



BORDERLANDS HEALTH AND SAFETY POLICY

Version	V13	By: SR, SO	Approved by KC	Board of Trustees
Dated	Nov 2024		Next review on	Nov 2025
Version	V14	By: YM	Approved by KC	Board of Trustees
Dated	Dec 2025		Next review on	Dec 2026

Contact Details

Chair of Trustees	Kimberlee Carstensen	kimberlee@borderlands.org.uk
Vice Chair	Nick Tarr	nick@borderlands.org.uk
CEO	Yasmin Millican	yasmin@borderlands.org.uk

Contents

1. PURPOSE	2
2. GENERAL PRINCIPLES	2
3. DEFINITIONS.....	Error! Bookmark not defined.
4. ROLES AND RESPONSIBILITIES	3
5 RELEVANT LEGISLATION AND POLICIES	5
6. SCOPE.....	5
7. THE PROCEDURES	5
8. RISK ASSESSMENT	5
9 CONSULTATION	6
10 TRAINING.....	6
11 WORKPLACE ARRANGEMENTS.....	7



12. FIRST AID	9
13 REPORTING OF INCIDENTS.....	10
14. INSURANCE.....	11

1. DEFINITIONS

This policy applies to: employees, Trustees, volunteers, members, contractors, and members of the public who enter Borderlands premises or receive Borderland’s services elsewhere; hereinafter referred to as “users”.

2. PURPOSE

- 2.1. This Health and Safety Policy ensures that Borderlands: complies with UK Health and Safety legislation by providing guidelines for establishing and implementing actions and procedures that will reduce workplace hazards, protects lives and promotes employee and members’ health.
- 2.2. As an organisation that aims to create a safe space and with services delivered by staff and volunteers, this Policy and Procedure provides a framework and give clear guidance to everyone working in and using BORDERLANDS’s projects and services to ensure risks are managed to reduce harm to all.

3. GENERAL PRINCIPLES

- 3.1. It is the Policy of Borderlands (BORDERLANDS) to comply with the terms of: the Health and Safety at Work Act 1974
- 3.2. Management of Health and Safety at Work Regulations (1999)
- 3.3. Other relevant current legislation and to provide and maintain safe and healthy working conditions, equipment and systems of work for all Borderlands’ Users to provide such information, training and supervision as they require for this purpose.
- 3.4. BORDERLANDS also recognises and accepts its responsibility to protect the health and safety of its users.
- 3.5. BORDERLANDS will also co-operate on health and safety matters with other organisations who share the BORDERLANDS premises.
- 3.6. We aim to make all users aware of health and safety issues and to minimise the hazards and risks to enable all users to thrive in a healthy and safe environment.
- 3.7. A copy of this Policy will be issued to each Trustee and member of staff, and a summary of the Policy to each volunteer. The Policy will be reviewed by the



Health and Safety Trustee and its operation. The policy will be reviewed annually . and a report to the Trustees for the first Trustee meeting reviewed following 1st April.

4. ROLES AND RESPONSIBILITIES

- 4.1. The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its users
- 4.2. The Trustees have overall and final responsibility for Health and Safety at BORDERLANDS. Day to day responsibility for the implementation of the Health and Safety Policies and procedures is delegated to the BORDERLANDS CEO.
- 4.3. Competent Staff Members
 - 4.3.1. The following staff members are considered “competent” persons with the necessary skills, knowledge and experience to manage health & safety.

Area of responsibility	Who is responsible
Overseeing responsibility	CEO and WC&OL (Welcome Centre and Operations Lead)
Office related activities	Finance, Administration and Communication Officer)
Learning/ESOL class	Learning Project Manager
Welcome Centre (WC) activities (including Feel Good Activities)	WC&OL and WC Coordinator

Commented [NT1]: What's this?

