



UNLOCKING POTENTIAL... OPENING OPPORTUNITY...

HEALTH AND SAFETY POLICY, GUIDELINES & PROCEDURES

Policy originally adopted by trustees February 2013

Latest review adopted by trustees 11 May 2023

Next review due May 2024



44-45 HIGH STREET,
STROUD, GL5 1AN

01453 756745
INFO@THEDOOR.ORG.UK

THEDOOR.ORG.UK
@THEDOORSTROUD

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Quality Mark



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1. POLICY STATEMENT

The Door will

- do all that is reasonably practicable to ensure the health, safety and welfare at work of our staff and volunteers, as well as visitors to our premises who may be affected by work activities.
- comply with all relevant health and safety legislation.

The Door will, so far as is reasonably practicable, provide safe systems of work, a safe environment and place of work, adequate health and welfare arrangements and facilities, arrangements for health and safety training of staff, and eliminate risks associated with articles, substances and work practices.

We also recognize that all of us need to play our part in making the workplace safe.

The Health and Safety at Work Act 1974 places a **legal duty on employers** to ensure the health, safety and welfare of employees as far as is reasonably practicable. It also places a duty of care on employers to ensure the safety of others present in the workplace who may be affected by work activities.

The Act also places a **legal duty on employees** to:

- take reasonable care of themselves and others who may be affected by their acts or omissions
- co-operate with their employer.

The Management of Health and Safety Regulations 1999 increased these duties to include:

- using equipment and materials in accordance with instruction and training provided by the employer
- reporting serious dangers or potential risks observed to the employer.

Failure to do these things is an offence in law for which individuals can be fined and, could lead to disciplinary action being taken.

2. RESPONSIBLE PERSONS For names of post holders as of May 2023, please see Appendix 1 below

The Board of Trustees is responsible for The Door's Health and Safety Policy and ensuring that it is regularly reviewed as necessary.

The Health and Safety Coordinator, with overall responsibility for operational health and safety, including general workplace risk assessments, is the **Chief Operating Officer (COO)**. These responsibilities include:

- prevention of accidents and cases of work-related ill health by managing the health and safety risks in the workplace
- engaging and consulting with employees on health and safety issues, and ensuring that they are provided with clear instructions and information and adequate training to enable them to be competent to do their work
- acting as fire warden, responsible for the implementation of emergency procedures for safe evacuation of the workplace in the event of fire or other significant incident
- maintaining safe and healthy working conditions, providing and maintaining plant, equipment and machinery, and ensuring safe storage/use of substances
- ensuring that all members of staff have read and accepted The Door's Health and Safety Policy, and that any changes of policy are communicated to all staff.

Individual **departmental managers / team leaders** are responsible for the day-to-day health and safety of their departmental operations, and for conducting risk assessments of their activities. Those working on premises away from The Door's main site (44-45 High Street, Stroud, GL5 1AN) are responsible for checking safety procedures with the building owners and obtaining their risk assessments to ensure that safe working practices are followed on these premises. They are also responsible for conducting risk assessments for their own activities.

The **Operations Manager** also acts as Deputy Fire Warden at 44-45 High Street, Stroud, along with (currently) the **Intensive Support Administration Coordinator** and the **Finance and HR Assistant**.

All staff are responsible for ensuring safe systems of working, so that no action of their own will bring about an unsafe situation for themselves or others, for following the procedures outlined in this document, and for reporting dangers or potential risks they find to their team leader or a senior manager.

3. GENERAL PROVISIONS

The Door will ensure that the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992 will be applied across our operations. Safe systems of work will be

implemented for any process found to introduce a risk to health and safety following a workplace risk assessment. Appropriate information, instruction and training will be given to staff. The Door will ensure that all work arrangements are appropriately organised, supervised and monitored. Safe access and escape will be planned for each workplace.

To enable the workplace to be kept in a safe condition, appropriate housekeeping and cleaning arrangements will be implemented. The Door will ensure, so far as is practicable, that environmental conditions will be controlled to ensure a comfortable working environment.

3.1 INFORMATION FOR STAFF

The Door's policy is to ensure that all staff receive necessary information on health, safety and welfare to provide a safe workplace and safe working procedures.

