



Policy for Health, Safety and Welfare

Adopted and delivered on behalf of SAFE! Support for Young People Affected by Crime

Signature: Simon Clements. Date: 17th October 2024

Position: Chair of Trustees – SAFE! Support for Young People Affected by Crime

Signature: Date: 17th October 2024

Position: CEO – SAFE! Support for Young People Affected by Crime

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This policy supersedes all other health, safety and welfare policy document written prior to this publication date.

Written after consultation with Ray Hipkin CMIOSH OSHCR MEWI - Chartered Safety Practitioner

Our Vision

All of the work that SAFE! does aims to work towards our vision that children and young people feel safe, thrive, and achieve their potential.

Our Mission

SAFE! was established in 2008 from a recognition that experiencing a crime can have an enormous impact, and a concern that it can be especially devastating for children and young adults, who may struggle to cope and recover without appropriate support. SAFE! provides open access, inclusive, and free services for young people and families affected by crime, helping them overcome the effects of what has happened to them and regain their quality of life. SAFE! practitioners offer a range of pragmatic strategies based upon protective behaviours and restorative approaches that are designed to increase confidence, build resilience, and improve future safety. By listening attentively and putting their needs at the heart of the process, SAFE! empowers young people, giving them a voice and helping them and those around them to build protective communities where they can feel safe. Working proactively with a wide range of partner agencies, SAFE! promotes the rights of young people, parents and families affected by crime, and by disseminating best practice guidance and resources the charity encourages any adult to feel confident in supporting a young person they know through hard times. With the rise in sexual abuse, domestic violence, and internet crime the world can be a scary place, and SAFE!'s unique, innovative, and compassionate service seeks to help young people live happy and adventurous lives.

Our Values

Underneath all SAFE! services lie the fundamental values that define our approaches. SAFE!...

- is child-centred
- is both independent (non-statutory) and collaborative
- promotes and practices kindness and respect
- is dedicated and passionate
- is preventative and restorative
- both advocates and empowers
- is non-blaming

SAFE! can be found on the Charity Commission's website by searching 'SAFE!' on the Charity Commission Website.

KEY SAFETY INDICATORS (KSI'S) & KEY POLICIES FOR HEALTH AND SAFETY

All safety values apply equally to SAFE! Support for Young People Affected by Crime and all activities.

The purpose of the following KSI'S is to enable stakeholders across the organisation, especially staff and volunteers to be fully aware of what "a safe operating environment" means to them their colleagues and clients, and how it affects their everyday activities. The KSI's must also enable stakeholders to understand their personal responsibilities to ensure that the safe environment is maintained, and where necessary developed and improved.

This overarching purpose demands that the KSI's are communicated to all stakeholders, and that ongoing understanding and adherence is monitored.

The KSI's are identified by the risk listings found on the Charities Business Risk Register, which in turn reflects the major risk headings found in the Risk Assessments. The KSI's are the tracking mechanisms to ensure the measures taken are managing the hazards identified.

Key Safety Indicator/Key Policy	Operational Lead	Lead Trustee
Health and Safety at Work Policy Compliance	Chloe Purcell	Ray Hipkin
Incident and Accident Reports	Louisa Cowx	Ray Hipkin
Safeguarding Compliance	Chloe Purcell	Jay Smith
HR & Working Time Compliance	Sarah Jones	Sheena Fewell
Staff Skills & Training	Hannah Hughes	Sheena Fewell
Company Structure & Companies House Compliance	Chloe Purcell	Simon Clements
Data Protection (GDPR) Policy	Chloe Purcell	Simon Clements
Lone Working Policy	Megan Jones	Tracy Lawrence
Privacy Notice	Chloe Purcell	Sue Davie
Equality, Diversity & Inclusion Policy	Alice Brown	Charlotte Buckingham

