



Health and Safety (H&S) Policy

Policy statement

MCFT is committed to ensuring that effective Health and Safety measures are in place and an integral part of the operation of MCFT and its activities.

In accordance with the general duty of compliance with the Health and Safety at work etc. Act 1974, MCFT are committed to:

- the active promotion and implementation of high standards of health, safety and welfare of staff, volunteers, visitors, the building and environment.
- preventing accidents and near misses
- providing information to staff via policy, updates and the display of up to date H&S law poster (this can be found in the office on the notice board by the photocopier)
- providing adequate and effective equipment, training and supervision
- providing opportunities for staff to communicate H&S concerns and issues

Overall responsibility for H&S sits with the trustees with day to day responsibility delegated to the manager.

Scope

The key aim of this policy is to minimise occupational accidents and illnesses with the ultimate aim of an accident free work place and environments where MCFT activities take place. This policy applies to all staff, trustees and volunteers and is designed to work alongside our other safety policies:

- Fire safety and evacuation
- Lone working
- Adverse events and incidents
- Safeguarding children and Safeguarding vulnerable adults
- DSE safety

The Health and Safety at Work etc. Act 1974 is the primary legislation covering occupational health and safety in Great Britain. This Act sets out the general duties of employers and staff which include those:

- employers have towards employees and members of the public
- employees have to themselves, to each other and members of the public
- certain self-employed persons have towards themselves and others

You can obtain further information on The Health and Safety at Work etc. Act 1974 via the following link the [Health and Safety at Work etc. Act 1974](http://www.legislation.gov.uk/ukpga/1974/37/contents) or by cutting and pasting the following into your browser <http://www.legislation.gov.uk/ukpga/1974/37/contents>

Responsibilities

Trustees

Overall and final health and safety responsibility within the organisation lies with the trustees. The trustees have appointed the manager to take the responsibility for day to day safety matters, drawing to the attention of the trustees, staff and active volunteers any health and safety matters that need to be discussed and/or acted upon.

Manager

The Manager is given delegated responsibility for ensuring that the Health and Safety policy is carried out within the organisation and has responsibility for:

- ensuring the Health and Safety policy is up to date and fit for purpose. That staff and volunteers are given access this policy, have read and understood its contents and how this applies to their role.
- drawing to the attention of the trustees, staff and volunteers any new legislation on health and safety relevant to the work of MCFT
- ensuring that all other safety policies are up to date and reflect current legislation and that staff and volunteers are given access to these and understand them and how to apply them in their roles
- ensuring staff and volunteers have necessary equipment and are adequately trained to carry out their roles safely
- ensuring that an up to date Health and Safety Workplace poster on “Health and Safety Law” is displayed (currently in the office on the notice board by the photocopier).
- carrying out regular safety checks in the areas utilised by MCFT eg ensuring that floors are kept clear, equipment is serviced and maintained, fire doors are closed and escape routes are clear
- ensuring that the general fabric of MCFT areas is maintained, including office items & other facilities and equipment and
- that PAT testing is carried out in accordance with best practice
- arranging DSE assessments and ensuring staff are provided with suitable seating and appropriate computer workstations
- providing opportunities for staff and volunteers to raise concerns about safety issues
- investigating and reporting accidents, ensuring that lessons are learned and mitigation is in place to prevent recurrence
- drawing to the Trustee’s attention any matters with which they are unable to deal with.

Staff and volunteers

Under the 1974 Act, staff and volunteers also have a duty to take care of their own safety and that of other staff, volunteers and visitors and to co-operate with the trustees and manager to enable them to carry out their responsibilities. Staff and volunteers are expected to:

- read and fully understand MCFT’s Health and Safety policy. If in doubt about any aspect to seek clarification from MCFT manager.