- 4.3.2. The Welcome Centre and Operations Lead has overall day to day responsibility for ensuring that the Health and Safety Policy and Procedure is put into practice at BORDERLANDS. This includes overseeing all those with responsibilities for Health and Safety to ensure they are complying with the policy.
- 4.3.3. The Welcome Centre and Operations Lead is responsible for ensuring that BORDERLANDS accepts its responsibility for the Health and Safety of its employees and volunteers based in the workplaces of other organisations and will seek to co-operate with other employers in the case of a shared workplace.



- 4.3.4. They will work with other staff to ensure that:
 - 4.3.5. Employees and volunteers receive sufficient information, induction, training and supervision on Health and Safety matters
 - 4.3.6. Employees are aware of their responsibilities to all users
 - 4.3.7. Members are given information about safety guidelines of in the relevant areas and excluded if these are broken in line with the Policy
 - 4.3.8. H&S risk assessments and fire risk assessments are undertaken annually, and whenever there is a major change in working practices and the results written up and made available to all employees and volunteers.
- 4.4. The CEO has responsibility to the Board of Trustees to assist them in discharging their health and safety duties and as such will oversee the responsibilities of the Welcome Centre and Operations Lead.
- 4.4.1. Staff Team - Health & Safety Responsibility and First Aiders
 - 4.4.2. Under the Health & Safety Regulations all employees and volunteers have the statutory responsibility to co-operate to achieve a safe and healthy workplace and to take reasonable care of themselves and others.
 - 4.4.3. Employees and volunteers must not intentionally or recklessly interfere with anything provided for their health, safety and welfare.
 - 4.4.4. Whenever an employee or volunteer notices a health or safety problem which they are unable to put right without endangering themselves, they must immediately inform the appropriate person specified above.
 - 4.4.5. As a staff/volunteer team we will strive to:
 - 4.4.5.1. Create an environment that is safe and without risk to health;
 - 4.4.5.2. Prevent accidents and cases of work related ill health;
 - 4.4.5.3. Use, maintain and store equipment safely;
 - 4.4.5.4. Ensure that all staff and volunteers are competent in the work in which they are engaged.
 - 4.4.6. Employees and volunteers must follow the training they have received when using any work items they have been provided with.
 - 4.4.7. Employees and volunteers must take reasonable care of their own and other people's Health and Safety.
 - 4.4.8. Employees must cooperate with Competent Staff Members and the Health and Safety Committee on Health and Safety matters.
 - 4.4.9. Staff should always be aware of the first aid arrangements and procedures as set out in this policy.



5. RELEVANT LEGISLATION AND POLICIES

5.1. This Policy complements, and should be considered along with other BORDERLANDS Policies:

5.1.1. Child Protection Policy

5.1.2. Safeguarding Adults Policy

5.1.3. Data Protection Policy

5.2. This Policy is informed by the following legislative requirements:

- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1992
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Provision and Use of Work Equipment Regulations 1992
- The Manual Handling Operations Regulations 1992
- The Personal Protective Equipment at Work Regulations 1992
- The Health and Safety (Display Screen Equipment) Regulations 1992
- Control of Substances Hazardous to Health Regulations 1994 (COSHH)
- Electricity at Work Regulations 1989
- Regulatory Reform Act 2001 (Fire Safety Order 2005)
- Gas and Electrical Safety Legislation

6. SCOPE

6.1. This policy and procedure applies to all users.

7. THE PROCEDURES

7.1. A summary of arrangements for Health and Safety management can be found at Appendix 1.

8. RISK ASSESSMENT

8.1. Each team (as set out above) will carry out regular inspections in order to identify Health & Safety hazards. Where such hazards cannot be removed or non-hazardous materials or substances used instead, a risk assessment will be carried out to identify measures to be taken to control the associated risks.