Health, Safety and Welfare Policy Statement

1. The purpose of this policy statement is to reflect the commitment of The Board of Trustees and Management of Safe! Support for Young People Affected by Crime to maintaining high standards of Health, Safety and Welfare for their Staff, Volunteers, Contractors, and Clients and those who may be affected by our activities.
2. The Board of Trustees and Management of Safe! Support for Young People Affected by Crime accepts that it has both a legal and moral duty to ensure the health, safety and welfare of their Staff, Volunteers, Contractors, and Clients who work with them and anybody else that can be affected by what they do.
3. In delivering a high standard of care, Safe! Support for Young People Affected by Crime remain fully committed to:
 - Cooperating with those they interface with, to ensure proper and adequate provisions.
 - Ensure that wherever possible, best practice is applied.
 - Produce and implement processes and safe systems of work that communicate and control how a task is carried out.
 - Monitoring success identify any weakness and implement improvements.
4. The Board of Trustees and Management of Safe! Support for Young People Affected by Crime recognises their legal duties placed by the Health and Safety at Work etc Act 1974 and its subordinate legislation. Those responsible for applying those duties have been fully consulted and briefed as to their individual duties and have accepted their responsibilities accordingly.
5. The Board of Trustees and Management of Safe! Support for Young People Affected by Crime fully accept their individual legal and moral duties to ensure best practice is applied at all times.
6. The Board of Trustees and Management of Safe! Support for Young People Affected by Crime remains fully committed to applying all aspects of those duties and will ensure through regular reviews, the standards are applied consistently.

Specific Arrangement for Health and Safety Compliance

7. The procedures, commitments and processes outlined in the remainder of this policy document are designed to deliver a high standard of health, safety, and welfare. All programs and procedures implemented will be designed to:

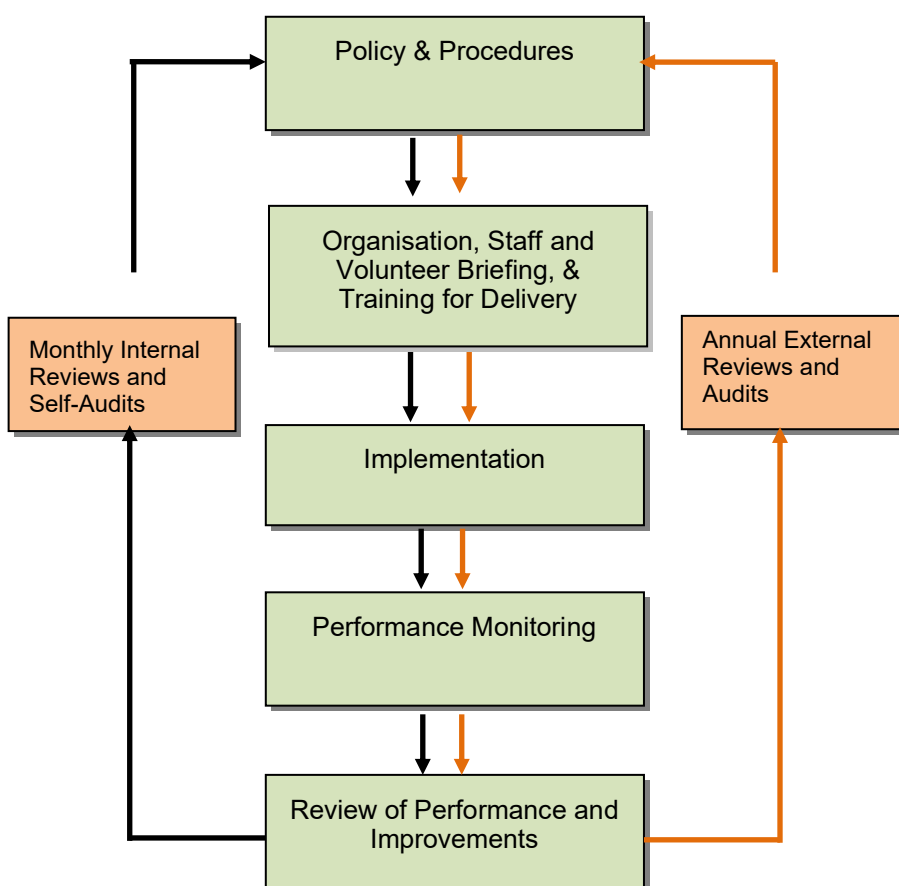
- Work toward and achieve the highest practicably possible standards whilst recognising the constraints in which we work.
- Involve and encourage participation at all levels of personnel and contractors during consultations in order to improve our present benchmark standards.
- Share experiences and learning points as we proceed.
- Ensure all KSI's are monitored and are accompanied by deliverable control measures that are agreed and achieved by the quickest most practical methods possible. By doing so comply with duties laid down in current UK Health, Safety and Welfare legislation.
- Work towards compliance with legislation that is forthcoming and has an introduction date set by UK Government legislative bodies.
- Reduce injuries to members, employees, volunteers, contractors, and visitors to the lowest level possible.