As part of their induction process, staff are briefed in safe working practices including emergency procedures, and health and welfare arrangements and facilities. This includes the reading and signing acceptance of this document, containing our health and safety policy, guidelines and procedures. Staff are also given a leaflet incorporating information required under the Health & Safety Information for Employees Regulations 1989. Staff are encouraged to assess and where possible mitigate risks routinely, and where necessary to report issues back to their line managers or designated responsible persons. Health, safety and welfare information is also distributed to all staff in monthly bulletins.

The Door maintains employer's liability insurance to an indemnity limit of £10,000,000. Copies of the insurance certificate can be found on the walls of the back office at The Door and of the waiting area at the top of the stairs.

3.2 TRAINING

It is The Door's policy to ensure that all staff receive suitable and sufficient health and safety training.

The aims of the health and safety training programme are:

- To ensure all staff work in a safe manner.
- To assist management to arrange and organise effective work operations.
- To minimise workplace incidents, injuries to personnel, delays in work programmes and damage to property.

- To ensure a safe and healthy working environment to ensure compliance with all relevant health and safety legislation.

The Door's staff induction programme includes online health and safety training (incorporating fire safety and manual handling) which must be successfully completed so that staff are familiar with basic safety procedures as soon as they start work.

3.3 PROTECTIVE EQUIPMENT

The Door will ensure that suitable personal protective equipment (PPE) is provided for staff where the work carried out presents health and safety risks which cannot be adequately controlled through other means. Where necessary, staff will be instructed and trained in the safe use of their PPE and the arrangements for maintenance, cleaning and any necessary repairs.

Examples of PPE provided for current activities are disposable gloves for e.g. food preparation, washing up and first aid application, including a latex-free option, and heat gloves for use with the steamer in The Door Shop.

For PPE requirements relating to the COVID-19 pandemic, please see section 4.20 below.

3.4 RISK ASSESSMENTS

The Door accepts the statutory requirements to arrange for risk assessments of work activities to be carried out and will take all reasonable practicable measures to minimise and mitigate identified risks. Risk assessments will be suitable and sufficient for the nature of the work and The Door's activities.

Resources will be provided to deal with risk control and systems of work, and work standards will be produced and implemented. Management and staff will be involved in the effective introduction of any new work procedures. Staff will be provided with information about the risk assessment and control measures in their areas, and will be asked for feedback as to their suitability and effectiveness.

The Door will keep all necessary records of risk assessments and actions to be taken to deal with recognised significant health and safety risks to employees and others in the workplace. Risk assessments will be regularly reviewed, and re-assessments will be arranged if called for during health and safety audits.

Risk assessments for activities, events and trips are the responsibility of their organiser. They must be submitted, reviewed and signed off by the organiser's line manager or the

Health and Safety Coordinator at least 48 hours before the commencement of the activity, event or trip.

Risk assessments are stored electronically on the shared Google drive under THE HUB\Risk Assessments

A sample risk assessment is included at Appendix 2 below.

4. SPECIFIC RISKS

4.1 BLOOD-BORNE VIRUSES

To reduce the risks of contracting a blood-borne virus staff should:

- wash their hands after contact with blood or body fluids.
- wear appropriate PPE. Disposable gloves should be worn whenever working with blood or body fluids. This includes designated first aiders having access to gloves. Disposable plastic aprons/impermeable gowns should be worn when splashing with blood or body fluids may occur.
- cover any cuts or abrasions with waterproof plasters

4.2 CHEMICALS

The Door recognizes our obligations under the Health & Safety at Work etc. Act 1974, and the Control of Substances Hazardous to Health Regulations 2002 (COSHH), to protect employees and others in the workplace against health and safety risks from hazardous substances.

All reasonable actions will be carried out to ensure employee exposure to substances hazardous to health is eliminated. Control methods will be primarily through mechanical means, such as ventilation, but where necessary, personal protective equipment will be provided which is suitable for the task and the employee. All relevant staff and volunteers will be given information, instruction and training on the hazards of substances in use, the risks identified and the control procedures to reduce risks.

No new substances will be introduced into work procedures or activities without the approval of the management of the area, and the updating of COSHH data records, which are held electronically under THE HUB\Policies\Non-Policy Documents\COSHH. Current COSHH storage locations at The Door (May 2023) are:

- shelves at far end of the back corridor downstairs behind the shop (paint & solvents)

- cleaning cabinet in upstairs storage area (cleaning material)
- under sink in upstairs kitchen (cleaning material)
- low metal filing cabinet in Operations Office (nail varnish remover/WD40)
- The Door Shop (fabric softener)

4.3 DISPLAY SCREEN EQUIPMENT

The Door will ensure the health and safety of staff and volunteers who use display screen equipment as part of their job activities as far as is reasonably practicable. Although the actual use of display screen equipment does not provide undue health risks, it is the intention of the Door to reduce all risks to an absolute minimum. Discussions will be arranged with any staff and volunteers with concerns over the use of display screen equipment to provide information regarding health and safety issues.

