



## Health and Safety Policy (incorporating Lone Working Procedure)

### 1. General Statement of Policy

- 1.1. The Blackdown Support Group (BSG) has a comprehensive Health and Safety Policy and is bound to abide by the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999. This Act lays down certain duties on all employees, volunteers and Trustees. The duties are to take care of their own safety and that of other employees, volunteers and visitors, and to co-operate with the Trustee Board and its officers to enable it to carry out its responsibilities. The Trustee Board is committed to ensuring Health and Safety in all activities of BSG.
- 1.2. In particular employees and volunteers have a duty to:
  - 1.2.1. Work safely, efficiently and without endangering the health and safety of themselves, their colleagues or any other person who has a right of access to the organisation's premises at any time.
  - 1.2.2. Adhere to safety procedures laid down by the BSG from time to time and conform to all instructions given by those with a responsibility for Health and Safety
  - 1.2.3. Record all accidents, near miss occurrences and hazardous situations in the Health and Safety Accident Book and report to the designated person.
  - 1.2.4. Meet any other statutory safety obligations including those laid down in Section 8 of the Act which states "no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions".

### 2. Organisation and Responsibilities

#### 2.1. Trustee Board

Overall and final health and safety responsibility within the organisation lies with the Trustee Board.

- 2.1.1. The Trustee Board shall, at its first meeting after the Annual General Meeting appoint one Designated Trustee who will take responsibility for drawing to the attention of the Trustee Board, employees and volunteers any Health and Safety matters that need to be discussed and or acted upon.
- 2.1.2. The Trustees of the charity have a general responsibility to ensure a safe working environment.
- 2.1.3. The Policy will be fully reviewed every year and will be subject to approval by the Trustee Board.

## **2.2 The Designated Trustee**

The Designated Trustee shall be given delegated responsibility for ensuring that the Health and Safety Policy is carried out within the organisation. In particular, the Designated Trustee will be given delegated responsibility for:

- 2.2.1. Carrying out periodic safety inspections in the offices utilised by the BSG .
- 2.2.2. Ensuring employees are provided with suitable seating and appropriate workstations
- 2.2.3. Ensuring that floors and aisles are kept clear of trailing wires, equipment, stationery etc as far as practicable
- 2.2.4. Ensuring that the general fabric of the offices, including office items and equipment used by employees is appropriately maintained.
- 2.2.5. Investigating and reporting accidents, incidents and near misses (see Appendix 1)
- 2.2.6. Ensuring the relevant “Health and Safety Law” poster is displayed in the Blackdown Support office
- 2.2.7. Making employees and volunteers aware of alarm systems in the building and the procedures in the event of fire
- 2.2.8. Ensuring employees and volunteers have a copy of this Policy and understand its contents
- 2.2.9. Drawing to the attention of the other Trustees, Manager, employees and volunteers any new legislation on health and safety relevant to the BSG
- 2.2.10. Informing the Trustee Board of any matters they are unable to attend to personally, or which require wider discussion.
- 2.2.11. In conjunction with the Manager, keeping this Policy under constant review to reflect any changes in legislation.

## **2.3. Employees and Volunteers**

It is incumbent upon employees and volunteers to co-operate with safe systems of work and follow any instructions or advice given and reasonably seek to avoid any situation that may result in an accident or incident.

The BSG has a Health and Safety Accident Book located in the office and all accidents or incidents, no matter how small, must be recorded as soon as practical after the incident (see Appendix 1).

All employees and volunteers have a responsibility to:

- 2.3.1. Read and fully understand the BSG’s Policy Statement and the procedures to be carried out in the event of an emergency, which will be provided to them in summary form in literature issued at induction. If there is any doubt about the meaning, clarification must be sought from the Designated Trustee.
- 2.3.2. Co-operate with the Trustee Board and the Manager as appropriate to achieve a healthy and safe workplace and to take reasonable care of themselves and others
- 2.3.3. Report within 24 hours to the Manager, or any employee deputising for the Manager or acting in a managerial capacity (referred to below as the deputy manager), any accident occurring either on or off any BSG premises whilst acting on behalf of the BSG. In the event of a more serious incident it should also be reported by the Manager or deputy Manager to the Designated Trustee.
- 2.3.4. In addition to reporting accidents or incidents, it is equally important to report near misses and potential hazards so as to enable preventive action to be taken before any actual incident or near-miss occurs

**2.3.5.** Bring to the notice of the Designated Trustee any potentially dangerous circumstances that they are unable to put right themselves.