Health and Safety Compliance & Management Model

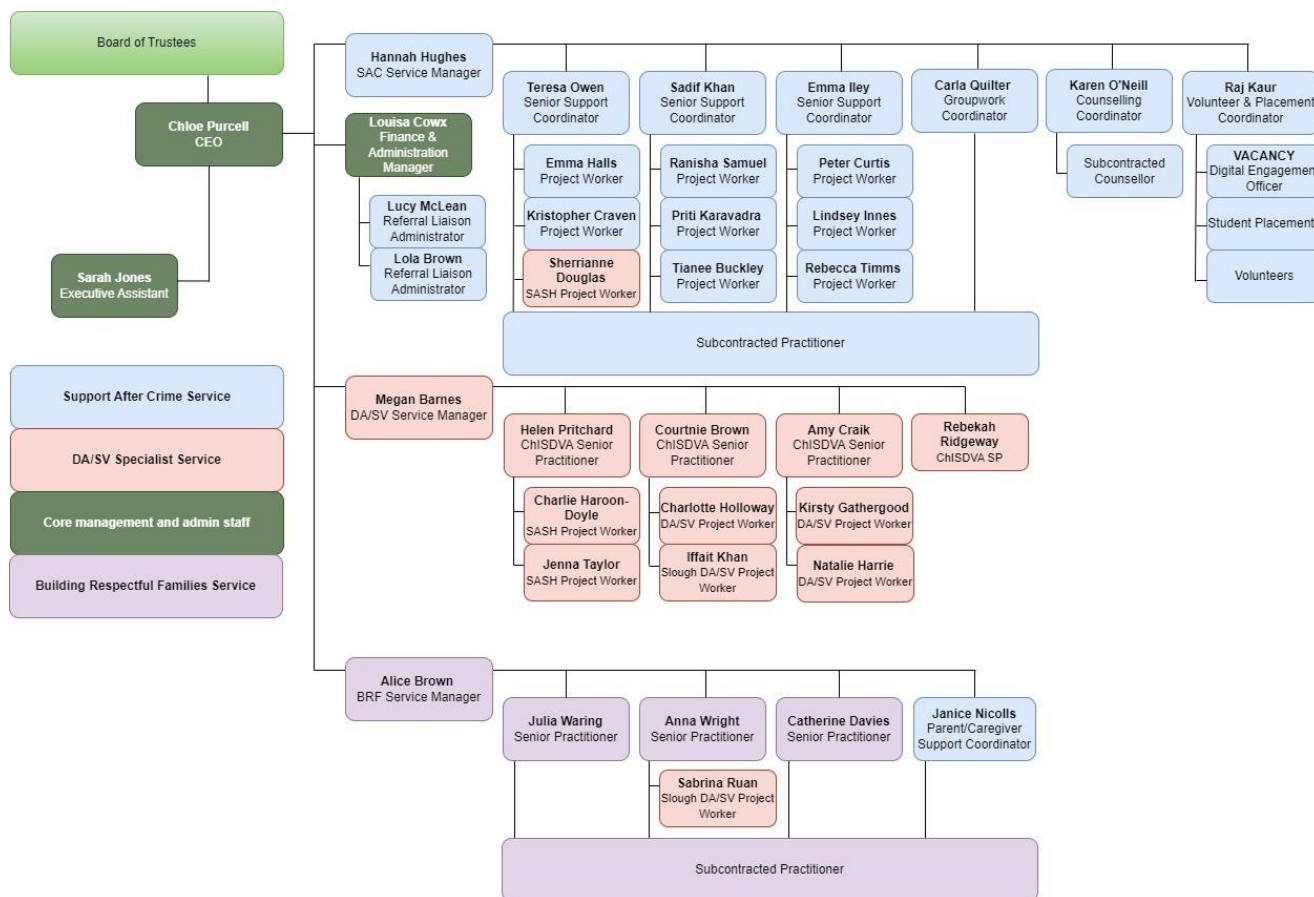
[based on the principles of British Standard ISO 45002;2023 and HSE Guidance HSG65]