- read and fully understand other relevant supporting policies including but not limited to our fire and evacuation, lone working, adverse events and incidents policies.
- at all times to work safely, efficiently and without endangering the health and safety of themselves, their colleagues or visitors both at the hub and at other sites whilst working on MCFT projects
- co-operate with the trustees and manager to achieve a healthy and safe workplace and to take reasonable care of themselves and others and to adhere to safety procedures laid down by MCFT from time to time, and conform to all instructions given by those with a responsibility for health and safety
- record all accidents, near miss occurrences and hazardous situations in the Health and Safety/Accident book and report to the manager as soon as practical but no later than 24 hours afterwards.
- bring to the notice of the Manager any actual or potentially dangerous circumstances, even where this was safely dealt with, to enable risk assessment and mitigation processes to be put in place for the future.
- meet their other statutory safety obligations including that laid down in Section 8 of the Act, which states that “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.

General arrangements

Staff should not put themselves at risk on account of MCFT's property. All near misses, incidents of aggression or violence and any threat to personal safety should be reported to the senior member of staff and recorded in the accident book.

Staff should be vigilant with regards to safety of the premises – e.g. unattended bags, unauthorised smoking within the hub etc.

Training

All staff and volunteers will complete an induction programme with information about Health and Safety arrangements within the organisation. Any updates or changes to these arrangements will be discussed at staff and volunteer meetings and in supervision sessions.

The manager will ensure that all staff and volunteers fully understand the policy and are made aware of all fire alarm points, fire extinguishers, fire blankets and fire exits in the building. The volunteer coordinator will do this for volunteers.

Accidents, near-miss occurrences, and hazardous situations

A First Aid kit and portable defibrillator is available in the reception area. A number of staff have been trained in giving First Aid and this training should be refreshed every 3 years.

MCFT has a Health and Safety Accident Book located in the shared office and all accidents, no matter how small, must be recorded as soon as possible after the incident. In addition it is equally important to report near misses and potential hazards to enable preventative action to be taken before it is too late.

Other adverse events and incidents should be recorded on an MCFT incident form. These are found on the shared drive and can be printed off if necessary to enable individuals to complete these.

All accidents, incidents and near misses should also be reported to the Manager. It is the responsibility of the Manager to ensure that any necessary follow up investigation and action is taken to reduce the risk of the accident or near accident reoccurring and determine whether reporting to statutory bodies is required.

The Manager is responsible for reporting incidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the Health and Safety Executive. RIDDOR covers the following incidents:

- (a) fatal accidents
- (b) major injury accidents/conditions
- (c) dangerous occurrences
- (d) accidents causing more than 7 days incapacity for work
- (e) certain work-related diseases.

For volunteers the reporting requirements are slightly different, see this link for details [Voluntary work - When to report incidents involving volunteers - HSE](#)

When relevant the trustees are responsible for ensuring serious disclosure reports are made to the Charity Commission.

General fire safety

MCFT have a fire safety policy and supporting documentation in place. Staff and relevant volunteers are provided with training to enable them to understand both fire prevention and how to react in the event of a fire with refresher training annually.

Stress management

Whilst there may be rare and temporary occasions when workloads can increase or change, where this becomes more frequent, prolonged or pressure is excessive or relationships with colleagues or managers become frayed, this can create stress and affect health and wellbeing.

HSE defines stress as 'the adverse reaction people have to excessive pressures or other types of demand placed on them. Stress affects people differently – what stresses one person may not affect another. Factors like skills and experience, age or disability may all affect coping skills and strategies.

The responsibility for reducing stress at work lies both with employer and employee and recognising issues early helps better manage stress. See Appendix 1 for more information on signs of stress.

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

If you are feeling signs of stress at work, it is important to talk to your manager at the first opportunity. This will help them to discuss the issues with you and consider changes that could be made to improve things and stop the situation getting worse.

Where the manager is unable to resolve the issue, this should be raised with the trustees to seek agreement to additional interventions and options eg more resources, changes to work pattern, work base etc. MCFT are committee to doing all it can to eradicate problems relating to stress at work.

Date agreed by MCFT trustees: 26/11/24



Appendix 1:

Recognising stress

It is important to be able to recognise the common signs of stress both for the employer and employee. The following whilst not an exhaustive list are some of the most common things you should look out for.

