



## BATH WELCOMES REFUGEES

# HEALTH AND SAFETY POLICY

## Including:

- Accident, Incident and Emergency
- Electrical Safety
- Food Hygiene
- Lone Working
- Risk Management
- Transport

## Introduction

This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees and should be considered alongside BWR's Safeguarding policy.

**The purpose of this policy is to protect individuals in contact with BWR from harm or damage and ensure that the health, well-being and safety of each individual is paramount. BWR's procedures and guidelines are regularly reviewed to keep them up to date.**

**We are committed to the following duties to achieve our Health and Safety objectives:**

- Meeting the responsibilities placed on the organisation by Health and Safety Commission guidance and Acts of Parliament
- Wherever necessary undertaking risk assessments of BWR activities
- Creating a safe environment by putting health and safety measures in place as identified by risk assessment
- Ensuring the appropriate level of training to keep everyone safe
- Ensuring everyone is aware of, understands and follows BWR's health and safety policy
- Ensuring access to a telephone in case of emergency
- Reporting any injuries or accidents sustained during any BWR activity in accordance with BWR Accident, Incident and Emergency procedures



## Accident, Incident and Emergency Policy

**This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees.**

**BWR seeks to minimise the likelihood of accidents and adverse incidents by following good practice in relation to health and safety guidelines and carrying out appropriate risk assessments.**

In any premises used by BWR, everyone working with, or on behalf of, the organisation should be made aware of the emergency evacuation procedures.

A First Aid Box should always be available in any premises used by BWR, and at all events organised by BWR.

Someone with first aid training should be always available at events and activities organised by BWR to provide basic first aid but not to administer medicines or painkillers.

Everyone involved with BWR events and activities must be made aware of the need to request emergency medical care for any serious injuries or health issues by calling 999, and a phone must always be available to do so.

In general, BWR will not have access to medical records of either families or volunteers. There may be situations where it is important for health information to be shared in order to minimise risks to the person themselves or others. But such information will be shared on a strict 'need to know' basis and treated confidentially.

Any accidents or adverse incidents should be recorded on the attached Accident or Incident Report form. Reports will be reviewed by BWR's management committee to enable organisational learning and improvement.

## Electrical Safety Policy

**This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees.**

**The purpose of this policy is:**

- **To support BWR's general Health and Safety Policy in relation to any electrical hazards associated with BWR activities such as providing electrical goods to refugee families or individuals**
- **To support the safety of everyone involved in BWR activities involving electrical equipment.**

### **Good Practice Guidelines**

- In premises where BWR has responsibility or is supporting people to set up a tenancy, ensure that fixed electrics are only installed, inspected, repaired, added to, or otherwise maintained by a competent electrician holding a recognised qualification from an organisation such as [The National Inspection Council for Electrical Installation Contracting \(NICEIC\)](#)
- Fixed electrics should be checked every five years. 'Fixed electrics' include the circuits from the meter supplying light switches, sockets, and wired-in equipment such as cookers. Fuses,



circuit-breakers, and other devices must be correctly rated for the circuit they protect. Isolators and fuse-box cases should be kept closed

- A portable electrical appliance is a tool or item of equipment that can be moved around and is designed to be plugged into an electrical supply. Before using a portable appliance, look for any signs of wear
- Ensure everyone knows that they need to remove equipment from use immediately and arrange to get it checked if:
  - The plug or connector is damaged
  - The cable has been damaged, is not secure, or internal wires are visible, etc.
  - Burn marks or stains can be seen (suggesting overheating)
- PAT (Portable Appliance Test) must be carried out on any electrical equipment supplied to refugees and BWR stakeholders.
- PAT testing must be carried out by a competent, qualified electrician.
- Use equipment only for its intended use, e.g. electrical equipment that is safe when dry can become live (and make its surroundings live too) in wet conditions.
- When carrying out a Risk Assessment, be alert to possible electrical hazards. Note who could be harmed by the hazards, how the level of risk has been established and the precautions taken to control that risk.