Internal Reviews

External Reviews



Health and Safety Consultation and Reporting Structure



Terminology used

For the ease of reading and understanding of this policy document, Safe! Support for Young People Affected by Crime will hereafter be known as Safe!

Specific Roles and Responsibilities

The Board of Trustees

8. The Board of Trustees of Safe!, primarily The Chair of The Board of Trustees, are ultimately responsible and accountable for the application of this policy. They do so by:
- Delegating authority through the Trustees and the CEO primarily to their employees.
 - Delegate operational aspects of managing the Charity to nominated Trustees or The CEO, whilst maintaining a monitoring role to ensure effective management is being achieved.
 - Ensure that sufficient resources are made available to manage health, safety, and welfare.
 - Regularly review, as is befitting the requirement, the hierarchy, and holistic provisions of the systems to manage health, safety, and welfare.
 - Take an active interest in the work being undertaken by their staff and any consultation processes. They will ensure they have given sufficient consideration of the views expressed by members, clients, staff, and volunteers.
 - Periodically reviewing performance and policies and promote improvement action when necessary.
 - Keeping themselves informed of incidents or accidents and failures of systems of work occurring operated by their staff.
 - Ensuring the Health and Safety Policy is monitored by the Trustee acting as Health and Safety Lead.
 - Setting a good personal example on Health and Safety

The Lead Trustee for Health and Safety

9. SAFE! has been appointed a Chartered Safety Practitioner to be their Lead Trustee for Health and Safety. The Lead Trustee's brief is to provide:
- Proactive advice and guidance on our legal obligations and what is considered Best Practice.
 - Required support for The CEO and systems and procedures are operating.
 - A contact for staff who have Health and Safety concerns and wish to gain another perspective on an issue that concerns them
 - Support for the Chair of Trustees in their efforts to maintain health and safety standards.

Note. The appointed Trustee is a Chartered Member of the Institute of Occupational Health [IOSH]. He is listed on the Occupational Safety and Health Consultants Register operated and administered by the Health and Safety Executive.

The Chief Executive Officer [CEO]

10. The CEO has overall responsibility for the implementation and management of health, safety, and welfare within SAFE!.
11. The CEO will ensure that all key areas receive the correct level of monitoring and management attention by Management structure to each key area. They will appoint a member of their senior staff/volunteers to manage each matter highlighted in this policy and will require regular feedback on issues, the progress made and the actions still outstanding.

12. In order to achieve effective implementation of the policy, the CEO will:
- Delegate authority through the Operational Team, whilst maintaining their overall responsibility for delivery and through them to their employees.
 - Ensure that sufficient resources are made available to manage health, safety, and welfare
 - Ensure the organisation obtains appropriate and competent health, safety, and welfare advice.
 - Ensure the health and safety policy is strictly observed and monitored by staff and volunteers at all levels through consultation with Management/Supervisory staff and volunteers.
 - Periodically review performance, policies, and procedures accordingly and promote action when necessary with the Lead Trustee for Health and Safety.
 - Embrace the principles and best practice outlined in British Standard ISO 45001:2018 and HSE Guidance - HSG65 Successful Health & Safety Management
 - Keep under review the need for further safety measures, instruction, and training to ensure the health, safety, and welfare of all employees.
 - Keep informed of incidents or accidents and failures of systems of work occurring on SAFE! premises, involving the General Public, to Employees, Volunteers or Contractors.
 - Consult and communicate with various authorities and advisory organisations with the aim of maintaining and improving health, safety, and welfare.
 - Liaise with the Operational Team responsible for each activity.
13. The CEO will ensure that formal Health, Safety & Welfare reviews are carried out at least on a quarterly basis with all levels of Operational Team and where significant issues arise that cannot be easily resolved are reported back to the Lead Trustee for Health and Safety and the Board of Trustees for consideration. The matters which will be discussed as a compulsory matter are:
- Any Notable Incident, Accidents or Near Miss incidents occurring on the sites under their control or to their operatives at third party sites.
 - Any major failures of service or systems of work which resulted in major risks to their Staff, Volunteers, Contractors, or Operations.
 - Any weakness in the resources, in both quantity and competency of required to deliver the standards deemed as acceptable by the Board of Trustees or The CEO.
 - Issues arising from meetings, which require attention and direction from the Boards of Trustees.
 - Any issues that have stopped or blocked delivery of any of the KSV's or SAFE! Values.
14. The CEO will ensure that an impact assessment or a Changed Management / Sustainability Assessment is carried out after each major strategic decision is taken to ensure there are no detrimental effects to the health, safety and welfare of staff, volunteers, contractors and visitors, and the effectiveness of equipment together with the systems, standards, and processes of the centre.

