



the
westway
a community hub for all

Health and Safety Policy

Leads: Mary Marsden, Ralph Linsell

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1. Introduction

This document has been prepared in compliance with the Health and Safety at Work Act 1974 and the associated regulations. It applies to all activities carried out by The Westway and covers employees, trustees, volunteers, visitors, and contractors.

2. General Statement of Policy

This policy is in place to provide and maintain a safe and healthy working environment, equipment, and systems of work for all employees, trustees, and volunteers. We are committed to providing the necessary information, training, and supervision to support this aim.

To achieve this, we will:

- Ensure all employees are competent to carry out their tasks and receive appropriate training.
- Provide and maintain safe equipment.
- Promote the safe handling and use of substances.
- Provide clear information, instruction, and supervision to all employees.
- Prevent accidents and work-related ill health.
- Maintain safe and healthy working conditions.
- Allocate clear health and safety responsibilities.

In addition, we will endeavour, as far as reasonably practicable, to safeguard the health, safety, and welfare of all visitors and others who may come onto The Westway premises.

This policy will be kept up to date and reviewed annually, especially when changes occur to our buildings or activities. Regular reviews will ensure that necessary updates are made promptly.

To maintain continuous focus on health and safety, it will be a standing agenda item at staff and Board meetings. We will also regularly consult with employees and volunteers to gather their feedback on health and safety matters.

This statement will be displayed prominently at all times for employees and visitors.
Signed:

Date:

3. Responsibilities for Health and Safety

Trustees

The Trustees hold overall responsibility to ensure that the health and safety policy is kept up to date, effectively communicated, and properly observed.

Centre Manager

The Centre Manager is responsible for:

- Being knowledgeable about health and safety regulations relevant to The Westway's premises and activities.
- Implementing the health and safety policy and associated procedures.
- Keeping the health and safety policy updated and reviewing it regularly (at least annually).
- Coordinating risk assessments, ensuring that identified control measures are applied, monitored, and documented.
- Ensuring, as far as reasonably practicable, that safe systems of work are maintained.
- Investigating all accidents and reporting any notifiable incidents to the relevant enforcing authority, with records properly maintained.
- Conducting regular inspections of the premises and recording findings appropriately.
- Communicating and consulting with Trustees, employees, volunteers, and visitors on health and safety matters.

Health and Safety Representatives for Tenants

Each tenant's health and safety representative is responsible for:

- Ensuring the areas they occupy at The Westway are safe and healthy for their staff, visitors, and service users, maintaining clear access and egress routes.
- Making sure that all The Westway owned equipment in their area is properly maintained and in good working order, and that users receive any necessary training.
- Confirming that the landlord has completed required inspections (such as gas and electrical safety checks), and that fire risk assessments, fire safety systems, and firefighting equipment are in place and maintained.

3. Responsibilities for Health and Safety

Employees and Volunteers

All employees and volunteers must cooperate with this health and safety policy and take reasonable care for their own health and safety as well as that of others on The Westway premises. This includes:

- Following safety rules, operating instructions, and working procedures.
- Reporting any faults or defects in equipment immediately to the appropriate person and refraining from using faulty equipment until it is repaired.
- Reporting all health and safety concerns, accidents (including minor incidents), injuries, near misses, or potential hazards as soon as possible.
- Not intentionally or recklessly interfering with, or misusing, anything provided to safeguard health and safety.

4. Risk Management and Hazard Control

This section outlines the arrangements in place to minimise, as far as is reasonably practicable, risks to the health and safety of employees, trustees, volunteers, visitors, and contractors. The Westway recognises the importance of a healthy workforce and is committed to protecting the health of everyone involved by reducing risks related to the working environment.

All employees and visitors will be informed and educated about potential hazards that may affect their health. Identifying hazards and assessing the associated risks will be carried out through risk assessments, in compliance with the Management of Health and Safety at Work Regulations.

The results of all risk assessments will be documented, securely stored electronically in the office health and safety records, and communicated to those who may be impacted. Hazards and risks related to all roles and tasks will be assessed, and where necessary, appropriate measures will be implemented to reduce risks to acceptable levels.

