

Healthwatch North Tyneside policies and procedures

Health, Safety and Wellbeing policy and procedures

1. Introduction and purpose

This policy is prepared and published in compliance with the requirements of the Health and Safety at work legislation. The purpose of this policy is to establish general standards of health, safety and well-being at work and to clarify responsibilities between the Board of Trustees, the Director and all staff and Volunteers.

2. Policy statement and approach

Healthwatch North Tyneside (HWNT) fully accepts the obligations placed upon it by the legislation covering health and safety. The Board require the Director to ensure that this policy is implemented and to report annually on its effectiveness, however, overall and final responsibility for health and safety is that of the Board. The Policy is designed to:

- Provide adequate control of the health and safety risks arising from all HWNT work activities, no matter the venue;
- Provide and maintain safe and healthy working conditions
- Provide and maintain safe equipment
- Ensure safe handling and use of hazardous substances
- Provide information, instruction and supervision for staff and volunteers
- Ensure all staff and volunteers (including trustees) understand this policy and the assessment of risks, and to give them adequate training
- Prevent as far as possible accidents and cases of work-related ill health
- Consult with all staff and volunteers on matters affecting their health, safety and wellbeing
- Review and revise this policy as necessary and at regular intervals

Whilst we will do our best to identify and mitigate risks, HWNT cannot plan for every eventuality – particularly where we are working with the public at community events. In addition to the pre-activity risk assessment, a **dynamic risk assessment** approach should be taken to identify, measure and evaluate risk in real-time whilst working. These dynamic risk

assessments will build on the risk assessments completed in preparation for the activity. It does not need to be recorded but should be used to guide how best to respond to a situation.

To carry out a dynamic risk assessment, an individual should:

- **Identify the risk.** Staff/volunteers should first be able to spot and acknowledge a source of risk and be attuned to the situation, and be able to identify risk as it occurs.
- **Assess the risk.** Staff/volunteers should then measure the risk of the developing situation. Is the risk large enough to merit further consideration or immediate action?
- **Consider the tools they have to mitigate the risk.** Can a worker safely continue with a task, and do they have the controls or tools they need to prevent or minimise risk?
- **Consider whether it is safe to proceed** and either take the necessary steps to make a task safe or delay the task until it can be made safe, liaising with managers and colleagues if possible.

3. Responsibilities

To ensure health, safety and well-being standards are maintained and improved, the following people have a responsibility in the following areas:

Board of Trustees

The overall and final responsibility for health, safety and well-being is that of the board.

Director

Day-to-day responsibility for ensuring this policy is put into practice is delegated to the Director. The Director also operates as a link between the organisation and the Health and Safety Executive (HSE). Specifically, they are responsible for developing the health and safety policy, ensuring that the policy is widely communicated and that effectiveness is monitored.

All Employees and Volunteers including Trustees

The Health and Safety at Work Act requires each employee to “take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions” and

cooperate with management to carry out their responsibilities under the Act.

A member of staff's first priority should be the reduction of risk, and therefore the member of staff should take all reasonable precautions to ensure their own safety. Where staff feel it is not possible to manage risk, they should suspend or not undertake the activity and immediately inform the Director (or another member of staff in the Director's absence) of the reasons for their decision and wait for further instruction.

All employees and volunteers are required to:

- Be aware of the policy and implement it as far as possible
- Take a dynamic risk assessment approach
- Take reasonable care to avoid injury to themselves or to others by their work activities and
- Cooperate with employers and others in meeting statutory requirements
- Work to support the director in completing and implementing risk assessments honestly
- Cooperate with the Board and the Director to enable them to carry out their statutory duties with the object of raising and maintaining health and safety at work
- Report all incidents or near misses that have led or may lead to injury and record them in the accident book
- Cooperate in the investigation of accidents with the object of introducing measures to prevent a recurrence

Refusal of an employee or volunteer to meet their Health and Safety obligations will be regarded as a matter to be dealt with under the disciplinary procedure or for personal discussion with volunteers.