8.2. The risk assessment will be written up, the results and conclusions communicated to all staff (through team meetings) and volunteers (through briefings/de-briefs). 8.3 The written risk assessments will be reviewed and updated annually. The risk assessment will also be updated every time that



there is a major change in working practices. The following risk assessments will be completed :

- 8.2.1. A full risk assessment for BORDERLANDS's own premises. The controls measures included in the risk assessment include a six-monthly Health & Safety inspection.
- 8.2.2. Fire Risk Assessments for the BORDERLANDS Offices, and other service delivery areas used. These may be completed by Borderland's landlords.
- 8.2.3. A full risk assessment for all BORDERLANDS activities and events is required.
- 8.2.4. A review of the substances held in the office is required and is completed as part of the general risk assessment. There are no substances bearing hazard signs in the office. A sufficient precaution will be to include a reminder in the health and safety briefing to staff and volunteers that, if using any substances, the container should be checked for any specific warnings.
- 8.2.5. Risk Assessments will be completed for all new staff as part of the induction process or for existing staff after any significant change in workplace arrangements . The CEO is responsible for ensuring these forms have been completed for all staff.
- 8.2.6. Template risk assessments for all of the different requirements are saved in the Health & Safety area of the Shared Files. The completed risk assessments should be saved into the same area by teams.
- 8.2.7. Risk assessments for public health emergencies, such as a pandemic will also be prepared for BORDERLANDS premises and activities, as required with the prevailing government requirements .

Commented [NT2]: CEO or Operations?

9. CONSULTATION

9.1 BORDERLANDS Employees and volunteers will be consulted on Health and Safety. Opportunities to raise concerns about Health and Safety issues will be given regularly including at: trustee meetings; projects meetings; team meetings; bimonthly supervisions; volunteer briefings and de-briefs.

10. TRAINING

10.1 BORDERLANDS will ensure that new employees and volunteers receive information on Health and Safety as part of their induction.



10.2 BORDERLANDS will organise training for employees and volunteers on Health and Safety matters as appropriate.

10.3 If employees and volunteers consider they have Health and Safety training needs they should inform the Office Manager or Volunteer Manager as appropriate.

10.4 Signs informing people of evacuation routes are displayed. Fire drills are practiced at least 6 monthly. Fire wardens are allocated at the start of each shift and are responsible for getting everyone out in the case of a fire.

11. WORKPLACE ARRANGEMENTS

11.1. Facilities

The following will be provided for employees :

- Toilets and hand basins, with soap and towels or a hand-dryer
- Drinking water
- A place to store clothing
- Somewhere to rest and eat meals

11.2. To have a healthy working environment, BORDERLANDS will ensure there is:

- Good ventilation – a supply of fresh, clean air drawn from outside or a ventilation system.
- A reasonable working temperature (at least 16 degrees centigrade)
- Lighting suitable for the work being carried out
- Enough room space and suitable workstations and seating
- A clean workplace and appropriate waste containers

11.3. In order to keep workplaces safe, BORDERLANDS will work with our landlords to ensure that the following:

- Properly maintain our premises and work equipment
- Keep floors and traffic routes free from obstruction
- Have windows that can be opened and cleaned safely
- Make sure that any transparent doors or walls are protected or made of safety material.

11.4. Work Related Stress

11.4.1 Stress at work is a serious issue: workers can suffer severe medical problems, which can result in under-performance at work, and cause major disruptions to the organisation.

11.4.2 Stress is a workplace hazard that must be dealt with like any other. Thus the responsibility for reducing stress at work lies both with employer and employee.



11.5 BORDERLANDS will do all it can to eradicate problems relating to stress at work.

In particular BORDERLANDS will:

- Ensure close employee involvement, particularly during periods of change.
- Give opportunities for staff members and volunteers to contribute in the planning and organisation of their own jobs.
- Ensure staff members and volunteers have work targets that are stretching, but reasonable.
- Implement effective policies and procedures for dealing with bullying and any form of harassment.
- Encourage good communications between staff members, volunteers and management.
- Promote the maintenance of a supportive culture in the workplace.
- Where appropriate, take into consideration an employee's personal problems / problems at home.
- Ensure employees and volunteers avoid working long and unsocial hours.
- Offer staff regular supervision, at least every 2 months.
- Where appropriate fund appropriate external supervision.