4.4 ELECTRICAL EQUIPMENT

The Door will take all necessary actions to secure the health and safety of staff, volunteers and visitors who use electrical equipment. Since electrical equipment is potentially hazardous, The Door will undertake regular assessments to identify risks and reduce them as far as practicable.

A competent electrician will inspect and test fixed installations on The Door's premises every five years (last undertaken in March 2019) and issue an appropriate certificate. Users of portable electrical equipment must visually inspect it each time before use.

Any contractor using electrical equipment on the premises will be required to possess the necessary knowledge for the work to ensure the avoidance of injury to themselves or others in the vicinity of the work.

No personal electrical equipment may be brought onto the premises unless prior approval has been given by the Door.

If any problem is encountered in connection with electrical supplies, circuitry, switches or appliances, staff or volunteers must immediately inform their line manager / supervisor.

Supervisors will ensure that any equipment or electrical system is properly isolated in the event of malfunction and that remedial action is arranged. Staff or volunteers must not carry out electrical fault-finding or repairs: all such work will be the sole responsibility of a competent electrician.

The Door will ensure that emergency and first aid procedures cover the actions to be taken in the event of electric shock or burns.

The cupboard housing the main circuit breakers and electricity meters is in the back corridor downstairs, next to the entrance to the Shop Manager's office.

4.5 EQUIPMENT USE

The Door will ensure that only approved machinery, tools and equipment will be supplied for use at work.

All staff and volunteers will be instructed and trained on safe working with machinery, and given all necessary details of safety procedures and systems of work.

All reasonable steps will be taken to rectify any deficiencies noted and to suitably control any risks identified.

Staff must promptly report any mishaps or shortcomings in the use of equipment or tools and co-operate with management in all aspects of equipment use at work.

4.6 FIRE SAFETY

The Door will ensure, so far as is reasonably practicable, that people on the premises are not at risk in the event of a fire.

All staff are required as part of their induction programme to complete a fire training course successfully. This includes an awareness of the hazards that fire presents and the importance of fire safety measures, as well as the specific fire evacuation procedures for the premises.

All staff, volunteers and visitors must sign in and out on entering and leaving the premises so that the sign-in sheets provide an accurate record of who is on the premises at the time of any evacuation. Separate sign-in sheets are provided for staff and volunteers in The Door Shop and all other staff, volunteers and visitors (this is found in the reception area at the top of the stairs). Third party groups hiring the premises must maintain their own rosters and check them in the event of an evacuation of the building.

The following general procedures must be followed:

- Fire doors must not be propped or wedged open.
- All flammable materials should be stored away from sources of ignition. This is particularly relevant on the fire escape routes and underneath the staircase.
- Designated Fire Exits must be kept clear at all times.
- The fire alarm system should be checked and tested on a weekly basis.

- The fire alarm system should be serviced annually. (This is now the responsibility of the landlord.)
- Emergency lighting should be tested and serviced annually.
- Fire drills should be undertaken every six months, and incorporate a short debrief of those involved.
- Fire extinguishers are checked and replaced as necessary annually by our contractor, along with a monthly in-house visual check of pins, tags, nozzles and pressures.
- Results of tests should be recorded in the Fire Log Book. Logs of drills and incidents are stored electronically in THE HUB\Policies\Non-Policy Documents\Fire Safety.
- All necessary statutory records for 44-45 High Street, such as fire drills, equipment inspections and personnel training are kept, and currently held in the Operations Manager's filing cabinet.

Evacuation plans for 44-45 High Street are included in Appendix 3 below.

4.7 FIRST AID

The Door maintains a list of staff with unexpired accredited first aid training, and ensures that there are sufficient of them spread throughout the organisation to be able to provide cover for all activities run by The Door. Anybody in need of first aid at The Door should inform reception staff. On other sites, they should inform the senior staff member on site.

First aiders will be responsible for dealing with a casualty in order to preserve life, prevent worsening of a condition and aid recovery. First aid kits are provided for the use of first aid personnel (see paragraph 5.1 below for their locations) and it is their responsibility to maintain their area's first aid kit. Any treatment given must be documented in the book which is kept in each kit.

