Health and Safety at Work (HASAW) Policy

It is the policy of Live Well with Cancer (LWWC) to provide and maintain safe and healthy working conditions for all its staff (paid employees and volunteers) and visitors to the Hub. We will take all reasonable measures to ensure we meet this objective.

LWWC recognises its duty to develop its capacity to identify risks, eliminate or control them, and provide such training, information, instruction, and supervision as required. It is the duty of the Board of Trustees to ensure that LWWC has an adequate Health and Safety Policy that is effectively implemented.

It is the duty of every staff member to take reasonable care for the health and safety of him or herself and other persons who may be affected by his or her acts or omissions, and to co-operate with the organisation to ensure that LWWC is a safe and healthy organisation.

This policy will be reviewed triennially or more frequently if circumstances dictate.

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1. Implementation

Overall responsibility for ensuring that the Health and Safety at Work (HASAW) policy is implemented lies with the Board of Trustees, which has appointed Maureen Elliott, Chief Executive Officer (CEO), to liaise between Board and staff. The CEO will manage the implementation and be responsible for ensuring that reviews are undertaken.

2. Visitors

Visitors to the Hub will always be in the presence of staff or volunteers. They will be given clear instructions/guidance if/when an emergency occurs.

3. Fire instructions

LWWC Management are responsible for all fire instructions relating to the Live Well Hub, and for arranging and running practice fire and evacuation drills. They are also responsible for the location of the Assembly Point

Assembly point: **Bloom and Berry at the top of Nile Street. Turn left as you leave the entrance of Live Well Hub or turn left as you exit through the alleyway at the side of the building as you go through the side gate.**

Fire Warden(s): **Maureen Elliott**

Responsibility for instructions within LWWC's premises lies with LWWC and the CEO, who will ensure that notices are displayed.

All staff are responsible for understanding and implementing the following instructions:

1. Except when otherwise instructed, treat all fire alarms as genuine and leave the building at once. Do not return until instructed to do so by the fire warden.

2. Read and understand all fire notices in LWWC premises, including instructions for use of fire extinguishing equipment.

3. For staff in any LWWC office, leave by the nearest fire exit if the fire alarm sounds. There are two Fire Exits:
   - The internal staircase to The Hub.
   - The external staircase in the main room to the left of the public toilets.

4. The Fire Wardens will check to ensure that all rooms and toilets have been vacated.

5. Each member of staff will, to the best of their ability, check that everyone who should be is at the Assembly Point. Please assemble on the path next to The Top House.

6. All staff are responsible for ensuring that visitors for whom they are responsible obey the fire regulations.

7. If someone refuses to leave the building, do not waste time trying to persuade them: you could put your own life at risk. Instead, inform the Fire Warden of the situation. The Fire Warden will, in turn, inform Fire & Rescue.

On Discovering a Fire

Procedures on what to do if you discover a fire are on our displayed fire evacuation arrangements (below).

Fire evacuation arrangements

Live Well with Cancer, 38 Nile Street, North Shields, NE29 0BB

Live Well with Cancer

Fire Emergency Action Plan

Although Live Well with Cancer takes precautions to prevent them, emergencies do occur. When they do, they require quick, correct and decisive responses. Employees/volunteers have been/will be informed of the organisation's planned fire evacuation plan and are expected to adhere to these guidelines for the safety of our customers and visitors.

General fire safety

- Always maintain good housekeeping.
- Report defects that you see.
- Keep sources of ignition and potential fuels to a minimum.
- Ensure all flammable liquids are properly stored.
- Keep quantities of flammable liquids in use to a minimum.