## Food Hygiene Policy

**This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees.**

**All food supplied, sold, or provided at BWR or community events must comply with food law and be safe to eat.**

### **Before preparing food:**

- Anyone preparing food and/or drink must wash their hands
- Wherever possible, there should be plenty of hot water and washing up liquid, rubber gloves, clean dishcloths/j-cloths, tea towels and dishwasher detergent if needed
- If using a fridge and/or freezer, temperatures should be below the required limits:  
fridge: below 5° C; freezer: below -18° C
- Wipe down work surfaces with hot water containing detergent or use an antibacterial agent
- Anyone suffering any skin, nose, throat, stomach or bowel trouble or infected wounds should not prepare or serve food
- Keep any long hair away from face, and tied back or covered
- Cover any cuts and sores with a waterproof, high visibility dressing



- Wash up and then check that plates, cups, cutlery, etc. are clean
- Put on an overall/apron

### **Preparing food**

- Cover food and avoid touching it.
- If there are flies around, try to keep them away from food.
- Raw meat should be kept and returned to the bottom of the fridge/chiller and stored in sealable containers.
- When preparing meals, separate raw meats and ready to eat food and use separate chopping boards or preparation surfaces and separate utensils.
- If heating ready prepared meals, follow the instructions for the microwave/oven; the meals should be more than 63° C in the centre.
- Food should be cooked or reheated right through to be piping hot in the middle. Do not reheat more than once, and cool leftovers quickly.
- Do not prepare any food that has passed its 'use by' date.
- Use any food and drink stored in cupboards, fridges, and freezers before their 'use by' dates; use the oldest packs first.
- Clean knives and utensils thoroughly, especially after use with raw food.

### **Allergens**

There are 14 major foods which can cause allergic reactions:

- Celery
- Cereals that contain gluten – including wheat (such as spelt and Khorasan), rye, barley, and oats
- Crustaceans – such as prawns, crabs, and lobsters
- Eggs
- Fish
- Lupin
- Milk
- Molluscs – such as mussels and oysters
- Mustard



- Tree nuts – including almonds, hazelnuts, walnuts, Brazil nuts, cashews, pecans, pistachios and macadamia nuts.
- Peanuts
- Sesame seeds
- Soybeans
- Sulphur dioxide and sulphites (if they are at a concentration of more than 10parts per million).

Activities which are not registered as a food business are not obliged to provide information on ingredients, but it is good practice to do so.

It is important to avoid cross-contamination where foods may contain allergens.

### **Serving food**

- Anyone serving food and/or drink must wash their hands
- Put on an overall/apron when serving food
- Check that plates, cups, cutlery, etc. are all clean before serving

### **Clearing up**

- When you are clearing up, wipe down surfaces and make sure that the fridge, microwave, cooker, etc. are clean.
- Do not leave anything in the fridge if its 'use by' date is before the next meeting.
- If there is any sign that mice or any other vermin have got into stored food, throw it away, clean up and disinfect the area and tell the manager of the premises so that they can deal with the problem.

### **Training**

If people are preparing food regularly, at least one person should have a Food Safety Qualification. BWR will encourage some members and refugees to gain Food Safety Qualifications.

### **For further information please see**

[www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events](http://www.food.gov.uk/safety-hygiene/providing-food-at-community-and-charity-events)

and/or Health and Safety Executive – [www.hse.gov.uk](http://www.hse.gov.uk)



# Lone Working Policy

## Purpose of the policy

**This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees.**

**The policy is designed to make people aware of the risks of lone working and to identify both the personal and organisational responsibilities involved in managing and reducing risk.**

There is a separate policy outlining the Risk Management process.

## Definition

Although there is no single definition, the NHS Security Management Service defines lone working as:

***any situation or location in which someone works without a colleague nearby; or when someone is working out of sight or earshot of another colleague.***

The Health and Safety Executive (HSE) defines lone workers as:

***those who work by themselves without close or direct supervision.***

Lone working in this document refers to any situations where a volunteer or staff member does not have immediate support from a colleague or others should an incident occur.

## The risks

BWR takes a common-sense approach for the protection of lone workers. A balance has to be struck between providing a high standard of care or service for our clients and the protection of lone workers where there are perceived or real risks. The general work of BWR can be regarded as low risk and the intention of this policy is not to raise unnecessary anxiety but to give individuals a framework for managing potential risks.

The type of potential risks BWR volunteers or staff need to consider may be environmental or interpersonal, and may relate to a client's home, the local environment, or any other place they may be visiting in order to fulfil their role:

- Examples of environmental risks: poor lighting at night, dangerous steps or other trip hazards, high crime area, dangerous animals. (See BWR Safety Checklist for Visits, attached.)
- Examples of interpersonal risks, where situations could escalate into verbal or physical abuse: people who are upset or angry, people under the influence of drugs or alcohol, or where there is a known history of domestic abuse within the family or any adult present.
- BWR volunteers and staff also need to be aware of the potential for adverse reactions from members of the public in relation to their work. Also, anyone under stress may react adversely, and this can be exacerbated by factors such as communication difficulties. Awareness of body language is important (self and others) and other factors such as personal space.



