

# Health and Safety Policy

September 2025

# Health and Safety Policy and Procedures

<b>Policy Title</b>	Health and Safety Policy
<b>Version Number</b>	V2
<b>Author</b>	Folake Segun, Chief Executive HW Lambeth
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<b>Next revision due</b>	September 2028

## **1. POLICY STATEMENT**

It is the policy of Healthwatch Lambeth to maintain a safe and healthy environment for staff, volunteers, and others who use our service, to comply with the Health and Safety at Work etc. Act 1974.

Healthwatch Lambeth will do all in its power to protect its staff, trustees, visitors and volunteers and will review this policy in the light of practical experience and new knowledge. Other additional policies may be determined from time to time and appended to this overall policy.

Our statement of policy is to:

- Provide adequate control of the health and safety risks arising out of Healthwatch Lambeth's premises, roles, and activities, regularly identifying, recording, and taking action to reduce risks.
- Consult with staff, trustees, and volunteers on matters affecting their health and safety.
- Provide the information, instruction, training, and supervision necessary to ensure the health and safety of its staff, trustees, volunteers, and service users.
- Maintain safe and healthy working conditions, preventing accidents and cases of work-related ill health.
- Ensure venues used comply with the Health and Safety at Work etc. Act 1974.
- Provide and maintain safe equipment
- Ensure safe handling, storage, and use of substances.
- Implement emergency procedures, such as evacuation in case of fire or another significant incident.
- Ensure everyone who uses our services is aware of the location of Health and Safety information, including fire procedures and the location of first aid provision.
- Review and revise this policy at regular intervals.

## **2. RESPONSIBILITIES**

The Board has overall responsibility for all aspects of health and safety at Healthwatch Lambeth and for ensuring appropriate arrangements are made to comply with all statutory requirements. The Chief Executive Officer is responsible for ensuring that the policy is implemented.

All staff, trustees, and volunteers must:

- Take reasonable care of their own health and safety and that of other people who may be affected by their acts or omissions at work.
- Cooperate with other staff or volunteers on health and safety matters.
- Familiarise themselves and comply with Healthwatch Lambeth's Health and Safety policy.
- Work to the highest possible standards of safety when working with service users, in line with any risk assessment findings and training.
- Not misuse or interfere with anything provided to safeguard their health and safety, including equipment.
- Comply with the health and safety policies of any premises they visit.
- Report any health and safety concerns, accidents, or injuries to their Line Manager.

A breach of the Health and Safety policy or procedures could result in disciplinary action being taken.

## **3. CONSULTATION WITH EMPLOYEES**

Employees will be consulted on health and safety matters through the Chief Executive or during staff meetings. The organisation will act on any legitimate concerns expressed by any interested party

## **4. MONITORING HEALTH AND SAFETY**

Responsibility for carrying out Health and Safety inspections will be delegated to all staff. The CEO will also do occasional health and safety spot checks. The CEO will investigate accidents, and safety systems will be reviewed to try and prevent a recurrence.

## 5. REPORTING

All hazards in the office should be reported to the CEO. Potential hazards in services should be reported to the line manager. Once notified, action should be taken to clear the hazard. All accidents or incidents whilst at work must be reported to the CEO and recorded using an Incident Report Form. Paper copies are kept in the First Aid box.

The CEO has responsibility for meeting the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985 (RIDDOR) and reporting such incidents to the Health and Safety Executive. To comply with UK GDPR, all personal details will be kept confidential.

## 6. PROCEDURES FOR REVIEW

Healthwatch Lambeth will review and obtain Board approval to this Health and Safety policy every three years, or when risk assessments indicate policy and procedures should be amended.

## 7. CONTACT DETAILS

### Health and Safety Executive

For further advice and information on Health and Safety, contact the Health and Safety Executive.

- **Phone:** 0300 003 1647
- **Website:** <https://www.hse.gov.uk/contact/index.htm>

### Healthwatch Lambeth Chief Executive Officer

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- **Address:** Healthwatch Lambeth  
The Health Foundry  
Canterbury House, 1 Royal St  
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## **8. RELATED POLICIES:**

- Safeguarding policy
- Lone working policy
- Wellbeing policy

## **9. HEALTH, SAFETY, AND WELFARE**

### **Accidents, first aid, and work-related ill-health**

A first aid box is located in the office. All employees will be shown the location of the first aid box and will be given the names of the designated first aid personnel.