All Employees, sessional contractors & volunteers [*hereafter known as Staff*]

15. All staff of SAFE! will:
 - Take responsible care of their own health, safety, and welfare at work
 - Follow any health, safety, and welfare rules, which apply, to their duties.
 - Do what is reasonably practicable to ensure that other people, including members of the public, are not put at risk by what their actions or failures.
 - Not misuse anything that has been provided in the interests of health, safety, and welfare.
 - Not improvise or adapt any equipment so as to use it for a purpose for which it is not designed.
 - Report anything that might present a danger to either himself/herself, or anybody else.
16. All statutory required items of equipment, work instructions or procures applications and PPE will be provided at no cost to the employee / volunteer.
17. All SAFE! Staff will receive appropriate levels of training according to their duties, the equipment they will operate.
18. No person will be requested to work unsupervised unless they are comfortable to complete the task, have received relevant training and can demonstrate a competence level deemed acceptable by SAFE!. It is recognised that in many cases experience is required when achieving a level of competence. Such experience will be provided under a supervision program carried out by the management of SAFE!.

Change Management & Sustainability

19. All planned improvements and significant changes to the investment, services and management systems will be subject to a Risk Impact Assessment. This assessment will be designed to ensure any changes will not seriously impact on the health, safety and welfare of visitors or staff. The assessment will also ensure an unintentional foreseeable risk or hazard is not transferred to any other area of the business.
20. Planned continuity and sustainability assessments will be conducted to ensure the provisions are delivering, now and into a planned delivery period, and the provision can be sustained at the level intended for the planned timescale.
21. Both assessments detailed above will be CEO led, with a relevant Trustee or CEO involvement, and will include members of staff who are engaged in the process under review.

Consultation and Cooperation

22. The Boards and Staff of SAFE! recognise the need for consultation and cooperation and the involvement of everybody to secure and maintain a safe and healthy workplace. They encourage employees, volunteers, and visitors to highlight any shortcoming in the provisions or facilities, or any occasions when personal circumstances arise that a Trustees, CEO and Management plan is required to facilitate the matter and the workload involved.
23. Health, safety, and welfare is a standing item on the agenda of our staff and trustee meetings where all are encouraged to attend.
24. The Board of SAFE! take an active part in consultations and are committed to assisting the appropriate industry lead bodies to develop continual improvement processes.

Dealing with Anger and Unreasonable Behaviour.

25. With the assistance of senior staff and volunteers, the CEO is responsible for communicating the standards of behaviour required by all staff, contractors, and volunteers, whilst representing SAFE! These standards are detailed in a 'Code of Conduct,' which is published by the trustees and is subject to periodic review.

The charity recognises that, by nature of the work SAFE! Is involved in, people taking part in activities or receiving visits by staff have reason to feel aggrieved, upset or distressed and may communicate this in an assertive way.

We do not view assertive behaviour (for example, putting forward a case in a persuasive or forceful manner) as unreasonable, however aggression, either physical or verbal, is unacceptable and should a member of staff, volunteer or contractor feel unsafe, this may be reported further.