## **Risk assessment and management**

Due to the nature of the work, BWR's Risk Management Policy does not include a formal template for assessing risk (see the attached policy and flow chart for details). However, all volunteers are responsible for taking reasonable care of their own health and safety and that of others around them. The BWR Safety Checklist for Visits should be completed after the initial visit and uploaded to the CRM.

Volunteers and staff need to:

- Identify potential risks of harm
- Assess the likelihood of such an incident occurring
- Identify ways to reduce the harmful risks

If in any doubt, volunteers or staff should discuss the situation with their team leader or manager. If a situation of relatively high risk is identified, the team leader or manager will be responsible for agreeing additional safeguards with the volunteer/staff member (e.g. phone contact before and after the volunteering task or joint work). Under no circumstances must a volunteer or staff member put themselves at risk of harm. If a situation arises that they are unfamiliar with or in which they feel unsafe, they should withdraw and seek further advice and assistance.

## **Reporting incidents**

It is important that any adverse incidents are reported promptly to the relevant team leader or manager or, if they are unavailable, another member of the BWR Management Committee. Volunteers should carry relevant contact details with them. A record should be made of the type of incident, the cause, the severity, and the likelihood of it re-occurring. If appropriate, an incident may also need to be reported to the police. BWR will arrange post-incident support as needed. All adverse incidents will be reported to the BWR Management Committee in order to identify any weaknesses or failures which allowed the incident to take place, and review measures to manage or reduce future risks.

# **Risk Management Policy**

**This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees.**

**Its purpose is to support the management of risk so as to minimise potential harm while encouraging positive opportunities.**

Risk management is often thought of as only concerning potentially negative or harmful outcomes. It is important to recognise that in many situations there is a balance to be struck between the positive and possible negative outcomes. On an everyday basis, we rarely consciously weigh that balance in relation to the actions we are taking. However, in particular situations we are sometimes more aware of the need to think through the issues in order to make an informed decision about taking a risk. This policy aims to address situations where there may be concerns that potentially negative outcomes may outweigh any positive gains.



## Process of risk management

In complex situations, and/or where the implications of a decision are serious, the process should be clearly documented at each stage. It is also important to involve a number of people in the discussion to ensure a wide perspective. Risk management is a collaborative process which may include other agencies. The BWR Operations Officer has responsibility for coordinating the BWR response. All documentation will be stored in the CRM records of the individual, family or relevant group or activity.

## Define the risk

This may be a new situation or activity where there appears to be the potential for some form of harm but there are also potential benefits (e.g. a trip that is being planned). It could also be an ongoing concern which needs to be addressed (e.g. becoming more aware of hazards in a workplace). Be clear about the issue which needs to be addressed.

## Risk assessment

1. Think about all the possible outcomes, both positive and negative. Consider possible outcomes in relation to everyone who could be affected. The focus is often on the potential for physical harm, but it is important to think more broadly to consider other areas such as emotional, psychological or other less tangible outcomes (e.g. anxiety/distress/loss of confidence vs enjoyment/increased self-esteem/new skills).
2. Think about the value or importance of each outcome. Some potentially negative outcomes may be relatively minor, but others could have very serious implications. Similarly, some positive outcomes could be of little value whilst others might be extremely important.
3. Assess the likelihood of each identified outcome. Some may be highly likely to occur whilst others far less likely.
4. Calculate the actual risk by considering the importance, or value, of outcomes together with the likelihood of them occurring. It may be helpful to categorise the value (e.g. trivial ↔ important) and likelihood (e.g. high ↔ low) of each outcome:

Some potential harms may not be very serious but are highly likely. Some may occur very rarely but could be catastrophic if they do. Similarly, some potential benefits could be relatively small but almost certain to occur whilst others might be less likely to occur but could have enormous benefits.

Think about whether the potential benefits outweigh the potential harms.

## Risk formulation

Think about factors which could affect the importance or seriousness of particular outcomes. Think about what might trigger a particular outcome (e.g. how might an interpersonal confrontation start, under what circumstances might a door be accidentally left open). In an ongoing situation think about what factors are contributing to it continuing. Identify possible warning signs or indicators of any change (negative or positive).





