



Health and Safety Policy

Introduction

The Sue Lambert Trust provides counselling, emotional support and advice to people who have experienced sexual or domestic violence or abuse.

Most of its services are provided out of its two main offices – one in Norwich and one in Great Yarmouth.

The majority of workers are volunteers working with individual clients on a regular basis. The organisation also employs staff who take enquiries, complete client assessments and provide ongoing support and advice to clients, mainly on the phone, but also to clients who present at SLT offices.

Working with clients face to face outside SLT premises is currently rare.

Key principles

The term 'worker' shall mean trustees, volunteers and paid workers.

Our policy is to provide and maintain safe and healthy working condition, equipment and systems of work for all workers, and to provide such information, training and supervision as necessary for this purpose. Sue Lambert Trust (SLT) also accepts the responsibility for the health and safety of other people who may be affected by our activities.

Contractors and visitors to SLT have a duty to take reasonable steps to protect the health and safety of themselves and those around them. SLT expects all visitors and contractors to our premises to observe our Health and Safety Policy.

When workers are visiting other areas outside of SLT it is expected that the said workers will follow the health and safety policy of that area e.g. cafes, clubs, etc.

Responsibilities:

1. Overall responsibility for health and safety at SLT rests with the Operations Manager.
2. All workers have the responsibility to co-operate with the Operations Manager to achieve a healthy and safe workplace and to take reasonable care of themselves and others
3. Whenever a worker notices a health or safety problem, which they are not able to put right, they must tell the Operations Manager immediately, or in their absence the CEO or Clinical Lead.

Training

All workers will be trained at induction and thereafter to receive regular refreshers, with regards health and safety policies, procedures and responsibilities.

Service Risk Assessment

A service Risk Assessment has been completed which has identified the key risks to workers and clients.

This risk assessment is reviewed and updated annually – with any actions required updated and monitored.

Risks to individuals

Risks to individuals are assessed and managed as per SLT HR policies and procedures. Individual risks are also assessed as part of staff appraisals – where any training needs or reasonable adjustments required are identified.

COSHH (Control of Substances Hazardous to Health)

SLT work does not routinely involve the use of hazardous substances. Cleaning materials are kept in a locked cupboard and are marked correctly. Access to such materials is restricted to staff and cleaning contractors.

Kitchen safety

SLT has a small drinks kitchen which is used by workers and clients. Risks of physical harm are reviewed regularly including:

- Safe use of hot water for making drinks – all hot water is appropriately labelled and sufficient work space is available to ensure that hot drinks can be made on a stable surface
- Sharp and dangerous implements are stored away from the public area
- Cold food storage is available – it is regularly checked to ensure that it is clean, clear of any rotten foodstuffs and operating at the correct temperature.

Electrical Safety

All workers are given instruction on how to operate electrical equipment and machinery (photocopier, computer, etc) and these are PAT tested and checked every two years.

Working with clients

The Clinical Lead/Deputy Clinical Leads will perform a risk assessment on all potential face-to-face clients during the Initial Assessment (IA). Where face-to-face counselling is offered, this must be recorded in the diary including start and finishing times and coded names of client and counsellor.

Counsellors should always book an appointment when there is another worker in the building for the first meeting.

Lone Working

A separate Lone Working Policy and procedure apply to all staff and volunteers working with clients. Under no circumstances are staff or volunteers to see clients alone unless previously agreed, and processes in place as required to comply the Lone Working Policy guidelines.

First-Aid

There is a first aid box and accident book in the upstairs office area and a first aid box in the kitchen.

The appointed person is the Operations Manager who will also be responsible for ensuring the first aid box is adequately stocked, and reports accidents in accordance with RIDDOR 1995.(see accident book pg ii- iv for advice).

Appropriate training on first aid will be made available to all interested workers. At least one qualified first aider will be present in the building during the working day at any one time.

Fire Safety Emergency and evacuation procedures

All fire exits are clearly marked - they are:

1. French doors, ground floor corridor, and main entrance upstairs in Norwich and
2. Front door and door to courtyard in Great Yarmouth

It is the responsibility of all workers in the building to ensure that access routes to fire exits are kept clear at all times

Fire extinguishers are in the hallways.

An evacuation procedure has been agreed as follows:

- Counsellors will have responsibility for ensuring that they and any clients they are with leave the building by the nearest available exit
- One member of staff will have responsibility for taking the room calendar to the agreed congregation space – provided retrieving the room calendar will not endanger their safety
- All staff and volunteers will leave the building by the nearest available exit immediately
- All staff, volunteers and clients will meet at the agreed congregation point – this is currently on Rouen Rd facing the SLT building in Norwich and St Georges Plan in Great Yarmouth.
- Fire alarms will be tested weekly

Procedures in buildings other than St Julians Hall and 33 King Street will be as outlined by the building owners/leaseholders.

Smoking

Smoking is prohibited in all areas of the building at all times.

There is a designated smoking area outside at the rear of the building.

Health and Safety Rules and Procedures

All workers and visitors of SLT have access to policies and procedures pertaining to SLT and are required to observe these. They can be found in the policy file in the administration office, and copies of these will be handed out to all workers and trainees during the final induction period.

Related policies and procedures:

- Lone Working Policy
- Managing Violent Incidents Policy
- Staff handbook and procedures
- Service Risk Assessment

Monitoring and Review

This policy will be subject to an annual 'healthcheck review' to ensure that it complies with statutory and regulatory requirements and is working in practice. If the 'healthcheck' identifies an issue then the policy will be subject to full review.

This Policy will be subject to full review at least once every three years.