

Health and Safety Policy Statement



Introduction

Most UK health and safety legislation only applies to paid workers, however, any organisation with at least one employee has a duty to also protect others, who may be affected by its activities, from risk and harm. This includes those volunteering for, or on behalf of an organisation, as well as any visitors to that organisation's premises.

Overall responsibility for health and safety on Beckenham Methodist Church (BMC)'s premises, including for Joy's Kitchen, lies with the Church's Finance and Property Committee (F&P), on behalf of BMC's Church Council. Café employees and volunteers have the right to be provided with relevant health and safety information and guidance. They also have a duty to understand and comply with such information and guidance. This is to ensure that the activities carried out for and on behalf of Joy's Kitchen are carried out legally and safely and do not pose a risk to the health and safety of café staff, volunteers and customers.

This document details the health and safety arrangements and procedures to be followed by all cafe staff and volunteers and covers the following areas:

- how to create and maintain a safe working environment
- personal safety and the safety of Church premises
- what is an accident and what is an incident
- what action to take in the event of an accident/incident
- evacuation procedures, including Personal Evacuation Plans (PEEPs)
- reporting of accidents and incidents

This document should be read in conjunction with Beckenham Methodist Church's (BMC) Critical Incident Policy

beckenhammethodistchurch.co.uk/content/pages/documents/bmc_criticalincidentpolicy_24.pdf

How to create and maintain a safe working environment:

- all employees and volunteers should comply with any Church/café safety rules, operating instructions and working procedures
- health and safety information and training will be provided to all employees and volunteers - employees and volunteers should attend any relevant training provided, to help them to carry out their café duties safely
- all café employees and volunteers should ensure the daily opening and closing checks and actions are carried out, recording that each action has been carried out correctly and if not, giving details of what has happened and any action taken
- ensure that all food and drink is prepared in accordance with Food Hygiene guidelines and that anyone involved in the preparation of food and drink has completed the relevant Food Hygiene course, or is supervised by someone who has completed this training

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- always use a non-slip cloth on a tray when serving food and drinks
- ensure trays of mugs in cupboard are stored safely and securely
- ensure packaging for home-baked cakes and food is labelled correctly when delivered and stored and that allergen information is correctly logged
- clean up spills immediately
- ensure compliance with all Church and Joy's Kitchen policies and guidelines
- ensure all electrical equipment has been PAT tested annually, once it is over a year old
- carry out a risk assessment to identify significant risks and implement effective control measures
- carry out manual handling training
- report any potential hazards to the café manager
- wear correct protective clothing if necessary
- supervise/support Mencap volunteers as needed

Personal safety and the safety of Church premises

- it is the duty of each employee and volunteer to exercise personal responsibility for their own safety and that of others, whilst on Church premises
- when Joy's Kitchen is closed, you should avoid entering and leaving the premises on your own if you can. If this cannot be avoided, you should always shut any outer door firmly behind you on entering/exiting and ensure it is locked
- when Joy's Kitchen is closed, you should not allow entry to any persons unknown to you. If someone from a Church user group attempts to enter via the Atrium, you should direct them to the correct entrance for their group. At your discretion and as long as you are not on your own, you may allow entry via the Atrium for those needing level access, once you have checked which user group they are due to attend. The weekly user group list is in the Joy's Kitchen diary and on the wall by the Wesley Lounge
- no entrance/exit should be left open when the café is closed
- when leaving the premises at the end of the day, ensure that all outer doors are closed and locked behind you as you leave.
- the café should never open or close with only one member of the team present
- there should always be a minimum of two DBS-checked adults on site when there is also any MENCAP or other vulnerable adult volunteer on site
- all employees and volunteers should sign in and out, every time they enter and leave the café
- if an employee or a volunteer needs to leave during a shift, either temporarily or for the rest of the shift, they should inform the Manager and/or Team Leader. If planning to return, they should let the Manager/Team Leader know what time they expect to be back and provide contact details so someone can check if they are okay, if they do not return when expected
- never leave the premises with someone you do not know
- do not share personal information, such as your surname, address, phone number, email address, bank details or other financial details with people who come to the café who you do not know
- if someone you do not know asks for money, politely decline and encourage them to seek help from the relevant authorities, charities, or healthcare centres. There is a

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Church booklet to help with this. This booklet can be found in the Atrium and on the Church website. <https://www.beckenhammethodistchurch.co.uk/safeguarding-policies/>

- if you feel unsafe or uncomfortable, seek assistance from a colleague. Call 999 or ask someone to call 999 if you feel it is necessary and safe to do so

Accidents

In legal terms, the word 'accident' refers to an unexpected event that causes damage, injury, or harm.