## **Risk management plan**

On the basis of information gathered from the previous stages:

- Plan strategies to increase potential outcomes and the safeguards to minimise potential harms
- Plan how to respond to any changes (e.g. in response to warning signs, or if a crisis occurs)
- Information sharing: decide who needs to know about the issues, what it is they need to know and how this will be communicated. It is often important for everyone involved to be fully aware of all the issues but there may be times when sensitivity and discretion are required
- Make a decision about the risk (e.g. decide whether to go on the trip). If the situation is complex and/or could have serious implications, it should be discussed with the BWR Management Committee and, if necessary, the Trustees
- Agree when to review the plan

## **Monitoring**

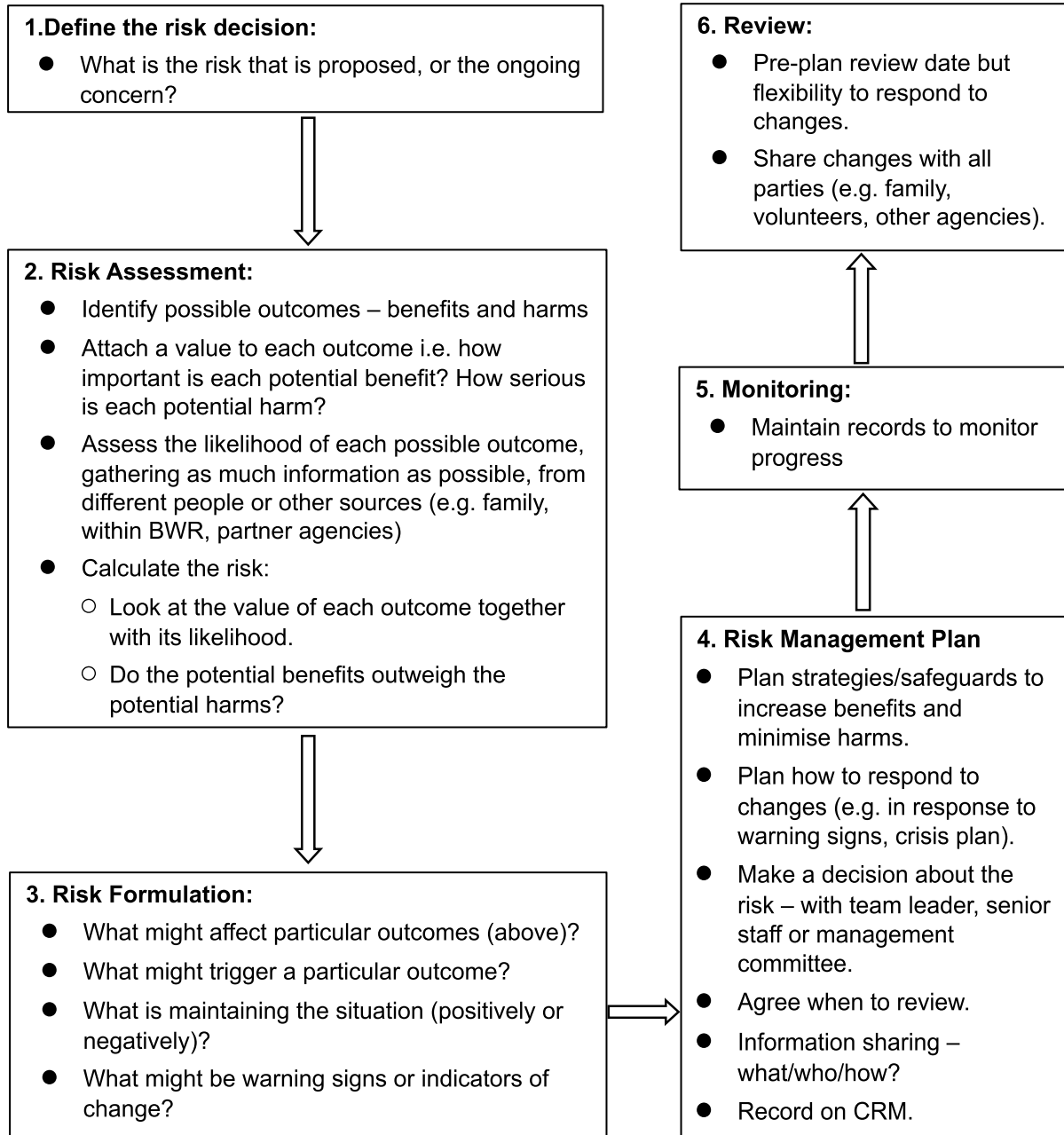
Maintain records of the situation in order to monitor progress.

## **Review**

Pre-plan a date to review the risk management plan and progress but be flexible to respond to changing circumstances. Depending on the conclusions of the review, the plan may continue to be implemented as it is, or the risk decision may need to be redefined or the plan altered in some way.

The risk management process described above is summarised in the attached flowchart.

## BWR Risk Management Process





## Transport Policy

**This policy applies to everyone working with, or on behalf of, Bath Welcomes Refugees (BWR).**

**The purpose of the policy is to support BWR's Health and Safety Policy by identifying and managing any additional risks that may arise from taking people on a journey.**

An underpinning principle for BWR is to enable and empower the people we support. Therefore, volunteers may often accompany people on public transport to help them gain the skills and confidence to use such transport by themselves. There will be some occasions though where, for practical purposes, it is preferable for volunteers to use their own cars to transport people.