## **2.4 Volunteers and employees under the age of 18**

2.4.1. BSG has not historically made use of young volunteers but, mindful of its obligations under UK Equality legislation, will seek to ensure that any volunteers under the age of 18 will be accorded an appropriate level of protection.

2.4.2. In so doing, BSG will ensure compliance with the provisions of the Health and Safety (Young Persons) Regulations 1997. The procedures to be followed are at Appendix 2

## **3. Accidents, near-miss occurrences and hazardous situations**

**3.1.** BSG will ensure that all accidents, incidents and near-misses are recorded and, where appropriate, investigation will take place to establish the facts and implement measures that prevent or mitigate harm from similar occurrences in future (See Appendix 1).

## **4. Personal Safety and Lone Working**

### **4.1. Principles**

4.1.1. BSG recognises that, in providing its services, its employees and volunteers will, from time to time, be working alone.

4.1.2. BSG commits to minimising risk to employees and volunteers working alone by undertaking comprehensive risk assessments (see Appendices 3 and 5)

### **4.2. Risk Assessment**

4.2.1. BSG undertakes to assess the risks to Health and Safety associated with all its activities on a rolling basis, and particularly when there is any change in its activities or the premises used for delivery of its services.

4.2.1.1. In pursuit of this objective BSG will perform a review of Health and Safety using the checklist at Appendix 4 on an annual basis.

4.2.1.2. A register of risk assessments in use by BSG indicates the status of current risk assessments and whether they need revising. (See Appendix 6)

## **5. Stress Management**

**5.1.** Stress at work, whether paid or voluntary, is a serious issue and is treated as such by the Trustee Board. The BSG will do all it can to eradicate problems relating to stress incurred fulfilling the services provided by its employees and volunteers.

**5.2.** The responsibility for reducing stress at work lies with both the employer and employee or volunteer. All parties should be aware of the common causes of stress and should take all reasonable steps to avoid working in a way which could cause them to suffer an increase in stress themselves, or contribute to an increase in stress on others.

**5.3.** If an employee or volunteer is suffering from stress through their contact with the BSG they should discuss this with the Manager or a Trustee at the first opportunity. Where practicable and reasonable the BSG will seek to provide suitable assistance to the employee.

## **6. Policy Development**

**6.1.** The Designated Trustee and the Manager will seek, where possible, to consult with volunteers and employees about the effectiveness and practicability of existing procedures and, where appropriate, will revise and update them.

**Review date:** January 2026

**Approved by Trustees on:** 21<sup>st</sup> April 2026

A handwritten signature in black ink, appearing to be 'C. C. C.', written in a cursive style.

**Signed by Chairperson:**

**Next Review Date:** January 2027

## **APPENDIX 1 Procedure for reporting accidents, incidents and near misses**

1. In the event of an accident, serious incident or near miss incident, whilst acting on behalf of the BSG whether occurring on or off any BSG premises, it must be reported within 24 hours to the Manager, or any employee deputising for the Manager or acting in a managerial capacity (referred to below as the deputy manager),
2. The BSG has a Health and Safety Accident Book located in the office and all incidents, no matter how small, must be recorded as soon as possible after the incident.
3. In the event of a more serious incident it should also be reported by the Manager or deputy Manager to the Designated Trustee.
4. Employees or volunteers should also bring to the notice of the Manager and the Designated Trustee any potentially dangerous circumstances that they are unable to put right themselves.
5. The Manager (or deputy Manager) must consider, in consultation with the Designated Trustee, whether an incident is reportable under the terms of the Reporting of Injuries, Diseases or Dangerous Occurrences Regulations (RIDDOR) see <https://www.hse.gov.uk/riddor/>
6. If the incident is deemed reportable under the Regulations, a report must be made by the Manager or Designated Trustee to the Health and Safety Executive (HSE) within 10 days.
7. If the incident is not deemed to be reportable, the Manager and / or the Designated Trustee will undertake an investigation. They will routinely question
  - a. the person reporting the incident,
  - b. anyone else affected by the incident
  - c. any witnesses.
8. Where it is considered likely that the incident is the result of a criminal act it will be necessary to inform the police.
9. Insofar as it is possible to do so, the cause(s) of the incident will be determined. If it is considered that the incident was a result of avoidable causes, measures must be put in place to ensure that such situations will not occur in future. This might include, but is not limited to:
  - a. Revised procedures
  - b. Training
  - c. Provision of equipment.
10. A report will be issued to the Board of Trustees no later than the second Board meeting following the incident.