11.6 BORDERLANDS will ensure that all policies, working practices, conditions of employment, etc. do not contradict with the above statement.

11.6.1 Employees and volunteers should become aware of 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.

11.6.2 Employees and volunteers must not make unrealistic demands of other workers, by imposing impossible deadlines and/or increasing others' workloads to a level they cannot cope with.

11.6.3 Employees and volunteers should participate with BORDERLANDS's intention to maintain a co-operative, supportive workplace environment.

11.6.4 If an employee/volunteer is suffering from stress at work, they should discuss this with their manager at the first opportunity. Where practicable and reasonable, BORDERLANDS will seek to provide assistance to the employee and training/support on managing stress/workload.

11.7 Eye and Eyesight Tests

11.7.1 Any member of staff who is a user of display screen equipment is entitled, on request, to receive an eye and eyesight test. Staff should inform their line manager before they book the test. The optician



determines the frequency of repeat testing for the user. This is usually every 2 years but can vary for individuals. BORDERLANDS will also meet the cost of repeat testing. BORDERLANDS will pay up to £25 for an eye test.

- 11.7.2 Where the optician recommends an employee be provided with eyesight correction (e.g. glasses) specifically for their work with DSE the law requires that BORDERLANDS meets reasonable costs. BORDERLANDS will currently pay up to £35 (amount to be kept under review). BORDERLANDS will not contribute where 'normal' glasses, provided for reading, watching TV or driving, are adequate for DSE use.
- 11.7.3 Staff should pay for the cost of their test, and glasses if necessary, and then claim back the expense in the usual way with a complete form and receipt attached.

12. FIRST AID

12.1. Appointed Persons

- 12.1.1. The appointed person is responsible for checking the first aid equipment and calling the emergency services when required (assuming they are on site). The appointed person is also responsible for ensuring the correct number of first aiders are trained and that their training is kept up to date.
- 12.1.2. The appointed person is the staff member with responsibility for that area
- 12.1.3. It is our aim that at least one member of staff in each of the premises (Assisi Centre, Lawfords Gate) at any one time must have an up to date First Aid qualification. However, due to Covid, and not all staff being on site at a time, there may be times when a first aider is not present. Staff should therefore familiarise themselves with St. Nicolas Parish Office First Aiders and how to contact them in the event of an emergency.
- 12.1.3.1. Only First Aid qualified staff are allowed to administer First Aid and give First Aid advice.
- 12.1.4. There should be at least one first aider across the three sites when services are open who is trained in First Aid at Work (3 day course valid for 3 years). All other First aiders should complete Emergency First Aid at Work (1 day course valid for 3 years) as a minimum.

- 12.2. All Coordinators should attend First Aid at Work Training.

12.3. First Aid Box

12.3.1. There should be a First Aid Box for each area: Offices, learning spaces and welcome Centre

12.3.2. The Appointed Person named in 4.3 will ensure that the First Aid Boxes are kept in the correct place and are regularly restocked with approved items only. It should be checked every January by the Appointed Person and a record of the check entered in the Accident Book.

12.3.3. There is an accident book kept with the First Aid box and reports are filed securely and confidentially in the filing cabinet. Reports filed should be checked quarterly by the Appointed Person and a record of the check entered in the accident book.

12.3.4. First Aid Boxes should contain (as a minimum):

- A leaflet giving general guidance on First Aid (eg HSE's leaflet Basic advice on first aid at work);
- 20 individually wrapped sterile plasters (of assorted sizes), appropriate to the type of work;
- Two sterile eye pads;
- Four individually wrapped triangular bandages, preferably sterile;
- Six safety pins;
- Two large, individually wrapped, sterile, unmedicated wound dressings;
- Six medium-sized, individually wrapped, sterile, unmedicated wound dressings;
- At least three pairs of disposable gloves

12.3.5. Staff should always take the First Aid Box Travel First Aid Pack and Accident Book on all trips.

12.3.6. If a staff member is not attending a trip, a volunteer should be designated responsible for First Aid and should be responsible for taking a First Aid Box with them.