The Elements of this plan are as follows:
1. Emergency Evacuation Plan
2. Methods to account for North Bank Cafe and Live Well with Cancer employees, volunteers and customers
3. Means of reporting fire
4. Organisation representative responsible for plan

1. Emergency Evacuation Plan

Action on discovering a fire

RAISE THE ALARM

1.1
- Raise the alarm by using a whistle - found on level 1 in North Bank Cafe next to the fire extinguishers, and on level 2 in Live Well with Cancer Wellbeing Centre next to the fire extinguishers near the toilets. Calmly shout 'This is an emergency evacuation. Please leave by emergency exit and assemble outside.'
- Level 1 (North Bank Cafe) to exit via front door. If front door is not possible, exit via the back door, turn right and walk down the side of the building that leads to the street.
- Level 2 (Live Well with Cancer) to exit via fire exit near the toilets. Escape by the fire escape stairs, and then exit by the side of the building, which leads to the street.
- Only attempt to fight the fire if it's safe and you've had training.
- If you are unsure or your attempt is unsuccesful - EVACUATE.
- Do not try to collect personal items.

Action on hearing the alarm

1.2
- Remain alert.
- Evacuate via the nearest available exit - Follow the Fire Evacuation Signs.
- Report to the assembly point - Top House on Nile Street.
- Make sure you are accounted for.
- Remain at the assembly point until instructed otherwise.

1.3
- Listen to instructions from the person in charge.
- Do not attempt to collect personal items.
- Do not attempt to re-enter the building.
- Lead any visitors you encounter to the assembly point.

1.4
- Fire Marshall 1 (level 2) to do a sweep of the building starting at the toilet in the back office and finishing at customers' toilets near the fire escape stairs.
- Fire Marshal 2 (level 1) to do a sweep of the cafe, including the rear garden.

1.5 Assembly point is located at Top House - top of Nile Street.

2. Method to account
Employees/Volunteers/Customers

2.1 - Fire Marshall to call out names of employees/volunteers and verify presence.

2.2 - If it is determined that any employees/volunteers are missing, the responding emergency services will be notified. The emergency services will be notified of the last approximate location of the missing person.

2.3 - The remaining employees/volunteers/customers will remain at the assembly point until the emergency services give the all clear.

3. Means of reporting fire

3.1 The first call will be made by the Fire Marshall using any available phone to call 999 and raise the alarm. Give clear instructions about the name and address of the premises.

4. Organisation representative responsible for plan

4.1 Maureen Elliott (Charity Founder and Manager) is the responsible person to contact with any questions regarding this plan.

4. Armed intruder

Incidents of armed intruders are thankfully rare, but the government has issued advice on which the following is based. Please be aware that public buildings are a prime target for armed intruders. Although not classed as a public building, anyone can have access to our café and wellbeing centre.

If an armed intruder is in the building, you should 1) try to ascertain where the intruder is and 2) try to escape the building and its grounds.

If you hear what sounds like gun fire, you should immediately get down below the level of the windows. DO NOT look out of the window. If you think it is safe to do so, make your way to the fire escape where you can have access to an escape route.

Not all intruders use guns: some use knives. The first indication may be people screaming rather than gunshots.

If you think you may be able to escape, you should cautiously open the Fire Exit doors to the fire escape. Keep low and peek around the door. If you think the shots or screams are from another part of the building and you can escape, then you should do so as quietly as possible so as not to draw attention to yourself. Get as far away from the building as quickly as you can. Try to make it to the transport hub. Leave your belongings behind. Insist others come with you but don't let them slow you down. Running is a far better option than surrendering or trying to negotiate.

If you think the intruder is too close to risk escape, lock yourself in your office by barricading the door with desks and bookcases. Go to the far end of the room, out of sight from the door, and hide behind a desk. Stay quiet and don't shout for help. Turn your phone onto silent and switch off vibrate.

Call the police when it is safe to do so.

If you observe what may be any suspicious activity, you should report it to the police or the Anti-Terrorist Hotline on 0800 789 321.

5. First Aid

The First Aid boxes are kept in the café kitchen under the counter beneath the coffee machine. First Aiders will be responsible for ensuring that it is kept adequately stocked. Additional First Aid kit can be found in the LWWC office on top of the filing cabinet.