On the rare occasion of a more serious injury or illness, first aid personnel will, as appropriate, whilst attending the casualty, instruct others

- to obtain a first aid kit, stretcher, blankets or other equipment.
- to call for medical assistance or an ambulance.
- to provide, where possible, details of the casualty, the cause of the accident and treatment administered to date, in order for the information to be available for the ambulance personnel and the hospital casualty department.

A **defibrillator** has been installed on the outside wall of The Door Shop (44 High Street, Stroud, GL5 1AN). This is checked regularly by the Finance and HR Assistant, and the Shop Manager has been trained in its use. If neither of them is available when it is potentially required, a member of staff should go to the defibrillator cabinet, call 999 and follow the instructions given for its use.

When Door staff are working on third party premises, it is the responsibility of the senior member of staff present to be familiar with the first aid facilities available. Small portable first aid kits for detached working are also available from the Operations Manager.

4.8 FOOD SAFETY

All food should be prepared, cooked, stored and presented in accordance with the high standards required by the **Food Safety Act 1990** and the **Food Hygiene (England) Regulations 2006**. The Door will ensure that where food is being prepared at least one member of staff present has a Food Hygiene Certificate at Level 2 or higher, and it is recommended that all persons who serve / prepare food receive this training, which should be refreshed every 3 years.

Where food is prepared for public consumption, staff should supervise volunteers and service users, and ensure that all signs and instructions around the food preparation area are adhered to. In general, staff should ensure the following:

Cleanliness and avoidance of contamination

- All food preparation areas, storage areas and serving areas are kept clean. All tools and equipment such as knives, utensils and chopping boards must also be cleaned regularly during the cooking process.
- Those preparing food wash their hands with soap and water before and after handling foodstuffs. All foodstuffs should also be washed before use.
- Everyone in a food handling area maintains a high level of personal cleanliness, and food handlers must wear suitable clean and, where appropriate, protective clothing.
- Separate chopping boards are used when preparing raw meat or fish.
- After handling raw meat or fish, hands must be washed before handling other foods.
- Separate cloths are used for wiping surfaces and wiping up spillages from the floor.
- Those preparing food should take all reasonable, practical steps to avoid the risk of contamination of food or ingredients.
- Food storage areas are protected against external sources of contamination such as pests.

Chilling and food transportation

- Fridges are kept at the right temperature, 5 degrees or below.
- Cooked and uncooked food is stored separately in the fridge – juices from raw meat should never come into contact with other foods.

- All meat, especially poultry is thoroughly cooked through.
- Frozen food is fully thawed before cooking.
- If hot food needs to be transported the distance should be minimised, and it must be kept hot above 63 degrees centigrade, or quickly chilled and then reheated until piping hot all the way through.
- Food should not be left out on display i.e. for a buffet for more than four hours at room temperature.
- If food is cooked on a BBQ a temperature probe should be used to ensure that food is thoroughly cooked through.

Allergies

- If foods contain any known allergens - i.e. celery, gluten, crustaceans, eggs, fish, lupin, milk, molluscs, mustard, nuts, peanut, sesame seeds, soya or sulphites - this should be clearly stated.
- Posters listing these allergens should be displayed in each food preparation area.
- It is the responsibility of the consumer to notify staff or volunteers serving food of any known food allergies they have, and signage to this effect will be provided in food serving areas.

Anyone who becomes ill whilst handling food should stop work at once and report to their line manager/supervisor.

4.9 MANUAL HANDLING

The Door recognises the latent and inherent risk of manual handling injuries in some work activities. To ensure that risks are minimised, an assessment of risks of injury from lifting and carrying operations will be carried out. Where there is a risk, the Door will review all possible options to change the system of work. The order of actions will be:

- To avoid the manual handling activity
- To introduce mechanical aids
- To divide loads to make them smaller or lighter
- To alter the system of work to reduce the frequency of manual effort
- To modify the workplace layout to improve the types of movements required⁴.
- To consider the use of personal protection for hands and feet.

All staff are required to:

- complete a manual handling course as part of their staff induction

- follow safe systems of work using the handling aids provided
- avoid taking on handling tasks involving excessive twisting, stretching or stooping
- report any work activity that may give rise to manual handling problems or any limitations with mechanised handling aids.

4.10 MENTAL HEALTH

The Door recognises that mental health conditions affect many people in the workplace.

