style-type: none"> Reputable companies to be used i.e. Britannia, Elcox, AT Brown. Appropriate insurance cover in place. Arrangements in place to ensure safe return home of volunteers. Use of buddy-system if required. 	L	
Leased premises used by the cafe (Lifelong Learning centre, Donnington)	All employees, volunteers, customers and visitors	<ul style="list-style-type: none"> Health & safety procedures in place. 	L	Use of in/out register/ communication system.
Off-site work	Employees and volunteers providing external catering service	<ul style="list-style-type: none"> Personal Safety guidance for all. Lone working guidelines distributed to all personnel. Name, address and contact telephone number obtained of destination. 	L	<ul style="list-style-type: none"> All personnel have signing in/out systems within office. Avoid lone working if possible <p>All personnel have a 'buddy' to check if they don't return on time.</p>
Lone Working	All employees and volunteers.	<ul style="list-style-type: none"> Use of phones Lone working guidelines. Personal safety guidance. 	M	If working in the building alone, all personnel are aware not to let members of the public into the building.

Risk rating system*

SEVERITY			PROBABILITY	
outcome	example	score	outcome	score
MINOR	Bruising, minor cuts, mild irritation to skin or eyes	1	Unlikely (e.g. no previous history)	1
SERIOUS	Loss of consciousness , burns, broken bones, injury or condition resulting in 3 or more days absence	2	Possible (e.g. similar incidents have happened in the past)	2
MAJOR	Permanent disability, major notifiable injury or disease	3	Probable (e.g. same situations have happened in the past)	3
FATAL	DEATH	5	Highly probable (e.g. has occurred recently here or in another organisation)	5

Probability score x Severity score = Risk Rating total

Risk rating total

1-4 low risk

5-10 medium risk

15-25 high risk

****Specialist assessments will be need for:** fire, hazardous substances, significant manual handling tasks, computer workstation users (DSE), nursing or expectant mothers, working at height, noise and use of personal protective equipment.