Although it is not a statutory requirement, LWWC will attempt to ensure that at least one member of office-based staff is trained in basic First Aid, and any member of staff who wishes to be trained in First Aid will be assisted to do so to ensure coverage at all times. LWWC will meet the cost of training.

Staff Member	Hours Worked	Certificate	Expiry
Maureen Elliott	37.5 hours various shift	Basic First Aid Mental Health First Aid Registered Nurse	February 2027

L3 Award in Emergency First Aid at Work | 16th February 2024 – February 2027

Staff member	**Role**
Maureen Elliott	CEO
Sarah Nicholson	Trustee
Jonny Ellis	Facilitator
Dawn Jamieson	Facilitator
Emma Campbell	Facilitator

Mental Health First Aider | 16th February 2024 – February 2027

Staff member	**Role**
Maureen Elliott	CEO
Jonny Ellis	Facilitator
Ben Elliott	Facilitator
Jervie Ellamil	Digital & Comms

6. Accident book and serious accidents

At LWWC, the Accident Book is kept on top the filing cabinet in the LWWC office. It is the responsibility of all staff to notify the CEO of any accidents, no matter how minor, that happen during work time either to themselves or to visitors for whom they are responsible.

Should a serious accident occur, the CEO will carry out an investigation and prepare a report.

7. Electrical equipment

All staff are responsible for ensuring that, in their work area, there are no trailing leads which could cause trips or fires. They are also responsible for not overloading plugs. If in doubt, they should seek further specialist advice.

All staff are also responsible for ensuring that their electrical equipment is switched off when they leave the office at night. This particularly applies to computer monitors.

Staff should not attempt to repair faulty electrical equipment and should not change plugs or fuses.

Electrical leads must never be plugged into a socket without the appliance being attached to the other end. This is particularly dangerous in the kitchen area.

Equipment will be checked regularly, either on contract maintenance or by other arrangement, and responsibility for this lies with the CEO and Board of Trustees.

All electrical equipment with a three-pin plug will be subject to Portable Appliance Testing (PAT) by a qualified company approximately every 18 months.

Mobile phones: Use mobile phones sparingly, and never when you are driving. The use of a mobile while driving on LWWC business is illegal and could result in summary dismissal without notice for gross misconduct. The exception is a "hands free"

arrangement but, even so, you should not use the phone if there is the possibility that you will be distracted.

8. Cleaning materials

All cleaning materials are chemicals. They should be used with care after reading the instructions for use.

Some volunteers using cleaning materials may require close supervision.

9. Using computers

Window blinds should be used to reduce the amount of light reflected off computer screens. Adjust the contrast and brightness of the screen as necessary and use a resolution with which you feel comfortable.

Computer screens and keyboards should be always kept free of grime by using the appropriate wipes.

Make sure you sit comfortably and are relaxed. Use a footrest wherever possible. Take regular breaks – at least a few minutes every hour – and focus on something more distant. Walk around and stretch.

If you begin to suffer from back ache, your shoulders feel tense, or if you start to get headaches or feel nauseated, then see the CEO.

10. General hazards

Offices and Hubs are relatively safe places, but they still contain hazards and staff should use care and forethought in their working practices. The following are some rules for avoiding common causes of office and Hub accidents:

- Keep walking areas free of obstructions, including paper, electrical cables and especially bags and rucksacks.
- Wipe up all spillages.
- When placing knives and forks in the dishwasher, please put them in point downwards.
- Clear up broken glass and crockery carefully using a dustpan and brush, and dispose of it safely. Broken glass should be put in a box, sealed, and marked 'CAUTION: BROKEN GLASS!'
- Do not tilt chairs when you are seated.
- Go through doors carefully (preferably fully opening them first!)
- Do not leave drawers or cupboard doors open.
- Close filing drawers using the handle.
- Do not open more than one drawer of a filing cabinet at a time.
- Do not overload top drawers of cabinets. When filling an empty cabinet or bookcase, *always* start at the bottom drawer or shelf.
- Store heavy items as low down as possible.
- Keep sharp and pointed objects in a safe place.
- Comfortable and appropriate footwear should be worn at all times. No open toed shoes or flip flops to be worn in the café.
- Keep drawing pins in a separate box.
- Pens and pencils kept vertically should have the pointed ends downwards.
- Do not consume food or drink near keyboards.
- Ensure there is sufficient light in offices and corridors. Report broken lighting to the CEO.
- Do not run in the building.
- Horseplay, practical jokes, running in the workplace, misuse of equipment or any other acts which might jeopardise the health and safety of any other person are forbidden.
- Any person whose levels of alertness are reduced due to illness or fatigue will not be allowed to work if this might jeopardise their or another person's health and safety.
- You should undertake a risk assessment for any job that could be hazardous. The Risk Assessment book can be found on the CEO's desk.
- You should not undertake a job which appears to be unsafe.
- You should not undertake a job until you have received adequate safety instruction and are authorised to carry out the task.
- Work should be well-planned to avoid injuries in the handling of heavy materials and while using equipment.

- Staff should take care to ensure that all protective guards and other safety devices are properly fitted and in good working order and must immediately report any defects to the Charity Manager.
- Suitable clothing and footwear must be worn at all times. Personal protective equipment must be worn where appropriate.

Manual handling

- Lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand.
- The load to be lifted or moved must be inspected for sharp edges and wet patches.
- When lifting or moving a load with sharp or splintered edges, protective gloves must be worn.
- The route over which the load is to be lifted should be inspected to ensure it is free of obstructions.
- Staff should not attempt to lift or move a load that is too heavy to manage comfortably. Staff should ask for assistance if there is any danger of strain.
- When lifting an object off the ground, staff should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back.
- Staff should not attempt to obtain items from shelves that are beyond their reach. A ladder or stepping stool should be used. If the object is heavy, get assistance. Staff should not use chairs or any makeshift device for climbing and should never climb up the shelves themselves.

All staff are responsible for following these rules, and for being alert to any potential hazard.

11. Managing stress and mental health

Mental ill health and stress are associated with many of the leading causes of disease and disability in our society. Promoting and protecting the mental wellbeing of the workforce is important for individuals' physical health, social wellbeing, and productivity. Mental wellbeing in the workplace is relevant to all employees and everyone can contribute to improved mental wellbeing at work.

Addressing workplace mental wellbeing can help strengthen the positive, protective factors of employment, reduce risk factors for mental ill health, and improve general health. It can also help promote the employment of people who have experienced mental health problems and support them once they are at work.

Important aspects of mental health and wellbeing includes:

- providing information and raising awareness
- management skills to deal with issues around mental health and stress effectively
- providing a supportive work environment
- offering assistance, advice, and support to anyone experiencing a mental health problem or returning to work after a period of absence due to mental health problems

LWWC is committed to the protection and promotion of the mental health and wellbeing of all staff. We shall continuously strive to improve the mental health environment and culture of the organisation by identifying, eliminating, or minimising all harmful processes, procedures and behaviours that may cause psychological harm or illness to our staff.

LWWC will continuously strive, as far as is reasonably practicable, to promote mental health throughout the organisation by establishing and maintaining processes that enhance mental health and wellbeing.

Mental Health Objectives

Policy actions:

(a) We aim to develop a supportive culture, address factors that may negatively affect mental wellbeing, and to develop management skills.

- Give employees information on and increase their awareness of mental wellbeing, both their mental health and others.
- Provide training for designated staff in the early identification, causes and appropriate management of mental health issues, such as anxiety, depression, stress and change management.
- Reduce discrimination and stigma by increasing awareness and understanding of mental health issues.
- Provide opportunities for employees to look after their mental wellbeing, for example through physical activity, stress reducing activities, and social events.

