**Health and Safety Policy**

1. **Aims**

We are responsible for the health, safety and welfare at work of our staff and volunteers and for others affected by our work activities.

* 1. We aim to take all reasonable measures to eliminate or reduce risk to staff, volunteers, contractors, customers/members and others on our premises.
  2. We are committed to providing and maintaining a safe and healthy working environment by:
     1. the use of practical and safe systems of work;
     2. the provision of information and instruction to enable staff and volunteers to perform their work safely;
     3. the identification of hazards, assessment of risks and formulation of safety arrangements;
     4. regular inspections of the premises to identify areas of risk and to take the necessary preventative measures;
     5. consultation with staff, volunteers and contractors on health and safety matters;
     6. revision of this policy as necessary in consideration of future developments and experience.

1. **Scope**
   1. This policy includes the health and safety of our staff, volunteers, contractors and customers/members while on our premises.
   2. It does not include the specific requirements of safeguarding children, lone working and the health and safety of people hiring mobility vehicles which are covered by other policies (see Related Documents below).
   3. Except where we accept specific responsibilities for doing so, we do not supervise children or at-risk adults. Parents and carers of children and at-risk adults remain responsible at all times for any such persons.
2. **Areas of Relevance**

Toy Library

* 1. We aim to ensure that:
     1. we create a safe and healthy environment for everyone using our services;
     2. the back office is unavailable to children unless accompanied by a supervising adult;
     3. the toys and equipment available for loan are in a clean and safe condition
     4. instructions for safe play with toys are provided if necessary;
     5. toys and equipment which we know are dirty or broken are removed to the back office at the earliest reasonable opportunity;
     6. the shelving, storage and the objects on or in them are securely positioned;
     7. there are no trailing wires, deliveries or other serious hazards where children have access;
     8. the door is locked or under surveillance at all times.

Shopmobility

* + 1. we create a safe and healthy environment for everyone using our services;
    2. we take reasonable steps to ensure that mobility equipment is in good serviceable condition at all times;
    3. mobility equipment which we know is dirty or broken is removed to the back office at the earliest reasonable opportunity (subject to delays in relation to checking-in those things);
    4. anyone considered by a member of staff or a volunteer to be unsuitable or a risk to themselves or members of the public is not permitted to hire a vehicle;
    5. mobility vehicles and equipment provided are in good working condition. See our Safety of Mobility Vehicles Policy for more details.

1. **Procedure**

Safety Checks

* 1. The following checks will be made as necessary but at least:
     1. Annually
        1. Health and Safety Review
        2. Electrical testing of equipment (organised by the Shopping Centre)
        3. Mobility vehicle and wheelchair servicing
     2. Six monthly
        1. Fire procedure (organised by the Shopping Centre)
     3. Monthly
        1. Back offices, for hazards (trailing leads, cluttered floor area, storage of hazardous substances, obstruction to fire escape route etc.)
     4. Weekly
        1. Fire alarm test (organised by the Shopping Centre)
        2. Library and Shopmobility front areas (for safe storage, hazards, untidiness etc.)

Medical Emergencies

* 1. If there is a medical emergency:
     1. the person in charge should contact the Shopping Centre Security Office immediately for back up support and to administer first aid;
     2. the Security Guard/First Aider deals with the person who is ill or injured;
     3. the staff member/volunteer deals with everything else;
     4. the Office may be closed until the emergency is over;
     5. if directed by the Security Guard, the member of staff/volunteer can phone for an ambulance and direct them to the office;
     6. all accidents must be reported to the Toy Library Manager and written up in the Accident Report Book.

Fire procedure

* 1. If a fire is discovered on the premises:
     1. the person in charge should contact the Shopping Centre Security Office immediately either by telephone or by using the panic button next to the main desk;
     2. the person in charge should organise the orderly evacuation of the premises. The fire exit is to the left into Randall Street.
  2. If the fire alarm sounds whether a drill or not:
     1. the person in charge should organise the orderly evacuation of the premises immediately. The fire exit is to the left into Randall Street;
     2. the person in charge should report to a security guard at the designated assembly point (in Cornmill Gardens or as directed by the Shopping Centre).

Other Emergencies

* 1. If there is another emergency e.g. theft, abusive or violent behaviour from a member of the public:
     1. the person in charge should contact the Shopping Centre Security Office immediately either by telephone or by using the panic button next to the main desk;
     2. Security should also be summoned for incidents occurring outside the office in the shopping mall;
     3. we will provide post-incident support for our staff or volunteers involved in or witnessing a violent incident.