Accidents can vary greatly but could include the following:*

- an employee/customer/volunteer trips or slips and hurts themselves
- an employee/volunteer cuts their hand on a sharp knife/scissors, draws blood and possibly needs stitches
- a customer chokes on some food
- An employee/volunteer burns themselves

**Not an exhaustive list*

Incident

An 'incident' is an unexpected event that does not necessarily cause damage, injury or harm.

Incidents can vary greatly but could include the following:*

- someone who comes on site displaying what could be considered 'abnormal' behaviours and/or or appears to have some kind of mental health issues
- a person/people come into Joy's Kitchen (not as customers) and behave aggressively
- an emergency alarm goes off and/or evacuation of the premises is required
- someone has a seizure or panic attack in the café
- there is concern for the immediate safety of a child or a vulnerable adult

**Not an exhaustive list*

Every accident is an incident, but not every incident is an accident. To determine whether an event is an accident or an incident, gauge the severity of its impact on the individuals involved

Action to take in the event of an accident:

- call 999 if there is an immediate threat to life or if someone clearly needs an ambulance. One volunteer should stay with that person until the ambulance arrives. Try and provide some privacy for that person. Ask customers to vacate the cafe if appropriate
- carry out First Aid as needed, if you are a registered First Aider. Check if there is anyone on site with first aid training to assist you
- there is a defibrillator on the Atrium wall, by the entrance, if needed
- if you are unsure what to do next, speak with the café manager or team leader. If they are not available, call the emergency contact numbers in the café diary, in the order they appear

Action to take in the event of an incident:

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- call 999 if there is an immediate threat to life and if the police/ambulance/fire brigade are needed
- use your common sense to manage the situation and get help if possible/needed
- if you are unsure what to do next, speak with the café manager or team leader. If they are not available, call the emergency numbers in café diary, in the order they appear

Evacuation

- all employees and volunteers should make themselves familiar with Beckenham Methodist Church's Evacuation procedures. These procedures can be found displayed around the Church premises
- if the premises needs to be evacuated, all café customers should be advised to leave the building by the nearest Emergency Exit and directed to the relevant assembly point; all cooking and other food and drink preparation should stop immediately and electrical equipment should be switched off; the till should be closed and a cover placed over it, by the last person to leave the building. That person should also be the first to re-enter the building when safe to do so, or they should delegate someone else to enter and check that the till and its contents are secure
- all employees and volunteers will carry out Evacuation Familiarisation training once a year and a log will be kept, by the manager, of when this familiarisation has taken place. Evacuation Familiarisation to be carried out by the café manager or a nominated person
- a Personal Emergency Evacuation Plan (PEEP) may be created for anyone who needs extra assistance in the event of an Evacuation

Reporting of accidents and incidents

- if there is an accident or incident of any kind, including of a safeguarding nature, a note should be made on the daily Safer Opening and Closing Check list, with full, relevant details of what happened.
- if an accident occurs, a full written report should also be made in the café's Accident Book and the copy given to the Church Administrator. Envelopes for this purpose are kept under the counter by the till. If the administrator is not on site, the completed report form should be placed in a sealed envelope, with 'Church Administrator – Private and Confidential' written on the envelope and left in the internal post box (on the wall next to the Wesley Lounge at the bottom of the stairs). The Church Minister should also be informed
- for any other incidents, including those of a safeguarding nature, or when a more detailed report is needed, a full written report should be made using the Joy's Kitchen Incident Reporting form – see Annex A
- café accidents and incidents will be reviewed quarterly (sooner if needed) by Joy's Kitchen management committee, to see if there are any lessons to be learned and/or any operational changes needed

If the accident or incident can be considered 'critical', i.e. any event that has the potential to cause harm to church members, volunteers, staff, or visitors, or that could cause damage to church premises or the reputation of the church, information may also need to be sent to insurers, the Food Standards Agency and/or the Charity Commission. This will be the responsibility of the cafe manager working with the Church minister. It is essential that a clear

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report is available from whoever dealt with the accident/incident, to ensure matters are logged and progressed appropriately. If necessary, the café should be closed to allow that person time to write up their report.