## Appendix 2 Procedure relating to Young persons under the age of 18

- 1 Volunteers under the age of 18 will be closely supervised at all times by a responsible adult (A responsible adult is defined as someone with parental responsibility or an employee or volunteer who has undergone enhanced DBS clearance (see 7 below) appointed by the BSG.
- 2 Tasks assigned will be suitable for the volunteer's age, maturity, and abilities, and will not place them at risk of harm.
- 3 Written consent must be obtained from a person with parental responsibility? before any volunteer under 18 begins supporting BSG activities.
- 4 Parents/guardians will receive information about the nature of the tasks, supervision arrangements, and potential risks.
- 5 Young volunteers will only be involved in safe and age-appropriate activities, such as assisting with community events, light administrative tasks, or supported social visits.
- 6 All young volunteers will receive an appropriate induction, including guidance on health and safety, safeguarding, confidentiality, and who to contact if they have any concerns.
- 7 The welfare of young volunteers is paramount. All adults (apart from those with parental responsibility) supervising under 16s must have an up-to-date DBS check (enhanced where required) and safeguarding training in line with BSG policy.
- 8 Any safeguarding concerns will be managed in accordance with the **Blackdown Support Group Safeguarding Policy** ( <https://blackdownsupportgroup.org.uk/wp-content/uploads/2025/05/Safeguarding-Policy-and-Procedure.pdf> ) and reported to the Designated Safeguarding Lead.
- 9 **BSG** will ensure that volunteering hours are reasonable, do not interfere with education, and comply with relevant child employment and safeguarding guidance.
- 10 Adequate breaks and rest periods will be provided, and young volunteers will never be expected to work in isolation.
- 11 The inclusion of volunteers under the age of 18 will be reviewed regularly to ensure that activities remain appropriate, safe, and beneficial to both the volunteer and the Group.

## **Appendix 3 Procedures for ensuring safety when working alone**

1. Employees and volunteers should give priority to their own personal safety and comfort. The BSG does not knowingly accept referrals of people with a history of violence but other people or animals within the household may pose a risk.
2. Employees and volunteers should continually make their own assessment of the situation. If a person is, or appears to be, aggressive or intoxicated, they should not enter the premises, or leave immediately.
3. Employees and volunteers do not have to accept abusive or racist language, and guidance on how they should respond to such behaviour is issued on induction.
4. Employees and volunteers have a right to leave any situation that makes them feel uncomfortable. They should trust their intuition, act on any warning signs and leave immediately then contact the Manager as soon as possible. If the employee or volunteer lives alone they may like to tell a friend or neighbour where they will be, and when they expect to be back.
5. The BSG will always support an employee or volunteer should their intuition warn them of a potentially risky situation
6. **Recommended Office procedures**
  - a. Employees or volunteers who are working on their own in the office should not normally allow access to unexpected visitors.
  - b. All windows and entry doors to the office will be lockable
  - c. Employees who are going to be away on BSG business should make it clear to other employees (and have put in the diary) where they will be, for how long, and how they can be contacted.
  - d. Employees and volunteers are routinely asked to inform the BSG who they wish to be contacted in the event of an emergency, giving contact details, on induction. They should notify the office in the event of any change in these details.
  - e. Employees and volunteers who carry money for the BSG have the right to be accompanied by another person.
  - f. Visits to the bank should not be at a regular time.
  - g. Employees and volunteers should never put themselves at risk for the BSG
  - h. All incidents of aggression or violence and any threat to personal safety must be reported to the Manager and Designated Person and recorded.