Volunteers may also drive themselves to meetings and appointments and/or transport goods in the course of their voluntary work.

The guidance below applies to volunteers using their own vehicles.

### Legal issues

BWR must ensure that volunteers are:

- Legally entitled to drive the vehicle being used
- Using a vehicle which is safe and road legal (taxed, MOT'd and serviced)
- Properly trained and competent to drive
- Using it for a suitable purpose.

Where a vehicle is being used on a voluntary basis and not for payment it is not classed as business use but nevertheless volunteers should inform their insurers of their intended use of the vehicle. The driver is responsible for ensuring that the vehicle is safe and legal.

### Fitness to drive

Volunteers must ensure that they:

- Are fit to drive at all times (e.g. eyesight)
- Do not drive when affected by alcohol, drugs, or medicines
- Do not drive when affected by illness
- Do not drive when too tired to do so safely.

Voluntary organisations have a duty of care under health and safety law to ensure the safety of staff, volunteers, passengers, and anyone else (e.g. other road users) who may be affected by their organisation's activities.



## **Distractions**

Driving requires full concentration at all times. Any form of distraction will slow reaction times and increase the risk of crashing.

It is illegal to use a hand-held phone while driving. Hands-free phones still cause mental distraction, as can other devices such as SatNavs and activities such as eating, drinking, or listening to music. Depending on the circumstances, drivers could be charged with 'failing to have proper control of their vehicle' or careless or dangerous driving in the event of an accident.

## **Passengers**

Volunteers should ensure that all passengers wear seat belts. It is a legal requirement that children under 12 years or under 135cm in height must use a correct child restraint for their weight. It is the driver's responsibility to ensure that children under 12 are using the correct restraint or seat belt. Where a child restraint is not available a child over 3 on the rear seat must use an adult seat belt.

Volunteers should check that there is a seat belt for each occupant and, if carrying children, that there is an appropriate child seat for each child that needs one.

Rear-facing baby seats must not be used in a seat protected by a front air bag.

Child restraints are not a legal requirement in taxis, minibuses, or coaches but if available they must be used. Seat belts must be worn if fitted.

Head restraints should be adjusted so that they are level with the top of the person's head and close to the back of the head.

## **Accidents, breakdowns, and emergencies**

Volunteers should carry a fully charged phone and details of who to contact within BWR in an emergency (usually the team leader).

- Use hazard warning lights and switch off engine.
- Call emergency services, or breakdown firm, and provide relevant information.
- Do not move injured passengers unless they are in danger of further injury (from other vehicles, fire or explosion).
- If not injured, move passengers from nearside of vehicle, away from traffic.
- Keep passengers together and ensure an adult remains with children.
- Obtain names and addresses of independent witnesses where possible.
- If anyone is injured, or names of people involved have not been exchanged, report the accident to the police as soon as possible or within 24 hours.
- Telephone team leader or another contact within BWR to tell them what has happened.



- Ensure vehicle is roadworthy before continuing journey.

### **Minibus, coach, and group travel**

To date BWR has only very rarely needed to use minibuses or coaches. There are different issues to consider, such as whether to hire a vehicle and driver using a company registered to operate public service vehicles (PSV) with the Vehicle and Operator Services Agency (VOSA), or whether to hire a vehicle using a recognised company and use a volunteer driver. There are also issues to consider and plan for regarding group travel, such as head counts for boarding and leaving the vehicle, and how to keep the group together (e.g. if one person is late).

### **References and further information**

The Highway Code [www.highwaycode.gov.uk](http://www.highwaycode.gov.uk)

The Royal Society for the Prevention of Accidents [www.rospa.com/roadsafety/Advice/Drivers](http://www.rospa.com/roadsafety/Advice/Drivers)

Driver and Vehicle Standards Agency – Gov.UK  
<https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency>

Approved by the Management Committee and Trustees of BWR - April 2021, revised April 2024



## Accident or Incident Report Form

### Details of the person injured or affected

Name	
Full address including postcode	
Date of birth	
Phone	
Location	
Date	
Time	

### Details of the person reporting the accident or incident

Name	
Phone	
Relationship to the person injured / affected	



**Details of the accident / incident and action taken**

Nature of accident / incident	
First aid / response	
Name of first responder / others assisting / giving first aid	
Other actions	
Outcome	

**Signatures**

Reporting Person ..... Date .....

First Responder ..... Date .....

BWR Official ..... Date .....