4. Managing and mitigating risk

The Director and staff members are expected to carry out a regular review of the risks – this may be by discussion at team meetings or via personal supervision. These checks will respond to the issues identified – see section 5 below. The Director will ensure a risk assessment checklist is completed for:

Situation	Checklist	Frequency
The Office	Checklist 1 (Appendix 1)	Monthly and in conjunction with other organisation's in our shared space
DSE and Home working	Checklist 2 (Appendix 2) Checklist 3 (Appendix 3)	When first agreed and following a change of situation.
External activity	Checklist 4 (Appendix 4)	For each activity, unless these are regular (at least monthly), when a review will take place every 3 months.
Lone Working – External Activities	Checklist 5 (Appendix 5)	For each activity.

Risks are also considered in relation to volunteers as well as staff by risk assessment prior to activity on behalf of Healthwatch North Tyneside, and any further issues discussed at Volunteer meetings or during personal supervision.

Issues arising from risk assessments and activities relating to both staff and volunteers will be reported to the Board at Board meetings, or to the Chair if more urgent action is required to remove and control risks.

The Director will be responsible for monitoring that the action required is implemented.

4.1 Training

Health and safety training will be incorporated into the staff induction programme and updated thereafter every three years. Volunteers (including Trustees) will be briefed as part of their induction programme and briefings for particular activities. Any additional health and safety training needs will be identified through review sessions.

4.2 Information, instruction and supervision

The Director or their delegated officer will make sure:

- The Health and Safety Law poster is displayed in the office
- Health and Safety advice is available when necessary from the Health and Safety representative
- Supervision and training of any apprentice will be arranged, undertaken and monitored by the responsible staff member
- All employees are responsible for ensuring that they and fellow staff members and volunteers working at locations under the control of other organisations have completed relevant risk assessments and are given relevant health and safety information
- They are asked to highlight any such Health and Safety Issues arising that need further discussion and report to the Board

4.3 Monitoring systems

The Director or their delegated officer will ensure:

- An annual health and safety audit is carried out and reported to the Board
- A monthly check on the office and working conditions is carried out
- As far as possible that safe working practices are being followed
- Accidents or near misses are investigated, and report findings are recommended to the Board
- Work-related causes of sickness absence are investigated and acted on to prevent a recurrence
- The Director and Chair of the Board of Trustees review sickness records annually and identify any issues needing further discussion

4.4 Review

It is the policy of HWNT to undergo an assessment of health and safety performance on an annual basis in the form of a safety audit. This will include an assessment of the implementation of this policy and the commissioning of relevant tests and a review of reported accidents, incidents and concerns which have been reported within the year. This report will be taken to the HWNT Board at the start of each new financial year.

5. Identification of health and safety hazards

Risk assessments and mitigation plans will be developed for all of the following risks. Risk assessments should be reviewed at least every three years in line with this policy. Staff and volunteers will be briefed on the identified risks and mitigation plans.

- Safe equipment
- Hazardous substances
- Accidents and first aid
- Food hygiene
- Fire and emergency evacuation
- Repeated use of Display Screen Equipment (DSE) and individual workstations
- Working hours
- Personal safety
- Lone working
- Traveling for work
- Office/home base
- External activities
- Work-related stress
- Infectious diseases/Covid-19

5.1 Safe equipment

HWNT will discharge its duties to ensure regular testing of any electrical equipment (PAT testing) owned by the organisation. In the interim period, any problems found with equipment should be reported to the Director or whoever has delegated responsibility.

The Director or delegated person will be responsible for:

- Identifying all equipment needing maintenance
- Ensuring effective maintenance procedures are drawn up
- Ensuring that all identified maintenance is implemented
- Ensure that new equipment meets health and safety standards
- Providing guidance for safe systems of working

5.2 Control of substances hazardous to health

The control of substances hazardous to health regulations (COSHH) requires the organisation to identify those substances which are in use that are hazardous to health and to assess the risk of those substances. The organisation must also provide controls by monitoring exposure or by health surveillance of employees and provide information for employees on these matters.