Any actions required to eliminate or control risks must be approved by the Centre Manager. All risk assessments will be treated as dynamic documents, reviewed at least every six months, or sooner if there is a change in work activities or office layout.

4. Risk Management and Hazard Control

Consultation with Employees and Others

The Westway is committed to fulfilling its duty under the Consultation with Employees Regulations by actively consulting with and providing health and safety information to all employees. This includes sharing details about all activities carried out by The Westway, as well as the risks involved and the preventative measures in place to ensure a safe working environment, both within the office and at any other premises.

4.1 Health and Safety Training

The Westway will provide health and safety training for all new starters, refresher courses, and specialist training as needed. Records of training, including names, dates, and completion of induction, will be maintained. We are committed to ensuring that all employees are properly trained and competent to carry out their duties safely, without risk to their own health or the health of others. Additionally, employees will be equipped to recognise and address health and safety considerations relevant to their work activities.

4.2 Accidents

The Westway will take all reasonable steps to minimise the risk of accidents and incidents. All accidents, near misses, and work related illnesses must be recorded promptly in the accident book, which is kept in the main office. In case of an emergency, dial 999 immediately.

Where health surveillance is required, it will be arranged by the Centre Manager or a designated health and safety representative. Records of health surveillance will be securely maintained by the appointed representative, with full compliance to data protection requirements.

The Centre Manager is responsible for promptly reporting any accidents or incidents that fall under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) to the relevant Enforcing Authority by phone or email. Additionally, a completed F2508 report form must be submitted to the Authority within 10 days of the incident. Full details of what constitutes a reportable incident and the reporting process can be found at the front of the Accident Book.

The Centre Manager will also investigate all incidents, near misses, and cases of work-related ill health, update the Risk Assessment and Method Statements (RAMS) accordingly, and implement any necessary measures to prevent recurrence. All employees will be trained on these new measures to ensure ongoing safety.

4.3 First Aid

The Westway and each tenant will designate an Appointed Person responsible for taking charge in the event of someone being injured or falling ill, including calling an ambulance if necessary. Appointed Persons are not required to provide first aid unless they have received appropriate training.

First Aid Boxes are located at Reception, and the health and safety representative is responsible for ensuring these boxes are fully stocked and properly equipped. Basic first aid guidance and further information can be found at the attached link: [Basic advice on first aid at work.](#)

The standard contents of a First Aid Box include:

- A suitable container (e.g., green with a white cross on the front)
- Contents list
- Name of the person responsible for the kit
- First aid guidance leaflet with essential information
- Individually wrapped sterile adhesive dressings (various sizes)
- Sterile eye pads
- Individually wrapped triangular bandages
- Safety pins
- Medium-sized sterile, individually wrapped, unmedicated wound dressings (12cm x 12cm)
- Large sterile, individually wrapped, unmedicated wound dressings (18cm x 18cm)

Appointed Persons must keep records of any first aid administered and ensure that all work related injuries and illnesses are recorded in the accident book.

4.4 Fire

Responsibilities of the Health and Safety Representative:

- Ensure a fire risk assessment is conducted by a competent fire and safety consultant.
- Regularly check office escape routes to ensure they remain clear and accessible.
- Oversee regular inspection, maintenance, and servicing of fire detection and warning systems as identified in the fire risk assessment.
- Ensure fire-fighting equipment, such as fire extinguishers (serviced yearly as per the fire risk assessment), is properly maintained.
- Maintain and regularly update a fire safety evacuation plan.
- Provide training on emergency procedures to all employees, visitors, and contractors.
- Organise regular fire drills and keep a detailed log of each drill.
- Ensure fire doors are maintained in good condition and function as intended.
- Conduct weekly visual inspections of emergency lighting and maintain a log of inspections.
- Continuously monitor access and egress routes to escape points, ensuring they remain unobstructed.

In the event a fire is discovered (regardless of size):

- Immediately raise the alarm and exit the building safely.
- Use a fire extinguisher only if it helps others escape safely and you are trained to do so.
- All employees, visitors, and contractors must evacuate the premises immediately, without stopping to collect personal belongings, using emergency exits and proceed to the designated muster point.
- Once at a safe distance, contact emergency services by calling 999.
- No one should re-enter the building until given explicit permission by the appointed fire safety officer.