Management Intervention

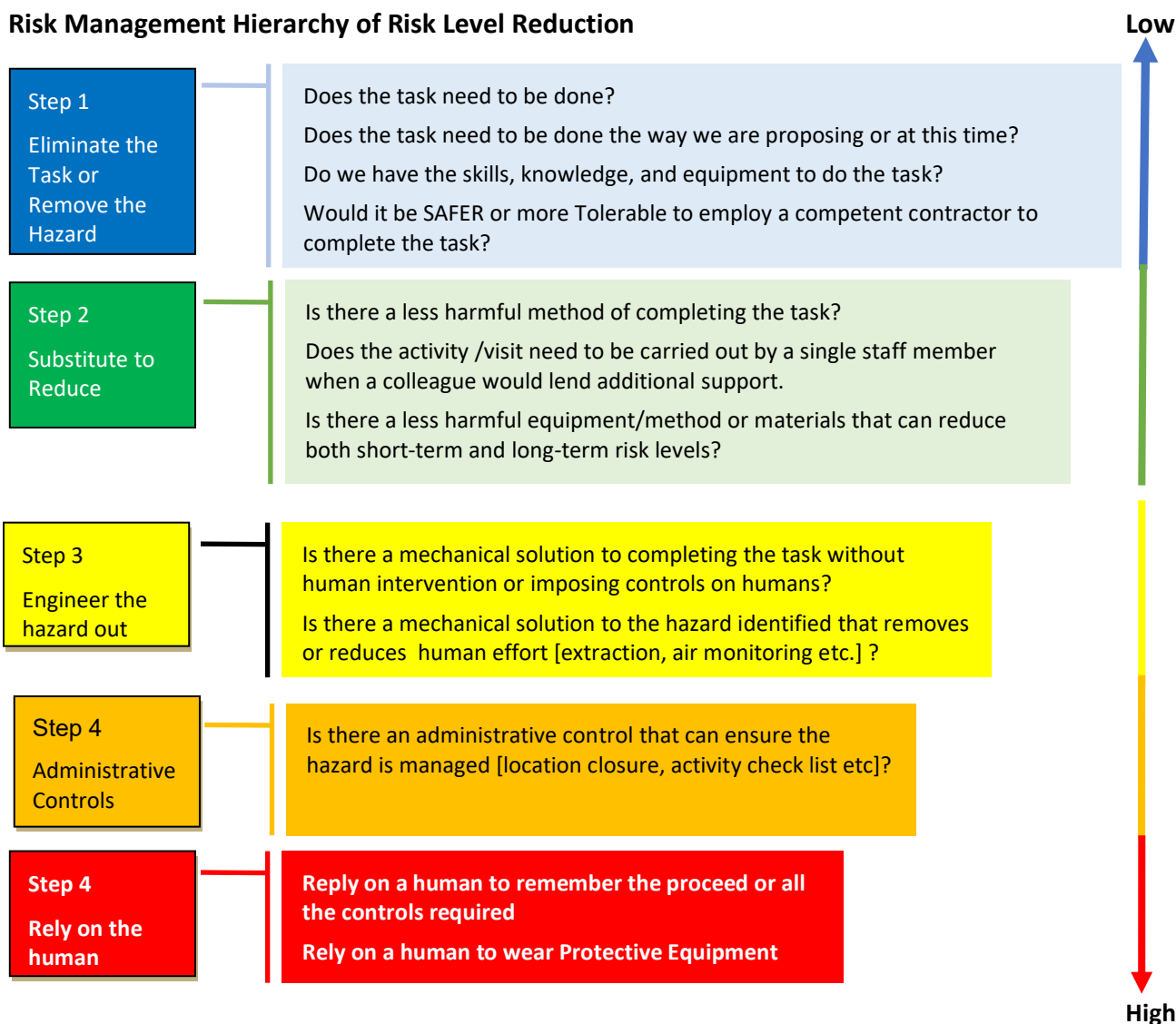
26. Although SAFE! has a clear reporting structure and that approval must be gathered from an appropriate level before the purchase of equipment, major changes to systems and procedures and changes to supervision arrangements, it is recognised that decisions will have to be taken at short notice to ensure an unsafe condition or act is avoided. It is also recognised that external advice may be required that was unforeseen that will incur cost. The Most Senior Person acting on behalf of the Trustees and/or COO in their absence will make those decisions and are fully empowered to exercise that authority.