HWNT staff do not generally come into contact with substances hazardous to health in the course of their work. However, the Director will be responsible for highlighting any arising concerns to the Board.

Potential risks to consider may include:

- Inks used in the office printer – copier machine

Substance risks should be considered in relation to any change to activities.

A COSHH book will be readily available containing details of substances and guidance for their safe use and maintenance.

5.3 Accidents and first aid

It is the policy of HWNT to make provisions for first aid and the training of first aiders in accordance with First Aid Regulations.

- The first aid box will be kept in the HWNT office and regular checks carried out by the appointed person to ensure adequate stocks are available and within date. Staff working at home should ensure they have basic first aid provisions in place.
- Basic first aid provisions (e.g. plasters and sanitised wipes) should be taken to engagement activities. The lead member of staff for that activity should ensure this happens.
- All accidents and cases of work-related ill health will be recorded in the HWNT accident book, and completed reports will be stored securely.
- Any near-miss incidents reported should lead to a review of the relevant risk assessment and changes made if appropriate.
- Reporting of injuries, diseases and dangerous occurrences will be made by the Director in compliance with the regulation requirements
- Any issues will be highlighted to the Board at Board meetings or with the chair if more urgent action is required.
- Advice on who the first aid trained people are in the building will be clearly displayed in the office.

5.4 Food Hygiene

All staff who have responsibility on behalf of HWNT for the acquisition of food, storage of food, processing and service of food are responsible for ensuring that these functions are undertaken to the necessary legal

standards. Any suspected outbreaks of food poisoning should be reported by the Director to the HSE. Staff are responsible for safely storing their own food and maintaining good food hygiene standards when at work.

5.5 Fire and Emergency Evacuation

The Director is responsible for ensuring that all staff receive adequate fire training and that a nominated warden is designated in the office if not provided by the landlord.

The Director or delegated person is responsible for:

- Ensuring the fire risk assessment is undertaken and implemented;
- Ensuring escape routes are checked as part of the health and safety office assessment

And that the landlord has ensured that:

- Fire safety equipment is properly inspected every year, and fire extinguishers are in date
- Fire wardens are designated for the building
- Alarms are tested weekly; and
- Emergency evacuation drills are held at least annually

Personal Emergency Evacuation Plans (PEEPS)

The Director or delegated person must ensure a Personal Emergency Evacuation Plan (PEEP) is developed for any staff member or volunteer who may have difficulty responding to a fire alarm or evacuating the building without assistance during an emergency. The plan should include:

- Identification of any specific assistance required during the evacuation, such as the use of evacuation chairs or the support of a designated helper.
- Clear communication of evacuation procedures to the individual, including the location of accessible exits and any equipment needed.
- Regular review and practice of the evacuation plan with the individual, ensuring familiarity with the procedures.
- During fire drills or an actual emergency, the designated fire warden or another responsible staff member should be assigned to assist

with the evacuation ensuring their safe and prompt exit from the building.

Whilst most HWNT staff are working part-time and may be absent when the designated evacuation drill is rehearsed, due to desk space in the office being limited, the Director or designated staff member will be responsible for discussing the drill and any resultant learning with the staff member(s) or office volunteer(s) when they are next in the office or at a team meeting.

5.6 Display Screen Equipment (DSE)

All employees will be required to complete 'Working with Display Screen Equipment' training and complete the DSE workstation checklist and highlight any changes to set up that may be required to their manager. Staff have access to the benefits scheme to support costs associated with eyesight tests.

5.7 Working hours

The organisation is committed to the principles of working time regulations. No member of staff is expected to work more than 48 hours per week unless there are exceptional circumstances. All other requirements of the legislation will be complied with. Line managers are responsible for overseeing workloads and time management.

5.8 Personal Safety

There are two key elements to personal safety, keeping safe when out and about and managing risks to how you are completing certain tasks, including manual handling.

Keeping safe – HWNT will brief staff and volunteers on the basic principles of keeping themselves safe. Staff and volunteers should always ensure that someone else is aware of their plans and that contact details are shared. Personal alarms are also available from HWNT.