4.4 Fire

Emergency evacuation plans will be clearly displayed throughout all office areas. All employees and visitors will receive training on the emergency procedures for The Westway premises.

For individuals with special needs, such as those with reduced mobility (temporary or permanent), impaired hearing, or other challenges, a Personal Emergency Evacuation Plan (PEEP) will be recorded. An appointed person, designated under the fire safety rota, will assist them during evacuation.

All visitors to the office will be briefed on emergency information, including evacuation procedures and first aid arrangements

4.5 Electrical Safety Check

Landlord Responsibilities:

- Arrange for the inspection and testing of gas boilers and other gas appliances by a qualified contractor on an annual basis.

Health and Safety Representative Responsibilities:

- Ensure a carbon monoxide detector is installed, regularly tested, and that a maintenance log is kept.
- Monitor that the landlord's gas safety inspections are carried out as required.

4.6 Gas Safety Check

Landlord Responsibilities:

- Ensure that the fixed electrical installation is inspected and tested by a qualified contractor at intervals not exceeding five years.

Tenant Health and Safety Representative Responsibilities:

- Arrange for Portable Appliance Testing (PAT) to be carried out at intervals in line with Health and Safety Executive guidance (INDG 236).
- Monitor and confirm that the landlord completes scheduled electrical safety inspections.

4.6 Gas Safety Check

Electrical Equipment User Responsibilities:

- Visually inspect all electrical equipment prior to use.
- Report any faults or damage to the designated health and safety representative immediately.
- Refrain from using any faulty or damaged equipment.
- Switch off and unplug electrical appliances when not in use for extended periods.
- Ensure flexible cables are positioned safely to avoid trip hazards and prevent mechanical damage.

4.7 Statutory Inspections

Tenant Health and Safety Representative Responsibilities:

Each tenant's health and safety representative is responsible for ensuring—typically through liaison with the landlord—that all necessary statutory inspections have been completed and remain up to date. These may include, but are not limited to:

- Risk assessments
- Fixed electrical installation testing
- Hot and cold water system checks (e.g. legionella control)
- Gas safety inspections
- Pressure system safety checks
- Fire door inspections
- Fire alarm system maintenance, including smoke detectors and emergency lighting
- Fire extinguisher servicing

4.8 Hazardous Substances

Wherever possible, the use of hazardous substances should be avoided. If their use is essential (e.g. cleaning products), the following steps must be taken:

- The relevant Safety Data Sheet (SDS) must be reviewed
- Risk Assessments and Method Statements (RAMS) must be prepared to ensure safe use
- Users must receive appropriate training
- All substances must be stored, labelled, and handled in accordance with the manufacturer's safety recommendations

4.9 Working Environment

The Health and Safety Representatives for The Westway and each sub-tenant are responsible for ensuring that the office spaces provide a safe and healthy working environment. To support this, regular monitoring and inspections will focus on the following key areas:

- Indoor temperature and ventilation
- Noise levels
- General and emergency lighting
- Cleanliness and waste management
- Adequate room dimensions and workspace allocation
- Workstation and seating ergonomics
- Floor and traffic route conditions
- Prevention of falls and protection from falling objects
- Condition and functionality of windows, doors, and walls
- Availability and cleanliness of toilets and washing facilities
- Access to clean drinking water
- Appropriate positioning of first aid kits, fire extinguishers, and safety signage

4.9 Working Environment

Pest control measures will be considered and implemented as necessary to maintain a hygienic environment.

Formal office inspections will be conducted twice annually using an approved checklist. The Centre Manager is responsible for ensuring these inspections take place. While the Health and Safety Representative will usually complete the inspection, the Centre Manager or another designated person may also carry it out.

All completed checklists must be reviewed by the Centre Manager, who will track recurring issues and delays in corrective action. Where any deficiencies are identified, the Centre Manager is responsible for ensuring timely and appropriate remedial action is taken to resolve the issue and prevent recurrence.