As an employer we are committed to promoting and protecting the (physical and) mental health of all our staff.

In a survey cited by mental health charity MIND (2019), 21% of employees said they had at some point called in sick to avoid work because of workplace stress, and 42% had considered resigning because of it.

The Door appreciates that working with our clientele can be stressful and sometimes mentally challenging, and is committed to ensure that mental health risks will be mitigated by taking the following actions:

- Ensuring work environments are suitable for the task
- Maintaining clear and regular communication between staff, especially for those who regularly work in isolation
- Setting reasonable and agreed deadlines for work completion
- Defining work roles and responsibilities as much as is possible
- Involving employees in the planning of their workload and career development
- Encouraging and promoting an open environment at work. Employees need to feel confident and supported if they choose to be open about their mental health issues. It is the employee's choice whether or not to disclose, and sensitive personal information disclosed should be treated as confidential.
- Keeping records of sickness absence and using them to analyse patterns of absence
- Promoting a supportive working environment with regular catch-ups and clear supervisory and appraisal structures involving the employee
- Encouraging peer-to-peer support outside of formal supervisory structures
- Taking into account the views of employees with respect to job satisfaction etc.
- Offering mental health first aid by committing to train up selected staff as Mental Health First Aiders

- Further details of mitigations can be found in The Door's Workplace Stress Risk Assessment stored in THE HUB\Risk Assessments.

4.11 NOISE

The Door will take all reasonable steps to reduce noise levels at work, to ensure that the risk of hearing damage to staff and volunteers is minimised.

Work practices and procedures will be reviewed, and measures introduced to monitor noise. Wherever noise levels are considered to be near the first action level in the Noise at Work Regulations, a noise level survey will be undertaken. All statutory requirements will be introduced following the results of these measures.

4.12 SITE-SPECIFIC GUIDELINES: THE DOOR, 44-45 HIGH STREET, STROUD

General

In light of Control of Asbestos at Work Regulations the building has been assessed as low risk as it does not contain any asbestos products.

In light of Part Three of the Disability Act (Access) Regulations reasonable adjustments have been made to the building to allow services to be accessible to all users. However, it is appreciated that with no lift available to the first floor offices and meeting rooms, some meetings involving people with restricted mobility including wheelchair users need to be arranged off site (or downstairs in the Shop Manager's office if feasible).

Foyer / Stair Well / Top of Stairs

This area should not be used for storage of items or equipment other than for loading and unloading.

The main entrance door and internal doors leading from the foyer should be kept locked at all times.

Outside

Outside lighting should be regularly checked and maintained as necessary.

Entrances to the building and pedestrian walkways should be kept clear of obstructions and slip hazards.

Smoking or vaping is not allowed in the external doorways of the building.

Safety Signs

The Door will comply with all requirements of the relevant safety sign regulations and standards, and display in appropriate places all necessary signs which provide health and safety information.

Site Security

All staff and volunteers will be issued with ID badges and lanyards, which should be worn whilst on the premises.

All staff, volunteers and visitors must sign in and out on entering and leaving the premises (as detailed under 'Fire Safety' above).

The Door Shop

Stock should be stored according to guidelines found elsewhere in this policy, including safe movement, safe storage and waste.

Spillages, breakages, etc. need to be cleared up immediately, and areas cleaned by a competent member of staff.

The customer changing room (when open) should be checked at least hourly for left items.

All staff and volunteers present need to have an awareness of who is present in the shop and associated areas at all times.

4.13 SITE-SPECIFIC GUIDELINES: THIRD PARTY SITES

When working on third party sites, it is the responsibility of the session leader to ensure that they know the locations of first aid kits and accident books, and that they are aware of the local emergency evacuation procedures and follow them when necessary. They are also responsible for ensuring that at the end of the session the premises are left in a clean and safe condition.

It is the responsibility of the host organisation (as specified in their service level agreement) to:

- share their risk assessments of the premises with The Door
- arrange public liability insurance to cover activities undertaken on the premises
- maintain the premises in a safe condition, and ensure that equipment is in working order
- deal with waste management on the premises
- ensure that all on-site safety equipment, including fire equipment and first aid kits, is regularly checked and certified, with all consumable supplies in date.