**APPENDIX 4 –**

**The Blackdown Support Group**  
**Annual Health and Safety Review**

**This Health and Safety Review should be completed as required but as a minimum at least every 12 months.**

**Name** .....

**Date** .....

**Signature** .....

## Annual Health and Safety Review

Where the answer to any of the questions in this checklist is NO action will be necessary. Use the Action Log at the back of this checklist to note what is required and allocate the task to a named person for action. If you wish you can also allocate the remedial action to a named person using the My Responsibilities section of Business Safe Online. When the task is completed details will be recorded for future reference. If a task is not completed by the target date you will receive email notification.

<b>Safety Policy and Insurance</b>		ARN
Has your Safety Policy been reviewed and signed and dated?	Y	1
Is your Employer's Liability Insurance current?	Y	
Are the Safety Policy Statement and Employer's Liability Insurance Certificate both displayed where employees can see them?	Y	
<b>Accident, Incident, Ill Health Reporting and Investigation</b>		
Is there a procedure for reporting and recording work related ill-health, accidents, and near miss incidents?	Y	
Are all employees familiar with this procedure?	Y	
Are supervisors and managers aware of the requirements and the circumstances in which some accidents, incidents and cases of ill-health must be reported to the Enforcing Authorities?	Y	
Do employees understand the requirement to report work-related injuries, dangerous occurrences or cases of disease?	Y	
Do line managers and supervisors have access to written instructions and advice on the method for reporting to the Enforcing Authorities?	N	2
Do employees know the location of their departmental accident book?	Y	
Is there a procedure for investigating accidents, near miss incidents and reports of ill-health?	Y	
Are investigations carried out as soon as is practicable after the event?	Y	
Is an individual nominated to oversee the investigation?	Y	
Are reports written up when the investigation is complete?	Y	
Are these reports considered by senior management and analysed for trends?	Y	
<b>Workplace Health and Safety Consultation</b>		
Are all employees consulted on changes which may substantially affect their health and safety?	Y	
Are employees consulted on the health and safety consequences of introducing new equipment?	Y	
Are there any appointed or elected Safety Representatives in the workplace?	N	3
Has a Safety Committee or group been established with both management and employee representation?	Y	3
Are suitable records of meetings maintained? (e.g. minutes taken from Safety Committee)	Y	
If applicable, are action plans produced from the Safety Committee / Forum?	Y	
<b>Risk Assessment and Hazard Reporting</b>		
Is there a procedure for employees to report hazards?	Y	
Have tasks, activities and workplaces where there are hazards been assessed for the risk of injury or ill-health to people?	Y	4
Are significant findings from these assessments recorded?	Y	4
Are suitable control measures in place? Are they maintained; is their proper use supervised?	Y	4

Have suitable safe working procedures been developed from the risk assessments? Are they maintained; is their proper use supervised?	Y	
Have relevant employees been told about the outcome of risk assessments, and instructed and trained about safe working practices and procedures?	Y	
4Is there a system to review risk assessments at appropriate intervals?	Y	
<b>Substance and Alcohol Abuse</b>		
Does the organisation have an adequate alcohol and drugs policy?	N	5
Has this policy been made available to all employees?	N	
<b>Purchasing</b>		
Is the intended equipment suitable for the envisaged task?	Y	
When equipment is purchased, is health and safety information and instruction on the safe installation, maintenance and use, obtained and retained for future use?	Y	
When purchasing hazardous substances, are the specific safety data sheets (SDS) provided by the manufacturer retained for future use?	N/A	
<b>New and Expectant Mothers</b>		
Has a risk assessment been carried out for new and expectant mothers?	N	5
Is the risk assessment reviewed on a regular basis?	N	5
If risks cannot be removed, are alternative working patterns sought, i.e. working hours, conditions etc.?	N/A	5
Is a private room available where women can breastfeed or express milk with secure, clean refrigerators provided for storage?	Y	5
<b>Employing Children &amp; Young Persons</b>		
Are there individual risk assessments for all young persons and children at work?	N	6
Is information, instruction, training and supervision provided to ensure that safety awareness is increased and competence levels improved?	N	
<b>Lone Working</b>		
Has an assessment been undertaken to ensure that the risks from lone working are adequately managed?	Y	
Are measures in place to ensure that the risk of attack, illness or accident can be noticed within reasonable time, so that support and help can be provided and are those measures effective?	Y	
<b>Health and Safety Training</b>		
Is staff induction undertaken and recorded?	Y	
Have training / refresher training needs been identified and all staff trained to an acceptable level with all details recorded?	N	7
Have all staff been trained in applicable emergency procedures and recorded?	N	7
<b>Health and Safety of Visitors</b>		
Is there appropriate control/supervision of visitors?	Y	
Are visitors taken into consideration in emergency arrangements?	Y	
<b>Personal Protective Equipment</b>		
Have the PPE requirements identified from risk assessments been implemented to ensure that suitable and appropriate PPE is selected and provided?	Y	
Are employees trained in the use, storage, maintenance and replacement of PPE?	Y	
<b>Disability Discrimination Compliance</b>		
Have reasonable adjustments been made within the premises in consideration of potential disability discrimination issues?	Y	
<b>First Aid</b>		
Is there a procedure for checking and restocking first aid kits within the workplace?	Y	
Are all first aid boxes clearly marked with a white cross on a green background?	Y	