The health and safety representative shall ensure that health and safety related information is displayed in each office including:

- Local emergency procedures
- Health and Safety law poster
- Health and Safety Policy Statement

4.10 Safe Plant and Machinery

The Health and Safety Representatives for The Westway and each sub-tenant are responsible for ensuring that all work equipment provided within their offices is suitable for its intended use and safe to operate.

Where equipment requires specific training, as outlined in the user or operator manuals, it is the responsibility of the relevant Health and Safety Representative to ensure that appropriate training is delivered and documented. All equipment must be used in accordance with the manufacturer's guidance and should be visually inspected prior to each use.

The Health and Safety Representatives for The Westway and its sub-tenants must:

- Identify all work equipment that requires regular servicing or maintenance, as specified in the manufacturer's manuals
- Schedule and arrange for required maintenance and servicing
- Ensure that all servicing and maintenance is carried out by competent and qualified personnel
- Keep accurate records, including test certifications and service logs

4.10 Safe Plant and Machinery

Any equipment lacking the necessary test certification, servicing documentation, or calibration records must not be used. If equipment is found to be faulty or defective, it must be reported immediately, clearly marked, and removed from use until it has been repaired and confirmed as safe with appropriate certification.

4.11 Contractor Responsibilities

All individuals or companies entering The Westway premises to carry out work, including contractors and self-employed persons, must adhere to the following requirements:

- Possess a valid Health and Safety Policy (if required by law) and provide a copy upon request
- Provide evidence of appropriate Public Liability and Employer's Liability insurance. A copy of this documentation will be held on record
- Comply fully with The Westway's Health and Safety Policy and cooperate with the Centre Manager to ensure a safe working environment and safe systems of work
- Demonstrate that all operatives involved in the work are adequately trained and competent to carry out their tasks
- Submit Risk Assessments and Method Statements (RAMS) specific to the work being undertaken
- Ensure that any plant or machinery brought onto The Westway premises has been inspected and tested to confirm its safe operation, with documentation available upon request
- Use only their own employees for work unless prior written permission is granted by The Westway Centre Manager to involve subcontractors or other third parties. In all cases, the primary contractor retains full responsibility for health and safety compliance

4.12 Working with Display Screen Equipment

All employees who are required to use display screen equipment (DSE) as part of their role will receive appropriate DSE awareness training. A DSE assessment will be conducted for each user to ensure their workstation is set up correctly and safely. Where adjustments are necessary, they will be made in accordance with the assessment findings.

In line with the DSE Regulations, as part of the Management of Health and Safety at Work Regulations 1999, DSE assessments will also be completed for employees who work from home.

Employees who regularly use display screen equipment are entitled to request an eyesight test if they believe their vision may be affecting their ability to use DSE safely. Employees must inform their manager before arranging an eyesight test, so appropriate steps can be taken in line with The Westway's procedures.

4.13 Manual Handling

Wherever possible, manual handling activities will be avoided. When it is not feasible to eliminate the need to move loads, appropriate lifting aids such as trolleys, lifts, and hoists, will be used to reduce risk as far as reasonably practicable.

All employees and volunteers required to carry out manual handling tasks will receive the necessary training in safe lifting techniques and the use of relevant equipment.

4.14 Lone Working

Wherever possible, lone working will be avoided. However, it is recognised that lone working may occasionally take place within The Westway offices. In such instances, appropriate precautions must be taken to ensure the individual's safety. For detailed guidance and procedures, please refer to The Westway's Lone Working Policy.

4.15 Preparation of Food

All food preparation and storage must comply with relevant food hygiene and safety regulations. Cooking on the premises is only permitted in designated areas and must be carried out by authorised individuals. All cooking activities must follow established safety procedures, and all cooking appliances will be subject to regular inspection and maintenance to ensure they remain in safe working condition.

4.16 Smoking on The Westway Premises

All offices and grounds at The Westway are “no smoking” areas. Smoking and vaping may only take place outside of the Westway boundaries.