4.14 SAFE MOVEMENT

The Door will take all necessary actions, so far as is reasonably practicable, to provide suitable access and escape from all areas within the workplace, ensuring that routes through workplaces are suitably indicated and constructed, appropriately illuminated, and clear of obstructions. Emergency routes will be clearly signposted and exits suitably indicated in each workplace. Some restricted areas have controlled access, and all authorised staff must comply with both the safety and security procedures.

On occasions when temporary arrangements are made for access and exit (e.g. due to maintenance work) all staff must use only specified routes and take extra care in using them. Staff must ensure that they are aware of the authorised routes into and away from their working areas.

To minimise the risk of slips, trips and falls, all staff should ensure that

- floor areas are kept clear of trip hazards – e.g. no boxes or trailing cables are left across walkways
- deliveries made to the building are moved immediately to a safe location
- all spillages and breakages are cleared up immediately, and if necessary, a 'wet floor' warning sign is displayed.

4.15 SAFE STORAGE

Heavy or bulky items should not be stored above head height. Any equipment and display materials located above head height should be adequately secured to prevent injury.

Access to items above head height should be gained using appropriate ladders/stepping stools.

4.16 VISITOR SAFETY

The Door recognises its responsibility to ensure, as far as is reasonably practicable, the health and safety of visitors to our premises. In order to protect our visitors, they should

- not enter restricted areas unless accompanied by a member of staff.
- sign in and out on entering and leaving the premises
- wear personal protective equipment where necessary
- comply with all signs and instructions on the premises, including 'no smoking'.

All accidents or incidents that occur during the visit should be reported immediately to the Operations Manager or their deputy.

4.17 VULNERABLE SERVICE USERS, STAFF & VOLUNTEERS

As The Door is open for the use of all young people and their parents, some of whom may be particularly vulnerable as a result of the issues they face, it is essential that health and safety matters are adequately addressed.

Particular care should be taken when placing people in different environments (e.g. work placements, trips, outdoor pursuits etc.) to ensure that suitable measures are taken to protect their health and safety. A dynamic risk assessment of the service user should be undertaken to identify and reduce risks.

Individual risk assessments must be carried out by law for staff who have informed The Door that they are pregnant, breastfeeding or have given birth within the last 6 months.

4.18 WASTE

The Door will ensure that all waste generated in the establishment is managed safely according to statutory requirements. Appropriate procedures will be followed for dealing with both solid and liquid wastes.

All waste materials will be suitably transported, handled, stored, labelled (where necessary) and disposed of. The arrangements will be reviewed periodically, and staff and volunteers are encouraged to discuss any problems regarding health and safety that may arise in any aspect of the waste management process.

4.19 YOUTHWORK ACTIVITIES

In youth centres, suitable space should be provided for playing games and undertaking activities (e.g. table tennis, floor games).

All staff on duty need to have an awareness of:

- who is present in the youth centre and adjacent areas, including toilets, which should be checked on an hourly basis
- ensuring that noise levels from PA systems are safe at all times
- ensuring that The Door's policy on drugs and alcohol is adhered to.

Separate risk assessments should be prepared for any unusual or off-site activities, including trips.

4.20 COVID-19

In response to the COVID-19 pandemic, The Door had to put in place additional measures to ensure the safety of staff, volunteers and service users, and to continue to comply with evolving government guidelines and legislation.

These measures were documented in a series of risk assessments, which were updated and reissued several times as circumstances and guidelines changed. Separate risk assessments and procedures cover:

- Indoor youthwork sessions
- Outdoor youthwork sessions
- Detached youthwork
- Operation of The Door's offices at 44-45 High Street, Stroud, GL5 1AN
- Operation of The Door Shop at 44 High Street, Stroud, GL5 1AN
- Operation of Mentoring Gateway service (telephone mentoring)
- Illuminate's Engine Room
- Providing lifts

Risk assessments are stored on the shared Google drive under THE HUB\Risk Assessments. Whilst the risks from COVID-19 or similar viruses are no longer significant at the time of writing, these risk assessments will be reviewed as required should the situation change.

5. ACCIDENT PROCEDURE

Staff and volunteers must report all accidents, near misses and occupational ill health arising on The Door's premises or during any of The Door's activities.

In each case:

- Ensure that all the relevant details are reported as soon as possible (see below for locations of accident books).
- Ensure that any residual hazards are removed.
- Ensure that management is notified of any incapacity for work resulting from an accident sustained during a work activity.

All dangerous occurrences and potential hazards should be reported immediately and necessary actions will be taken to reduce risks.