- Provide weekly Wellbeing Wednesday where staff are encouraged to actively participate in any workshops.
- Ensure all staff have clearly defined job descriptions, objectives, and responsibilities and provide them with good management support, appropriate training, and adequate resources to do their job.
- Promote and support opportunities to enhance professional development, identified through appraisal.
- Provide systems that encourage predictable working hours, reasonable workloads, and flexible working practices where appropriate.
- Ensure, as far as is practicable, a physical environment that is supportive of mental health and wellbeing, including their workstation or working situation with appropriate lighting, noise levels, heating, ventilation and adequate facilities for rest breaks.
- Establish good two-way communication to ensure staff involvement, particularly during periods of organisational change.
- Manage conflict effectively and ensure the workplace is free from bullying and harassment, discrimination, and racism.

(b) To provide support for employees experiencing mental health difficulties.

- Ensure individuals suffering from mental health problems are treated fairly and consistently.
- Treat all matters relating to individual employees and their mental health problems in the strictest confidence and share on a 'need to know' basis only with consent from the individual concerned.
- Working with the staff member to identify stressors that can trigger a decline in mental health and establish a plan to cope with the situation.
- Manage return to work for those who have experienced mental health problems and in cases of long-term sickness absence, put in place, where possible, a phased return to work.
- Give non-judgemental and pro-active support to individual staff that experience mental health problems, such as access to professional counselling, Cognitive Behavioural Therapy (CBT), etc.
- Ensure employees are aware of the support that can be offered through their own GP, HealthWatch North Tyneside, a counsellor, etc.
- Make every effort to identify suitable alternative employment within LWWC, in consultation with the employee, where a return to the same job is not possible due to identified risks or other factors.

(c) To encourage the employment of people who have experienced mental health problems.

- Show a positive and enabling attitude to employees and job applicants with mental health issues. This includes having positive statements in recruitment literature.
- Ensure that all staff, including Trustees, who are involved in recruitment and selection are briefed on mental health issues and the Equalities Act, and are trained in appropriate interview skills.
- Ensure all staff have information and training about managing mental health in the workplace.

(d) To recognise that workplace stress is a health and safety issue.

- Adopt the principles of the HSE Stress Management Standards for employees or groups of employees that it is felt may be affected by stress.
- Provide training in good management practices.
- Provide confidential professional counselling and adequate resources.

(e) Communication

- All employees will be made aware of the HSAW with its mental health component and the facilities available.
- The board of Trustees, working through the Mental Health First Aiders, will take forward the actions from this policy.
- Updates will be provided to all employees.

(f) Review and monitoring

- Employees participating in any of the mental wellbeing activities will be regularly asked for feedback.
- The Policy Review Group will review this policy at least triennially.

12. Staff at special risk

LWWC recognises that some workers may, from time to time, be at increased risk of injury or ill-health resulting from work activities. We therefore require that all staff advise the CEO if they become aware of any change in their personal circumstances that could result in their being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication, and pregnancy.

13. Personal safety

- It is LWWC intention to minimise the risk of violence against our staff, volunteers, Board Members and visitors. See additional information on our Lone Working Policy.

- You should not work with any person whom you know or suspect is under the influence of alcohol, drugs or other substances (e.g. glue). Please speak to the CEO.

- Any member of staff who wishes to have a personal alarm will be supplied with one. After 5pm, you should ensure the door to the premises is locked. Ensure that someone in the team knows if you are working alone and arrange to phone them, or a member of your family, at regular intervals.

Do not open the door to anyone who is unknown to you. Tell them that the office is closed and ask them to call back during office hours. If they become agitated or threatening, you should call the police on 999. You should tell them that you fear for your safety.