4.17 Young Persons at Work

The Westway does not employ anyone under the age of 18. Apprentices under 18 brought onsite by sub-contractors must have a Risk Assessment in place before starting work. Contractors are required to inform the Centre Manager of any necessary control measures or restrictions related to the young person’s role before they begin work.

Young persons under 18 will only be accepted on work experience placements, never as employees. Parents or guardians will be informed of any potential risks and the safety measures implemented. Additionally, a young volunteer form must be completed and signed by the legal guardian to acknowledge and accept these safety guidelines.

All local authority regulations concerning the types of work and working hours permitted for those under 18 will be strictly followed. Every young person will receive induction training, with records kept on file. Furthermore, all young persons under 18 will be supervised at all times while carrying out work activities.

4.18 Drugs & Alcohol Misuse

The Westway recognises that alcohol or drug misuse by employees, contractors, including supervisory and management staff, can negatively impact the health and safety of themselves and others in the workplace. Consequently, the use or presence of alcohol or illegal drugs is strictly prohibited on The Westway premises and at any sites employees are required to visit.

Employees must not undertake work activities if they have consumed any medication or substances that could impair their ability to perform their duties safely, including operating work equipment or vehicles.

All employees, contractors, and agency staff are required to inform The Westway if they are taking any medication that could affect their safe working. When such medication is necessary, employees should discuss this with the Centre Manager so that a Risk Assessment can be conducted, considering the role’s requirements and any reasonable adjustments.

4.18 Drugs & Alcohol Misuse

The Westway requires that employees disclose relevant medication, which will be handled with strict confidentiality and stored securely in compliance with current Data Protection legislation.

The Westway does not condone the misuse of illegal substances. While disciplinary action may be necessary, the organisation is committed to supporting individuals experiencing substance misuse issues. Employees are encouraged to seek advice and support from management to access appropriate professional services. All matters will be treated confidentially and managed in accordance with data protection laws.

4.19 Grievance Procedure

The Westway is committed to providing a clear framework that allows grievances of any nature to be raised and, where appropriate, resolved. Grievances may be addressed either informally or formally, depending on what is most suitable for the issue. All grievances will be managed in accordance with The Westway's Grievance Procedure Policy.

4.20 Personal Harassment

Please refer to grievance policy.

4.21 General Data Protection Regulation

The Westway has assessed and documented all regular data processing activities, including those involving high-risk or sensitive personal data. Based on this assessment, a Confidentiality Policy has been developed. Where necessary, staff and volunteers are only given access to the information essential for completing their tasks. Please refer to this policy for further details.

4.22 DBS Checks

The Westway may require a DBS check during the recruitment process. These checks are conducted by the Disclosure and Barring Service (DBS). For specific roles, the check will include information from the Children's and Adults' Barred Lists, as well as relevant information from local police forces related to the position applied for. All DBS checks and related records will be securely stored in accordance with The Westway's Data Protection Policy. Please refer to the Data Protection Policy for more details.

5. Risk Assessment and Risk Register

The Westway is committed to proactively identifying and managing health and safety risks to ensure a safe working environment for all employees, volunteers, visitors, and contractors. To achieve this, task-specific risk assessments are carried out for all relevant activities and work processes. These assessments are regularly monitored and reviewed throughout the lifetime of each task to ensure their continued effectiveness.

A risk register is maintained to document identified risks, associated control measures, responsible persons, and scheduled review dates. This register supports the ongoing management of workplace risks and helps prioritise actions to reduce hazards to acceptable levels.

Responsibility for conducting risk assessments and maintaining the risk register lies with designated personnel, including the Centre Manager, Charity Manager and health and safety representatives. Detailed risk assessments and the risk register are maintained separately from this policy and can be made available upon request for review and consultation.

6. Health and Safety Lead

If you have any questions regarding health and safety and/or risk assessments and risk register you can speak to the following:

Centre Manager: Mary Marsden

mary.marsden@thewestway.org

Health and Safety Lead: (name)

(email)

7. Policy Sign Off

This policy was written by Abi Chapman, Charity Manager on the 20.07.2025

This policy was approved by

This policy will undergo a full review by the 20.07.2026