Manual handling – occasionally, it may be necessary to undertake more physically demanding activities, for example, moving heavy Healthwatch equipment or signs. When doing this, Staff and volunteers should follow the Health and Safety training they have been given, making particular reference to the manual handling guidance from the HSE.

5.9 Lone Working

A worker is considered to be undertaking lone working when an activity involves them working in isolation, that is, without direct supervision or support from a colleague or volunteer. We recognise there are different risks associated with lone working in a community setting where there may be people from partner organisations, and lone working in isolation.

The nature of HWNT means that staff will regularly be working at home or in the office alone. Staff should use Microsoft Teams or the Healthwatch NT Whatsapp group to communicate with the team when they are starting, finishing or taking a break.

For external activities, staff and volunteers must ensure they follow the lone working engagement procedure (Appendix 5) at all times so that people are aware they are safe and must promptly contact the office to discuss any safety issues arising.

Office Lone working

When working alone in the HWNT office, individual staff members must ensure that:

- They are aware of the locations of the emergency exits and fire extinguishers for the building and the procedure upon hearing the emergency alarm
- They have access to a telephone, a charged and powered-on mobile phone and a first aid kit, with staff ensuring they are familiar with their locations.
- The automatic locking systems requiring key card access are activated to prevent unauthorised access into the office area
- The contact details of the building security staff are available
- Under no circumstances are unauthorised individuals allowed to enter the office. If discussions with visitors need to take place, these should be held in a communal area.

Engagement Lone Working

When working alone at an external venue, staff and volunteers must ensure that:

- They are aware of and fully comply with any security and safety issues and protocols in the building, including the location of and procedure upon hearing any emergency alarms, the location of the emergency exits and that they are easily accessible
- They have access to a charged and powered-on mobile phone
- When booking an external venue, there will be someone else present in the building at all times who can be contacted and provide assistance in the event of an emergency
- That they park in a well-lit and busy area insofar as is possible.
- Ensure any sign-in and sign-out procedures are followed

Anyone with a concern regarding lone working issues should ensure that it is discussed with the Director or a staff member as appropriate. Incidents should always be raised immediately, including 'near misses' and these should be recorded by the Director or delegated officer and reported to the Board of Trustees. The HWNT formal review meeting form, team meeting agenda and Board agenda all contain health and safety as a standard agenda item for staff and trustees to consider Health and Safety issues, including those relating to lone working.

Isolated Loan Working

Occasionally, staff and possibly volunteers will undertake research or engagement activities in isolated circumstances – including visiting a residents home. These will be optional and any concerns or questions should be raised with the Director. During the project design phase, alternative options will be examined to determine whether isolated loan working can be avoided. If it is deemed as the best way to deliver a project the staff team must:

- Consider whether there are alternative options to meet the individual in a community setting.
- Consider what we know about the individual and their background. Are there any indications that more than one person attending would be a better approach?
- Agree the main point of contact within the staff team to confirm you have arrived at the activity and confirm you are leaving safely.
- All considerations will be recorded prior to the activity taking place.

5.10 Travelling for HWNT

Employees and volunteers are encouraged, where practicable, to use public transport, walk, cycle or car share for work-related driving activities unless there are clear health reasons not to do so or it is not practical. This helps us to achieve our social value goals about health and environmental impacts.

Public transport

Plan your trip, try to use well-lit and busy stations/stops and be observant.

Cycling

Ensure your bike is in good working order, wear a safety helmet and take action to ensure you can be seen on the road.

On foot

Plan your route and try to use well-lit, busy streets and use the route you know best.

By car

Any member of staff or volunteer who drives a vehicle (whether they own the vehicle or not, including hire cars) and who does so for the purpose of carrying out their work activities (such as attending meetings at other organisations) is doing so for work-related purposes.

All employees and volunteers are responsible for ensuring they have the appropriate licence and insurance cover, as a named driver (spouse is acceptable if this also covers the employee for the correct categories), for the type of driving activities they undertake and that their vehicle is maintained in a roadworthy condition, has a valid MOT certificate if required and a valid road tax licence.