Are the locations of first aid boxes indicated by the approved signage and placed at the appropriate locations throughout the premises?	N?	8
Are records maintained of all first aid incidents / treatments?	Y	
Are the locations and names of first aid personnel identified on staff notice boards?	N	8
Do all nominated First Aiders and Appointed Persons hold a valid First Aid certificate?	N/A	8
Are copies of these certificates held by the company?	N/A	8
Is there adequate first aid provision to cover all shift working and holiday periods?	Y	
<b>Occupational Road Safety</b>		
Have suitable risk assessments been carried out for tasks involving driving activities and have suitable control measures been implemented?	Y	9
Has a safe system of work been implemented for all aspects of occupational road safety?	Y/N	9
Are authorised drivers' licences checked on, at least, an annual basis?	Y	9
<b>Manual Handling Assessment</b>		
Have all tasks/activities where there is a manual handling element been identified?	Y	
Have manual handling hazards been included in all tasks/activities risk assessments?	Y	
Are suitable control measures in place and managed?	Y	
Where possible have manual handling tasks/activities been eliminated or reduced to an acceptable level?	Y	
Has suitable instruction and training of appropriate employees, including supervisors, been carried out?	Y	
Is there a system to review the manual handling assessments as necessary?	Y	
<b>Asbestos in Buildings</b>		
Are procedures for managing the avoidance of exposure to asbestos during site work properly applied (and enforced)?	N/A	
<b>Stress in the Workplace</b>		
Has a 'Stress in the Workplace' Policy been developed and implemented?	Y	
Where necessary, is occupational stress or its possible indicators, monitored?	Y	
<b>Aggression and Violence</b>		
Has an assessment been carried out to identify the risks of work related violence and suitable controls identified to ensure the safety of all persons at risk?	Y/N	10
Has a violence prevention policy been developed and implemented?	Y/N	10
Has a procedure for the reporting of bullying, harassment and violence been developed and implemented?	Y/N	10

## ACTION LOG

Form AL Use this form to record any actions required to improve Health, Safety and Welfare at work.

ACTION NO.	DATE ADDED	ACTION IDENTIFIED	PARTIES RESPONSIBLE	TARGET DATE	COMPLETION DATE
1	31/10/25	H&S Policy should be reviewed by July 2026	DM (Designated Trustee)	May 2026	21/4/26
2	31/10/25	See RIDDOR <a href="https://www.hse.gov.uk/riddor/">https://www.hse.gov.uk/riddor/</a> Suggest incorporate a procedure into next H&S Policy	EM / DM	May 2026	21/4/26
3	31/10/25	H&S is a routine item at Staff meetings. VR to check with new employee (Nicky Venn) that she feels comfortable with current representation and reporting procedure	VR	December 2025	
4	31/10/25	Ongoing programme of risk assessments in place. Summaries of all risk assessments, along with any recommendations for action, will be presented to the Trustee Board and retained. A copy of this checklist appended to H&S Policy	DM / VR	Ongoing / May 26	
5	31/10/25	BSG should develop a substance misuse policy and a policy for expectant and new mothers. A code of conduct will address some of the issues relating to substance misuse. Some elements will be covered in proposed BSG code of conduct	DM / EM / Workforce sub committee	March 2026	
6	31/10/25	BSG doesn't currently employ young people (defined as under 18), or use them as volunteers. Does this need to change, and if so, should we have a policy? Proposed revised h&S policy incorporates guidance on Young People			21/4/26
7	31/10/25	The H&S sub-committee believes that it will be a sufficient and suitable measure to require employees to read the latest versions of all relevant policies and to sign a declaration that they have done so on an annual basis	EM / VR	January 2026	