If you are managing a team consider signals such as:

- arguments
- higher staff turnover
- more reports of stress
- more sickness absence
- decreased performance
- more complaints and grievances

At an individual level consider whether there has been a change in the way the person acts, eg they may:

- take more time off
- arrive for work later
- be more twitchy or nervous

or has there been a change in the way someone thinks or feels, eg:

- mood swings
- being withdrawn
- loss of motivation, commitment and confidence
- increased emotional reactions – being more tearful, sensitive or aggressive

As an individual, if you are stressed you may notice changes in the way you think or feel eg:

- feeling negative
- being indecisive
- feeling isolated
- feeling nervous
- being unable to concentrate

You may act differently, eg:

- eat more or less than usual
- smoke, drink or take drugs 'to cope'
- have difficulty sleeping

It is important to recognise when stress is building and to seek help to manage this.



Appendix 2: Health and Safety Risk Assessment

This assessment considers H&S issues and risks and should be considered in conjunction with the MCFT Corporate Risk Register

Company name: MCFT

Date of next review: Sept 2025

Assessment carried out by: Sandy Weller

Date assessment was carried out: 25th September 2024

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Fire	Staff, Volunteers and Visitors are at risk of fatality from fire and smoke if trapped in building	Fire safety policy, risk assessment, checklist and other documentation in place	All staff and volunteers to have read and understand the policy and procedures	Manager (staff) and volunteer coordinator (volunteers)	Ongoing at induction and annually	
		Fire alarm testing/servicing Evacuation drills Fire extinguisher servicing Emergency lighting testing and servicing	Landlord has designated these a landlord task and will not accept tenants actioning. Chase landlord as these have not been carried out as frequently as required	Manager	Landlord aware that they are failing to carry these out	
		Fire safety training is provided to staff & volunteers Fire Marshalls are designated and trained	Refresher training annually	Manager (staff) and volunteer coordinator (volunteers) to arrange relevant training	October 2024	
		Manager completes fire safety checklist for extinguishers, doors etc	Immediate mitigation where possible other issues report to helpdesk and landlord	Manager delegated to caretaker	Ongoing	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Display screen equipment	Office staff and reception volunteers risk posture problems, pain, discomfort or injuries, eg to their hands/ arms, from overuse or improper use or from poorly designed workstations or environments. Headaches or sore eyes can also occur, eg if the lighting is poor.	DSE training and self assessments of workstation carried out by all new starters as soon as possible after starting and refreshed annually.	Ensure staff understand how to complete their assessment and that these are completed See Appendix 2 of H&S policy for assessment documentation & instruction	Manager	At induction and annually	
		DSE assessment carried out at any change to work feature, eg equipment, furniture or the work environment such as lighting.	DSE assessments for staff to be carried out and recorded annually	Manager and staff	Ongoing	
		Workstation and equipment set to ensure good posture and to avoid glare and reflections on the screen. Anti glare screen protectors available	Staff/reception volunteers to inform manager if they have any pain that may be linked to computer use			
		Staff to include regular breaks or change of activity into their work plan. Rotate enquiry handling and time away from desk to have screen free time.	Staff to be reminded to take breaks	Manager and colleagues		
		Lighting and temperature suitably controlled.	Heaters and Aircon unit provided			
		Eye tests funded on request				
		Laptop users trained to carry out own DSE assessment for use away from office. When used at office, laptop stands, connecting laptop to external screen, keyboard and mouse available	Copies of assessments to be returned to manager	Staff/reception volunteers		