It is the responsibility of all employees, volunteers and managers to comply with the organisations health and safety requirements relevant to them and this policy and procedure when undertaking work-related driving activities. Any breach of this policy and procedure may result in disciplinary action being taken.

5.11 Office/home Base

Risk assessment checklists will be reviewed every month by staff, and any actions needed will be highlighted to their manager.

5.12 External activities

A risk assessment must be undertaken before each external activity. Where this is a regular activity, the risk assessment should be completed before the first event and reviewed every 3 months. All external activities will be recorded in staff member/team calendars and, if appropriate, the engagement activities log.

5.13 Stress at Work

HWNT is committed to protecting the health, safety and welfare of our employees. We recognise that workplace stress is a health and safety issue and acknowledge the importance of identifying and reducing stress in the workplace.

The HSE define stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

HWNT will conduct risk assessments to eliminate stress or control the risks from stress as far as possible within the requirements of the role. These risk assessments will be regularly reviewed. HWNT will provide training for all managers and supervisory staff in good management practices and will offer access to confidential counselling for staff affected by stress caused by work or external factors which impinge on their work.

Staff Responsibility

- Raise issues of concern with their manager/the Director or Board Health and Safety lead in the first instance
- Attend regular supervision sessions to facilitate a two-way conversation with their manager highlighting any work pressures or pressures at home if it is felt this can be shared
- Take part in team meetings, as this is a way of sharing with the team what your priorities are and an opportunity for colleagues to offer assistance

- Ensure breaks are taken away from the workspace to create a clear separation from tasks
- Keep a realistic work-life balance, ensuring you take regular breaks by using annual leave entitlements and adhering to the flexible working policy
- Keep communication channels open by talking to colleagues and being aware of how your behaviour can impact others

Directors Responsibilities

- Conduct and implement recommendations of risk assessments within their jurisdiction
- Ensure good communication between management and staff, particularly where there are organisational and procedural changes
- Ensure staff are fully trained to discharge their duties
- Ensure staff are provided with meaningful development opportunities within the constraints of a small organisation structure
- Monitor workloads to ensure people are not overloaded
- Monitor working hours to ensure staff are not overworking
- Monitor holidays to ensure that staff are taking their full entitlement
- Attend training as requested in good management practice and health and safety
- Ensure that bullying and harassment are not tolerated within their jurisdiction
- Be vigilant and offer additional support where members of staff are experiencing stress outside of the work for example, bereavement or separation
- Provide access to specialist advice and awareness training on stress if necessary
- Support individuals who have been off sick with stress and advise and support them on their planned return to work
- Refer staff to counsellors or specialist agencies as required
- Monitor and review the effectiveness of measures to reduce stress through regular staff supervision
- Inform the trustees of any changes and developments in the field of stress at work

Trustees Responsibilities

- Give guidance and support to the Director on this issue as required

- Help monitor the effectiveness of measures to address stress through review of upwards feedback in supervision notes and review of staff survey information
- Help monitor the effectiveness of measures to address stress by reviewing sickness absence statistics
- Provide continuing support to the Director and individuals in the changing environment and encourage referral to counsellors where appropriate. Given that HWNT is a small charity, financial help with up to six sessions paid for by the charity is considered reasonable

5.14 Infectious diseases and Covid – 19

The Board expects all representatives of HWNT to follow guidance from the Government and Public Health about managing and monitoring infectious disease control as a minimum and will review how HWNT operates in this respect at regular intervals.

The Board encourages everyone eligible and recommended to be vaccinated to do so – this includes Covid-19, Flu and other infectious diseases. HWNT may pay for vaccinations if these are not available via the NHS.

6. External Health and Safety support

The Director will identify external support with Health and Safety issues that can be called upon to audit systems and processes every three years and provide ad hoc advice as needed.

7. Policy Review

This policy will be reviewed annually.