8	31/10/25	First aid boxes now checked Signage still needed We don't need first aiders, but have a trained responsible person for each shift configuration.	EM / VR	January 2026	
9	31/10/25	Driving – most aspects covered. Drivers' Handbook ready to be distributed	GSR / VR / EM	January 2026	
10	31/10/25	We are developing a Code of conduct	EM / MR?	January 2026	

## **Appendix 5 Risk assessment and mitigation procedure for home visiting**

- 1 Employees must undertake a risk assessment when arranging an appointment with a service-user. They should ask the following questions:
  - a) Where exactly is the property? Is the property difficult to find, or in a particularly rural area?
  - b) Are there any access issues?: e.g., are there any steep steps?
  - c) What name does the service-user like to be known by?
  - d) Is parking available?
  - e) Are there any potentially dangerous animals or pets?
  - f) Does the service-user wish to have a relative or friend present?
  - g) Is there any history of violence, aggressive behaviour or domestic violence within the household? Any relevant information will be shared with the employee or volunteer.
  - h) If the visit is to apply for a benefit on behalf of the service-user, does the service-user have the relevant documents, such as their National Insurance Number, medical letters and their current prescription list?
- 2 The employee or volunteer should also:
  - a) Confirm the date and time of the appointment.
  - b) Consider any potential additional issues of appointments taking place during the hours of darkness.
  - c) Ensure the service-user has the office telephone number, should they need to cancel the appointment.
  - d) Ensure someone the volunteer knows and trusts is aware of the appointment and the expected time of return to the office or home

### **3 Risk Mitigation**

- a) The recommendations below apply to employees and volunteers alike.:
  - i Prioritise their own personal safety. This could mean leaving the premises, seeking another person for support or calling the police. Do not take off coats or unpack any papers until the situation feels comfortable. Remember - when in doubt get out.
  - ii Employees and volunteers are urged to leave a risky situation immediately. Where this is impossible, help must be summoned, including calling for police support when appropriate.
  - iii Consider arranging to meet the service-user outside of their home if this might be preferable.
  - iv Do not enter any property, particularly a service-user's home, if feeling unsure or uncomfortable with the situation. If already inside the property, make an excuse and leave.
  - v It may be preferable to make the first contact by telephone. During this contact information such as whether it is likely that other people will be there and who they are should be obtained.
  - vi Be punctual. Delayed or early arrival (even by a few minutes) can be upsetting to the service-user. If you are unavoidably delayed, you must ring and explain and reassure.

- vii Ask the service-user to lead the way so you are behind them, not the other way round.
- viii ID cards should be carried at all times and shown to the service-user on arrival.
- ix Always be prepared to leave immediately. .
- x Ask the service-user to turn off the TV or radio if you consider them a distraction.
- xi If appropriate, the service-user should be reminded that everything discussed will be treated in confidence.
- xii When leaving ensure that all belongings and relevant documents are taken away.
- xiii Any concerns about anything arising from the visit, should be advised to the Manager as soon as possible after the visit.

#### **4 Boundaries**

- a) Service-users will have the nature and limits of our services explained to them. If the service-user asks an employee or volunteer to do something that inconsistent with standard procedures then they must advise the service-user that they will seek authorisation from the Manager first.