All injuries, however small, sustained by a person at work, a service user, contractor or visitor must be reported to the line manager or in their absence an appropriate substitute and recorded using an Incident Report Form. All accidents will be investigated as necessary, with any required action being taken to prevent a recurrence of the problem.

### **Employees at special risk**

Healthwatch Lambeth recognises that some workers may from time to time be at increased risk of injury or ill-health resulting from work activities. All staff members and volunteers must advise their line manager if they become aware of any change in their personal circumstances which could result in them being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication, and pregnancy.

As an equal opportunities employer, Healthwatch Lambeth will ensure that reasonable adjustments are made to their employment arrangements or premises in order to not place disabled people at a substantial disadvantage compared with non-disabled people.

### **Equipment**

All employees will be instructed in the safe use of office equipment in their induction programme and as part of Health and Safety training. Employees should report any equipment failure to the CEO.

## **Fire**

All staff members have a duty to conduct their operations in such a way as to minimise the risk of fire and are under a duty to report immediately any fire, smoke, or potential fire hazards, such as faulty electric cables or loose connections. Employees should never attempt to repair or interfere with electrical equipment or wiring themselves.

The office where Healthwatch Lambeth is based has its own fire safety information which is available in the online members portal. Staff members must ensure they are familiar with their evacuation route and designated assembly point in case of fire.

Smoking is not permitted in the Healthwatch Lambeth office. This includes the use of e-cigarettes.

## **Fitness to work**

Healthwatch Lambeth reserves the right to exercise its duty of care if it believes that an employee may not be able to undertake their duties in a safe manner or may pose a safety risk to others. If an employee arrives for work but is deemed not fit to work, they may be sent away for the remainder of the day with or without pay, and, dependent on the circumstances, may be liable to disciplinary action.

## **Alcohol, drugs, or substance misuse**

The use of alcohol and drugs may impair the safe and efficient running of our work and/or the health and safety of our employees. Any staff member thought to be under the influence of alcohol or drugs may be subject to a disciplinary investigation as per the disciplinary procedure.

## **Hygiene**

Any exposed cut or burn must be covered with a first-aid dressing. Staff or volunteers suffering from an infectious or contagious disease or illness such as rubella or hepatitis must not report to work without clearance from their doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## **ID Cards**

All Healthwatch Lambeth staff and volunteers are required to show ID cards when conducting Enter and Views, home visits, or attending meetings representing the organisation. Such cards remain the property of the organisation and shall be surrendered upon request.

## **Manual handling**

All staff are required, in accordance with the Manual Handling Regulations 1992, to advise us of any condition which may make them more vulnerable to injury.

## **Training**

All employees and volunteers will receive health and safety training as part of their induction on joining the organisation. Training will include instruction on the safe use of any equipment provided and other information, which is relevant to their specific role and responsibilities.

## **Volunteer policy**

Volunteers may undertake tasks outside of Healthwatch Lambeth premises, such as conducting interviews in hospital wards, services in Lambeth, and people's homes or attending outreach events and meetings.

To ensure health and safety, we will follow these procedures:

- Volunteers will always work with an HWL staff or another volunteer when visiting people's homes or any service in Lambeth.
- The relevant project lead will undertake a risk assessment of public places and services to be visited, including potential risks in people's homes. The risk assessment will also include ways to mitigate risk.
- Volunteers will call the HWL office in case of an imminent incident that may pose risks to health and safety.
- Volunteers conducting interviews or focus groups without a staff member present will be asked to check-in by telephone before/after the activity.
- Volunteers will be briefed and given information about the task along with ways to mitigate any risks.
- All incidents will be recorded using an Incident Report Form.



## Wellbeing policy

Healthwatch Lambeth understands the positive impact that healthy and engaged staff members make to the success of our work and that mental health will play a significant role in employees' state of mind. We appreciate that individuals can experience periods – sometimes prolonged periods – of poor mental health in the same way as physical health.

Healthwatch Lambeth commits to providing support for staff members going through mental health problems. This includes mental health conditions that have been diagnosed by a medical professional as well as signs of stress or anxiety. Details are given in the Wellbeing policy.