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Lone working	Staff/ volunteers could suffer injury or ill health while working alone in the office or while out of office, eg allotment, bee keeping	Lone working policy/processes in place together with organisational and individual risk assessments and mitigations	Ensure that staff and volunteers have read and understand the policy Ensure individual risk assessments are carried out and mitigations agreed and actioned	Line manager/ volunteer coordinator	Ongoing	
Electrical	Staff, volunteers and visitors could have an electric shock or burns from faulty wiring and equipment. This can also cause fires	Fire safety checklist includes regular review of electrical equipment. Staff to report to manager any defective plugs, discoloured sockets or damaged cables or equipment.	On going health and safety training with annual refreshers	Line manager/ volunteer coordinator All staff / relevant volunteers to take part	Ongoing	
		Defective equipment taken out of use safely and promptly replaced.				
		Helpdesk and landlord advised where building repair or electrical fixture is damaged	Complete repairs log in office when repair reported			
		Annual PAT testing			December 2024	
		Staff/volunteers told not to bring in and use their own electrical equipment, chargers etc. without these being checked by Manager or volunteer coordinator				

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Anti social behaviour, physical aggression and verbal abuse	Staff, volunteers and Visitors	Managing flow within the building by fob access	Ensure access to areas where incidents are most likely to occur is limited at appropriate times	All Staff to check internal doors	Ongoing	
		Managing opening times and building security	Ensure staff follow policy re locking of building as per lone worker policy	All staff to check external doors	Ongoing	
		Liaison with other tenants, CCTV, schools and police to identify culprits	Identify people who present a risk and work with other agencies to manage risks	Manager	After each incident	
		Adverse event/incident policy in place	Ensure staff are aware of the policy and report incidents.	Line managers and volunteer coordinator	Ongoing with annual update training	
			Ensure reportable incidents are identified and reported to statutory bodies	Manager	Ongoing	
		Completion of Accident and/or incident forms	All staff/volunteers aware of need to complete as soon as possible after event.	Manager and Volunteer Coordinator to support as required	Ongoing	
Manual handling of paper, office equipment etc	Staff risk injuries or back pain from handling heavy/bulky objects, eg deliveries of paper and food and putting up folding tables etc.	Trolley to be used to transport boxes and other heavy items when moving deliveries etc.	Remind staff that they should not try to lift objects that look or appear too heavy to handle. Remind staff to bend knees rather than back when moving or lifting items	Manager	Ongoing	
		High shelves to be used for light objects only. Steps provided to prevent overstretching	Cupboards to be fixed to wall	Surrey CC	October 2024	

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		Cupboard tops to be kept clear where possible				
		Erecting and dismantling folding tables	Remind people that this should be done safely. Open on side, pull out legs and secure. To turn onto legs put foot against one of the legs adjacent to the floor then turn upright by flipping onto the 4 legs from this end.			
Stress	Staff health and wellbeing can be affected by stress through workload, relationships and environment	1:1s and observation for signs of stress Work together to manage workloads and deadlines Weekly check in at team meeting	Remind staff they can speak confidentially to their manager or supervisors if they are feeling unwell or ill at ease because of work issues	Manager	Ongoing	
		Monthly staff clinical supervision TOIL arrangements Managing annual leave so holidays are taken Hybrid working	Remind staff that they should take regular holiday time and to refer to the "signs of Stress" in the H&S policy			
Stress	Volunteers health and wellbeing can be affected by stress	Volunteer meetings Informal check ins Observation for signs of stress	Remind volunteers they can speak confidentially to the volunteer coordinator or manager if they are feeling unwell or ill at ease due to volunteering issues	Volunteer coordinator	Ongoing	

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Trips and falls	Staff, volunteers, visitors	General good housekeeping. - All areas well lit - No trailing leads or cables - Staff and volunteers keep work areas clear, eg no items left in walkways, and move /resolve or any trip hazards they see as they move around the building. - Offices cleaned regularly				
		Cleaning checklist and area review	Volunteer coordinator to ensure reception volunteers are aware and complete daily	Volunteer coordinator	31 st October 2024	
			Receptionists to notify manager if there is urgent cleaning required or a hazard they cannot resolve	Reception staff	Daily and ongoing	
		Ensuring carpets and flooring is well fitted	All staff to report any uneven or damaged floor to manager and notify help desk	Staff	Ongoing	
		Ensuring spills are cleaned and wet floor signs used	Floor to be mopped and wet floor sign used to flag area as a risk	Staff and volunteers	Immediately when a spill happens	