Commented [NT3]: ?

13. REPORTING OF INCIDENTS

13.1. Major Incidents and Fatalities at Work must be reported to the HSE Incident Contact Centre: 0845 300 99 23.



- 13.2. Other injuries, diseases and dangerous incidents can be reported online at - www.hse.gov.uk
- 13.3. Should anyone have a serious accident at BORDERLANDS, the competent staff member, or in his/her absence, the Competent Trustee is responsible for reporting the accident to the Health and Safety Executive.
- 13.4. All employees must report all incidents, which did or nearly resulted in personal injury to themselves or others, to the relevant Competent staff member and make sure the accident is recorded in the Accident Book.
- 13.5. It is the responsibility of the relevant Competent staff member to ensure that incidents are investigated and to ensure that any necessary follow up action is taken to reduce the risk of the accident or near accident reoccurring.
- 13.6. The Competent staff members are responsible for reporting incidents, which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the HSE. RIDDOR covers the following incidents:
- fatal accidents
 - specified injuries to workers
 - Non- fatal accidents to non-workers
 - dangerous occurrences
 - accidents causing more than 7 days incapacity for work (accidents must be recorded, but not reported where they result in a worker being incapacitated for more than three consecutive days)
 - certain work-related diseases

14. INSURANCE

- 14.1. BORDERLANDS will hold Employers Liability Insurance that covers users in the event that they get ill or are injured at work
- 14.2. A hard copy of the current insurance certificate will be displayed where all employees can easily find it and read it in the premises. A copy is also kept on file in the office and the CEO is responsible for ensuring these are kept up to date annually .
- 14.3. Vehicle insurance
- 14.4. All staff and volunteers who use their own motor vehicles for work purposes such as driving to work related meetings are required to check that their motor insurance covers them for business use. Staff and volunteers who do not have it are advised to stop using their vehicle for work purposes.

15. Appendix 1

This is the statement of general policy and arrangements for:	Borderlands South West Ltd	
Overall and final responsibility for health and safety is that of:	Board of Trustees	
Day-to-day responsibility for ensuring this policy is put into practice at Borderlands is delegated to:	Overall: CEO & Welcome Centre and Ops Lead Offices: Finance, Admin, Comms Officer Welcome Team service delivery: – Welcome Centre Coordinator	
STATEMENT OF GENERAL POLICY:	RESPONSIBILITY OF	ACTION/ARRANGEMENTS
To prevent accidents and cases of work-related ill health and provide adequate control of health and safety risks arising from work activities	CEO and Finance, Admin, Comms Officer	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed every year, or earlier if working habits or conditions change and shared with staff and volunteers.) Six monthly Health and Safety inspections of both premises will also be completed. The Health and Safety Committee will review the operation of its Health and Safety Policy and Procedure annually. A Competent Trustee will be available for consultation/advice. All employees and volunteers will be told who the Competent Trustee is.
To engage and consult with employees on day-to-day health and safety conditions and provide advice and supervision on occupational health	CEO and Finance, Admin, Comms Officer	Safe space and open dialogue and regular line management 1:1s mean that staff feel comfortable to express any issues or discomfort with health and safety conditions. Line managers have regular

		opportunities to provide advice to staff members on occupational health.
To ensure employees and volunteers receive sufficient information, training and supervision on health and safety matters	WC & OL Learning Project Manager CEO	Health and safety is part of induction for all new starters and printed copies are on display in office
To maintain safe and healthy working conditions	All staff	All staff are responsible for monitoring their environments and reporting any hazards
To ensure First Aid trained staff/volunteers are available at all times	Finance, Admin, Comms Officer	Finance, Admin & Comms Officer works full time and is based in the office during delivery of activities
To implement emergency procedures – evacuation in case of fire or other significant incident.	CEO and Finance, Admin, Comms Officer	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary. Insurance will be renewed annually