## Appendix 6

## BSG Risk assessments

Title	Date	Description	Comment	Status
Home visit checklist prior to Volunteer engagement	20/6/23	Questions to be posed by a member of staff following any new referral: Initially on the telephone with subsequent Checklist for risk assessment on site	Seems comprehensive. Is there a need to incorporate elements from the Volunteer risk assessment (revised draft)? Add BSG logo?	Currently actively used
Volunteer Risk Assessment (Revised draft)	Pre-May 2022	A check list for hazards identified on a site visit. I have suggested some amendments if we are going to continue to use it.	Considerable overlap with Home visit checklist. Is this an earlier document that has been superseded? Might be appropriate to incorporate information on pp 3 and 4 into new volunteer welcome leaflet.	? redundant
Transport booking Checklist pre-booking risk assessment	4/10/23	An algorithm for ensuring that transport requirements of service-user are clearly understood and that BSG can safely meet them	Comprehensive. Are there clear parameters for accepting / declining a booking, and do these need to be incorporated?	Currently actively used
HSE Risk management Village Halls	21/7/21	A comprehensive risk management template for management committees of community and village halls	We should require managers of any community facility that we use for sight of their risk assessment if we haven't already done so.	Unclear
Operational action plan Nov 23	Nov 23	A summary of actions to be taken with regard to risk assessment for general organisational, Safeguarding and H&S risks	Need to review – some actions completed, others in hand. Maybe set some timescales	Ongoing, needs updating
Manual Handling R/A	14/3/24	A table listing recommended procedures for manual handling tasks undertaken by employees / volunteers	Generally satisfactory. Some revision necessary, e.g. Max recommended weight for women = 16kg. Not sure of significance of reference to average weight!	

			<p>“Staff” substitute “employees” (&amp; volunteers?). Is reference to New Starters only for employees? Where is the e-learning? Refresher training could be based on <i>Manual Handling at Work – a brief guide</i></p> <p>Should we have a system for labelling heavier items with their weight (e.g. wheelchairs)?</p> <p>Reword sentence: “Employees and Volunteers are physically able, and instructed to report any known medical conditions that may affect their safety.”</p> <p>Would it be worth including a reference to <i>Manual Handling at Work – a brief guide</i>, which is freely downloadable?</p>	
HSE DSE Workstation assessment	29/11/22	A comprehensive template for conducting DSE workstation assessments	Should be undertaken for all employees including those working at home, especially following move to Newland	Undertake imminently
Fire procedures v1	6/3/24	A summary of actions to be undertaken in the event of fire	Relates to occupation of Hemyock surgery. Will need re-writing to make relevant to Newland. May be adapted for other situations (e.g. meeting in public halls).	Undertake imminently
Home working	14/3/24	A summary of risks and suggested controls for employees working from home.	Are electrical appliances provided by BSG for home workers routinely PAT tested. Do we have a register of such appliances? Re-word:” Employees aware of the requirement to highlight to management in times of an overbearing workload accumulating”	Ongoing

			DSE assessment should be undertaken in each work location and adjustments made as necessary.	
Kitchen and Domestic care	14/3/24	Details hazards involved in preparation, cooking and serving of food	<p>Generally satisfactory. Do measures relating to handling of raw meat also apply to raw fish?</p> <p>The main skin issue related to frequent hand washing is Irritant contact dermatitis. This can be mitigated to some extent by use of impermeable gloves and emollient creams. May also be a result of exposure to other cleaning materials, e.g. caustics used to unblock sinks (COSHH assessment?)</p> <p>Reword: "Volunteers or service users could suffer serious or fatal injuries as a result of a gas leak causing explosion</p> <p>See also HSE food prep risk assessment template.</p> <p>Would it be sensible to produce a checklist to be completed by the head cook?</p>	Check no other additional measures required following Dunkswell lunch club hygiene assessment
Events	14/3/24	A summary of measures to be undertaken before, during and after an organised event whether indoors or outside.	<p>Specify acronym HACCP for Hazard Analysis and Critical Control Point.</p> <p>Should there be a designated organiser for an event (not necessarily the Head Cook)?</p> <p>Again, what about a checklist to make sure no element is overlooked?</p>	
Driving	14/3/24	A summary of hazards involved in volunteer driving for BSG, along with mitigations.	"Drivers are subject to all current RTA requirements and those found to be driving under the influence of alcohol or drugs will be subject to disciplinary procedures and prosecution". It would not be the responsibility of BSG to prosecute. What	Review early with a view to issuing guidance as part of a revised volunteer handbook.

			would disciplinary action be? Surely, all we can do is ask the driver to stop being a volunteer. Quite a few prescriptive phrases (e.g. wearing gloves when refuelling). May be better to devise a code of good practice incorporating some of the guidance contained in appendices of Driver handbook as supplied by Peninsula	
Delivering medication	14/3/24	Additional precautions when delivering prescribed medication on behalf of Blackdown Practice to service-users' homes	What is GEN 150? Reference / link? Should BSG supply suitable lockable containers for delivery of medication?	I suggest this be incorporated into Driving RA / Volunteer handbook