1. **Monitoring and Review**
   1. A designated Management Committee member is responsible for monitoring health and safety incidents and for reporting with recommendations as incidents occur when necessary, and at least annually.
2. **Responsibilities**
   1. The Management Committee is responsible for:
      1. ensuring the health and safety of workers and for reducing risks to others affected by work activities, including members of the public, as ‘the employer’ under the Health and Safety at Work etc. Act 1974;
      2. carrying out a fire risk assessment, for removing or reducing the risks identified and for deciding on the nature and extent of fire precautions as the ‘responsible person’ under the Regulatory Reform (Fire Safety) Order 2005;
      3. a commitment collectively and individually to continuous improvement in health and safety performance;
      4. addressing the health and safety implications of all committee decisions;
      5. ensuring effective risk management, monitoring and reporting of health and safety performance;
      6. reviewing this Health and Safety Policy to reflect changes;
      7. appointing the Toy Library Manager and others as it sees fit as designated Safety Officers, supervising their health and safety-related activities and ensuring appropriate training and support;
      8. liaison (where Management Committee involvement is required) with the Shopping Centre, the emergency services or other external authorities;
      9. maintaining adequate insurance cover for staff and volunteers;
      10. displaying a current certificate of employee insurance cover.
   2. The Safety Officers are responsible for:
      1. summoning the assistance of a Security Guard/First Aider in the event of a medical emergency, if present;
      2. assisting with the orderly evacuation of customers/members in an emergency, if present;
      3. ensuring that accidents and other incidents are investigated and that appropriate action is taken;
      4. maintaining and monitoring health and safety records including the Accident Report Book;
      5. maintaining the First Aid boxes;
      6. displaying the Health and Safety Law posters;
      7. maintaining safe and healthy working conditions including tidy premises;
      8. maintaining plant, machinery and equipment;
      9. ensuring safe storage and use of substances;
      10. reporting defects which are the responsibility of the Shopping Centre to them, such as the structure of the building or the functioning of the utilities;
      11. organising weekly and monthly safety inspections and other related activities;
      12. reporting and making recommendations on health and safety matters to the Management Committee or the delegated member;
      13. advice to members/customers on the safe use of toys, equipment and mobility vehicles;
      14. providing training for, and engaging and consulting with, staff and volunteers on day to day health and safety conditions;
      15. providing advice and supervision on occupational health;
      16. advising the authors of reports to the Management Committee about related health and safety issues to be considered;
      17. keeping informed about health and safety regulations, advice and information.
   3. Employees are required under the Safety Health and Welfare at Work Act 1989 to:
      1. take reasonable care for their own safety, health and welfare;
      2. take reasonable care for the safety, health and welfare of anyone else who may be affected by the work they do or leave undone;
      3. co-operate with the Management Committee to enable the charity to comply with Health and Safety legislation;
      4. use any clothing or equipment provided and follow approved working methods for securing safety, health and welfare;
      5. report any accidents, minor incidents, near misses and dangerous occurrences to the Safety Officer who will complete an Accident Report ;
      6. report any defects which might endanger safety, health or welfare to the appointed Safety Officers (or in their absence a member of the Management Committee), without delay. For example, defects may occur:

anywhere inside the premises;

in appliances and equipment;

in the way in which they are working.

* 1. The Act also states that ‘no person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing, equipment or other work related material’.
  2. Failure to comply with these duties may result in a prosecution of the employee by the Health and Safety Authorities.
  3. Volunteers
     1. Health and safety legislation does not, in general, impose duties upon someone who is not an employer, self-employed or an employee.
     2. Under the common law, voluntary organisations and individual volunteers have a duty of care to each other and others who may be affected by their activities.
     3. The Health and Safety Executive and local authority health and safety officers have no power to investigate incidents or pursue enforcement action in relation to most purely voluntary activities subject to limited exceptions such as where a volunteer is in control of non-domestic premises, e.g. working alone.
     4. Volunteers are advised to have regard to this policy and to our Health and Safety Guidance for Staff and Volunteers.

1. **Relevant Legislation**

This policy has been drafted in consideration of:

* + - Health and Safety at Work etc. Act 1974
    - Safety Health and Welfare Act 1989
    - Offices, Shops and Railway Premises Act 1963
    - Regulatory Reform (Fire Safety) Order 2005
    - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
    - Health and Safety (First Aid) Regulations 1981 as amended 2013
    - Health and Safety (Display Screen Equipment) Regulations 1992

**Related Documents**

Health and Safety Guidance for Staff and Volunteers

Health and Safety and Lone Working Activity Risk Assessment

Lone Working Policy

Lone Working Guidance for Staff and Volunteers

Safeguarding Policy

Safeguarding Guidance for Staff and Volunteers

Safety of Mobility Vehicles Policy

**Adopted:**

**Reviewed:**

**Date of next review:**