Risk Management and Controls

27. All activities carried out by SAFE! activities will be subject to a risk management program that reflects the risks identified and the controls required mitigating the effects of the risk. Such a risk management program will include as a minimum:
- Consideration of the clients, staff and volunteers who may be affected when they are responding to a request or direct instruction from a SAFE! member of staff.
 - Consideration of the risks to persons who may be inadvertently affected by an activity under the control of SAFE! Staff.
 - Consideration of the skills and knowledge required to lead or complete an activity and the risk level reduction possible by outsourcing the activity to competent contractors.
 - Consideration of the personal risk exposure to both staff member and client, particularly where the activity or location is considered High Risk, especially where staff are working without a colleague present.
 - Activity Risk Assessments designed to identify Significant risks that may occur during the activity, and its probable causes.
 - Specific assessments for managing any hazardous substances that may be used, mainly in the office environment. Substances also includes and bacterial infections of viral conditions which may be present in the communities we work. Such substances, if exposure occurs, may be reportable to HSE under the RIDDOR Regulations and reportable diseases or dangerous occurrences.
 - Specific Operational instructions devised for all High-Risk Tasks and for tasks not usually completed by the staff or Volunteers of SAFE!.

- Lone Working Risk Assessments for each visit, prior to the visit, where a location of client poses a possible risk to the member of staff. When a High-Risk Visit or Activity is identified, a visit/activity plan MUST be devised and approved by a line manager before it is carried out.
- Any foreseeable emergencies identified, and the provisions made to manage that emergency should it arise.
- Regular reviews of Risk Assessments, which will include all activities that take place in each room.
- Intervention reviews of all systems, assessments and arrangements should any significant change occur to any activities or office layout.
- Risk management controls that can demonstrate adherence to the Risk Management Hierarchy, rather than extending human reliance before other controls have been excluded because of unreasonableness or impossibility.

Risk Management Hierarchy of Risk Level Reduction



Recording and Reporting of Incidents

28. Activities under the control of SAFE! are subject to the requirement of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 [RIDDOR] should an incident occur.
29. SAFE! requires that they be informed of any incident that has been reported to an enforcing authority and requires the contractor to provide a copy of such reports made.
30. SAFE! will provide an incident/accident record form to be completed whenever an incident occurs that causes injury to a person or damage to property or plant no matter how slight.

Electrical Equipment

31. All electrical equipment will be subject to a monitoring inspection from a NICEIC registered electrical engineer. Such inspections will be subject to written records signed by the inspecting engineer.
32. All Portable Electrical Appliances will be subject to a Thorough examination by a competent NICEIC electrician or a Portable Appliance Test [PAT Testing] at an interval deemed suitable the electrician based on its use and its condition.
33. All electrical equipment will be subject to a visual inspection by the person who is about to use the equipment for the purposes of identifying a risk causing damage to the equipment. Where damage is found, the equipment will be reported as defective, a Defective Equipment tag applied and the equipment placed in a location where it can be sent for repair.

Lone Working

34. Lone working is usually defined as a single person who is working on their own in an environment or activity where harm is possible should the activity change due to changes of circumstances or in their opinion the Risks cannot be effectively controlled by the current measures. The Staff member, Trustees and CEO of Safe! are fully aware for the need to ensure safeguarding controls have been approved, training given and those working alone understand the importance of operating strictly within the control measures agreed.
35. Before any Lone Working is approved: the activity and the location will have been:
 - Reviewed by a Risk Assessment process to ensure the activity can be carried out in a safe environment.
 - Subject to a Dynamic Risk Assessment at the time of the activity.
 - The location has been included in that activity Risk Assessment
 - The clients involved has been included in that Risk Assessment regarding their known habits or reactions when under stress
 - The staff members stress management has been included Risk Assessment.
36. Where a high risk is identified, the CEO and Staff involved must decide whether a Lone Worker is best practice and they both must satisfy the Risk Reduction Hierarchy of control measures before the activity takes place.