Some accidents and ill health at work also need to be reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) 2013. For details, check against <http://www.hse.gov.uk/riddor/reportable-incidents.htm>

If in the event of the need to call emergency services to The Door's premises at 44-45 High Street, Stroud, to ensure swift onsite attendance, call 999 and use the What3Words location description **inflamed.overtime.rainbow**

5.1 LOCATIONS OF FIRST AID KITS AT THE DOOR

First aid kits are located in	<ul style="list-style-type: none">• Upstairs kitchen• The Door Shop
Accident books are located in	Each first aid kit. After recording details of the accident in the book, pull the page out and pass it to the Operations Manager.

APPENDIX 1 – NAMES OF POSTHOLDERS AS OF MAY 2023

COO	Graham Gill
Operations Manager	Anne Townsend
Intensive Support Admin Coordinator	Jules Tindale
Finance & HR Assistant	Stacey Cann

APPENDIX 2 – EXAMPLE RISK ASSESSMENT



GENERAL EVENT RISK ASSESSMENT

Activity:	Activity venue:	Date of activity:
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This document contains general risks associated with all types of event and offers guidance on how to mitigate risks posed to staff, volunteers, contractors and the general public. Events are all individual and where appropriate an additional risk assessment should be produced to be used alongside this document, especially for high risk activities. Also when using a third party venue a copy of their risk assessment should be sought and stored so it is available to event organisers.



Activity	Hazard	Who is at Risk?	Level of Risk			Control Measures Taken to Reduce Risk Level to Low (Severity (S) = 1-5; Likelihood (L) = 1-5; Risk rating (RR) = SxL)	Controlled Risk		
			S	L	RR		S	L	RR
Car Parking	Cars	All	5	2	10	All car park attendants to wear hi-visibility vests. No use of mobile phones while parking cars. Attendants should take appropriate breaks	5	1	5
Safe movement	Causes of trips and falls	All	2	2	4	Make sure all staff and volunteers are aware of all potential risks. No low-hanging wires; all cables taped down in circulation areas; all hazards clearly marked and monitored throughout. First aider with up-to-date first aid kit to be available at all times.	2	1	2
Safe movement	Slips caused by wet floors etc.	All	3	2	6	Appropriate signage to be employed, and spills to be cleaned up immediately. Mats to be provided if possible between outdoor and indoor hard floors. First aider with up-to-date first aid kit to be available at all times.	3	1	3
Eating	Choking, loss of air	All	5	1	5	Encourage people to sit when eating. Prepare food correctly e.g. making sure things are cut up appropriately.	5	1	3
Eating	Food poisoning / allergens	All	3	2	6	Lead volunteer / staff member to have awareness of good food hygiene practices / food hygiene training. All food safety rules to be followed. No out-of-date food to be consumed. Display necessary food safety information and advertise allergens.	3	1	3
Loading and Unloading.	Injury due to lifting badly or items dropped	Volunteers, staff and contractors	2	2	4	Use common sense not to overload selves, lift with bent legs and straight back. Wear gloves and use mechanical aids where appropriate. Take due care.	2	1	2
Live music / performance	Damage to hearing	All	3	3	9	Maintain regulated level of noise throughout. Check levels during setup so as to reduce the number of people at risk.	3	1	3

Activity	Hazard	Who is at Risk?	Level of Risk			Control Measures Taken to Reduce Risk Level to Low (Severity (S) = 1-5; Likelihood (L) = 1-5; Risk rating (RR) = SxL)	Controlled Risk		
			S	L	RR		S	L	RR
Serving Refreshments	Burns from hot liquid, cuts from utensils	All	2	3	6	Make all volunteers aware of any potential risk of harm to themselves, volunteers or public. Staff/volunteers to serve public not self-service. Hot liquids kept behind counter or table and out of reach of children. Appropriate receptacle to be used for serving hot food or drink to prevent burning or spills. Knives to be used to a fire alarm immediately from public and under supervision if required.	2	1	2
Fire	Asphyxiation and incineration	All	5	1	5	Fire exits, evacuation procedure, assembly point and need to respond immediately to a fire alarm to be pointed out at the start of the event. Fire extinguishers to be accessible throughout. No smoking in or around indoor venues or tents etc. Follow venue's own procedures.	5	1	5

On going/dynamic risk assessment will be undertaken during activity

Signed by Assessor: _____
Print Name: _____
Date: _____
Line Manager: _____
Print Name: _____