The following points will help to ensure your safety in everyday situations:

Safety on foot

- Avoid travelling alone.
- Consider your route – think about places of safety and whether you have to walk through poorly lit areas.
- Face oncoming traffic and keep to the centre of the footpath.
- Avoid trouble.
- Avoid eye contact – look at nose/mouth.
- Trust your instincts (e.g., giving directions).
- If you think you are being followed, cross the road.
- Consider a personal alarm.
- Shout for help but try not to scream as this is often mistaken for children playing.
- Be aware of pickpockets, especially in crowds.

Safety in Cars

- Keep your vehicle well maintained to reduce the risk of breaking down or being unable to start the engine.
- Ensure sufficient petrol in tank, at least 1/4 full.
- Keep bags - including handbags - parcels and valuables out of sight.
- If you break down on the motorway, get out of the car, stand behind the crash barrier, and call the emergency services using your mobile or the roadside telephone network.
- Do not use your mobile phone while driving.
- You are not expected to car share with someone who smokes or vapes.

Parking

- Be aware that car parks are frequented by opportunist thieves. Try to use a car park that has CCTV.
- Try to park in well-lit areas.
- Reverse into the parking space for rapid exit if required.
- Have parking fees in hand before going to the meter.

Public transport safety

- Sit close to the driver if possible.
- Avoid empty compartments on the Metro, trains, etc.
- Taxi –Staff are advised to put the phone number in their mobile. Sit in the back of the taxi.

14. Training

The CEO will ensure that all staff are instructed in HASAW issues during induction, and that they have access to this policy.

Other requests from staff for HASAW training will be seriously considered, and staff may be required as part of their duties to attend such training.

15. Reporting of notifiable injuries, diseases, and deaths (RIDDOR)

Employers are under a legal obligation to report certain injuries and diseases and all occurrences of accidental deaths to the police and the Health & Safety Executive. Notifiable work-related injuries include:

- Fracture other than to fingers, thumbs, or toes.
- Amputation.
- Dislocation of the shoulder, hip, knee, or spine.
- Loss of sight, either temporary or permanent.
- A chemical or hot mental burn to the eye.
- A penetrating injury to the eye.
- Electrical shock or burn resulting in loss of consciousness and/or requiring resuscitation and/or hospitalisation for more than 24 hrs.
- Loss of consciousness caused by asphyxia or exposure to a harmful substance or biological agent.
- Inhalation, ingestion, or absorption through the skin of any chemical substance or biological agent resulting in medical treatment or loss of consciousness.
- Any other injury leading to resuscitation or hospitalisation for more than 24 hrs, or hypothermia, heat-induced illness, or unconsciousness.

In the event of such an occurrence the CEO will report the injury to the Incident Contact Centre that is operated by the HSE. The phone number is currently 0345 300 9923.

16. Preventing the spread of disease

LWWC and each member of staff has a responsibility to prevent the spread of disease. Where LWWC has been advised of an increased risk to health (e.g., 'flu pandemic), the CEO may issue instructions that those who show signs of illness should stay away from work. Staff are under an obligation to follow this instruction. The CEO will inform the Chair of the Board when such instructions are issued and the rationale behind the decision.

17. Smoking and vaping

LWWC operates a strict no smoking and no vaping policy. We take the view that any form of smoking should be discouraged, particularly in the presence of young and impressionable people, and this includes all forms of tobacco and water-based substances, such as those used in e-cigarettes. Consequently, you may not smoke or vape in LWWC offices or in any part of the premises.

18. Responsibility

It is the duty of all staff to be alert to possible HASAW hazards. If any member of staff perceives a possible hazard, they should bring it to the attention of the team.

All staff are encouraged to make suggestions for improvements to the HASAW policy, and such suggestions should be made to the CEO.

19. Document details

Organisation:	Live Well with Cancer
Version Number:	3.0
Policy owner:	Chief Executive Officer/Board of Trustees
Date approved:	November 2023
Latest review:	May 2026
Next review:	May 2027

This policy will be reviewed annually or in response to updated regulations or guidance.