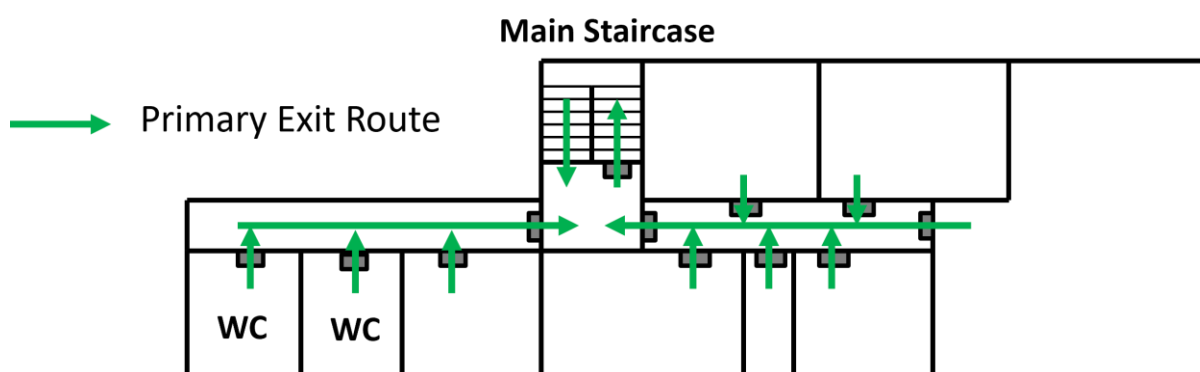
Risk Levels	
Severity	Likelihood
1 = trivial (grazing/soreness)	1 = improbable
2 = minor (small cuts, bruising)	2 = possible
3 = severe (broken bones)	3 = likely
4 = major	4 = very likely
5 = fatal	5 = certain

APPENDIX 3 – FIRE EVACUATION PLANS, 44-45 HIGH STREET, STROUD

Upstairs

Primary Exit Route: through the central corridor, down the stairs and out through the main door.

Alternative Route - through the central corridor, down the stairs and out through The Door Shop.

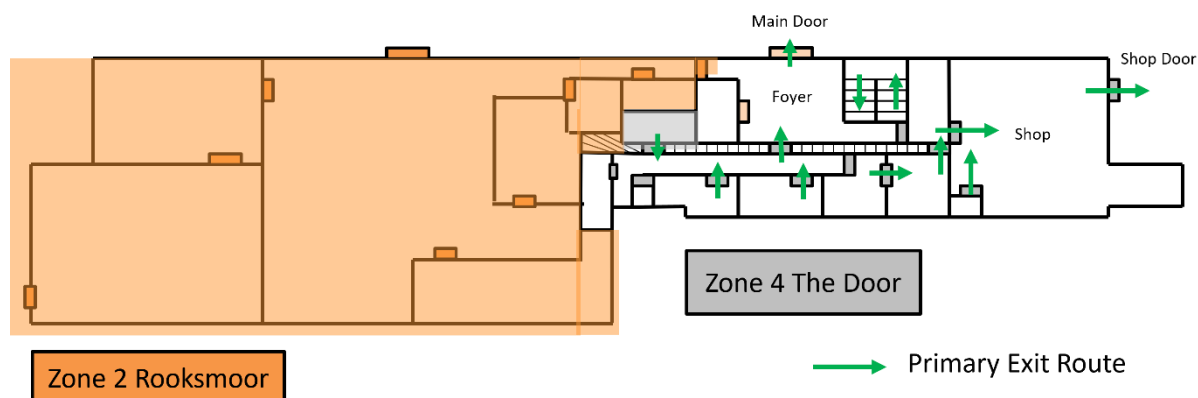


Downstairs

Those in the building should use the shortest possible route available to them unless there are obstacles (including the fire) in the way. In this case they should use the next shortest / most sensible route.

Primary Exit Route for those downstairs: through the main door

Primary Exit Route for those in The Door Shop: through the shop door



DECLARATION OF ACCEPTANCE

MUST BE COMPLETED BY ALL STAFF, VOLUNTEERS & TRUSTEES

I have read The Door’s Health & Safety Policy, Guidelines and Procedures (May 2023 revision).

I hereby accept and agree to abide by them.

NAME

SIGNATURE

DATE

Please return to: Chief Operating Officer, The Door Youth Project, 44-45 High Street, Stroud, GL5 1AN finance@thedoor.org.uk