Document category	Final	Policy introduced	November 2018
Author	Paul Jones, Tracey Hindmarch, Judy Scott	Date last updated	22 August 2024
Reviewed by:	Paul Jones, Tracey Hindmarch	Date approved	August 2024
Approved by:	HWNT Board	Review due:	August 2027

Appendix 1 – Office risk assessment

GENERAL OFFICE RISK ASSESSMENT RECORD FORM

SERVICE AREA: The Spirit of North Tyneside Wing, Wallsend Customer First Centre, HWNT office and breakout area and thoroughfare

EMPLOYEE GROUP: Staff, volunteers and service users

LOCATION: Main office

ASSESSOR:

DATE:

NEXT REVIEW DUE:

Assessment area	Control measures	Checked and adequately controlled Y/N If N complete follow up action section
General office area for general duties and meetings	- All lights should be working and not flickering or buzzing - Shelves / posters / pictures are firmly attached to the walls. - First aid supplies should be well stocked and in date. - First Aid signs should be visible, identifying where the First Aid box is located. Accident book should be reviewed to ensure any follow-up action has been carried out and recorded appropriately. - First Aider details should be visible, identifying who the first aiders in the building are, and where they are	

		located. Contact information should be reviewed / updated as required and at a minimum, annually.	
Furniture / Fittings	• All furniture should be in good condition with no broken edges / drawers etc • Door entry system into the office should be working correctly.		
Obstructions	• All loose objects should be placed in a suitable manner, not cluttering the floor or balancing precariously or obstructing windows and doors. • Any loose wires should be pinned to the wall or out of the way / covered to prevent trip hazards. There should be no loose wires permanently trailing across floors or doorways creating a trip hazard.		
Sharp implements	• Any damaged or broken glass should be reported to the land lord immediately for repair. • Sharp cutlery should be stored separately from other cutlery items to reduce the risk of cuts. • Any damaged equipment or crockery should be disposed of safely.		
Electricity	• All HWNT equipment over 12 months old should be PAT tested with a PAT test label and expiry date visible.		

	• Appliances and leads should be visibly checked for any damage before use. Any damaged equipment should be removed immediately from use. • Any personal equipment (i.e. mobile phone chargers) should be visibly checked for damage before use. • All equipment plugged into extension cables must not exceed 13 Amp (240 volts). Large items of 240 volts (e.g. photocopiers) must be plugged directly into the mains and not via extension cables.	
Fire and Fire Hazards	• No large quantities of paper should be stored in the office – either as new paper or paper awaiting disposal/shredding. • There should be no sources of ignition i.e. lighters, matches, or lighter fluids stored in the office at any time. • The escape route should be checked to ensure the exit pathway out of the building is clear. • All members of staff should be aware of the emergency evacuation procedure and escape routes. • A test evacuation with all staff should be carried out every 6 months and recorded appropriately. This should be followed up with any staff unable to attend.	

Storage of food and using food making / storing facilities in the office base	• The microwave and fridge should be clean and in good working order. • Any out of date food stored in the fridge should be disposed of. • All staff are responsible for ensuring their dishes are cleared away after use and before leaving the office base.	
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Follow-up action required

Defect	Immediate action taken	Further action required and people notified	Date action required by	Date completed

Assessors signature **Name**

Director / H&S representative signature **Name**

Appendix 2 – Home working

Home working initial checklist

Use this checklist to identify any possible hazards in your home working area. Once completed, this checklist can be used in discussion with your line manager to confirm working arrangements and help you complete a risk assessment. Please take a photo of your usual work area to aid discussion.

Employee:	
Home workplace location:	

	Y/N	Comments
A: Working environment		
1. Is there adequate space in the area you are working in to work safely?		
2. Is your working area free from tripping hazards (eg, trailing cables)?		
3. Are objects like equipment, bags, paper, files and books stored safely?		
4. Is there an adequate working temperature (Minimum 16 °C)?		
5. Is there adequate lighting?		
B: Display screen equipment		
Used the visual checklist		
1. Have you completed the e-learning module for DSE?		
2. Have you completed the DSE self-assessment form for your home workstation (if applicable)?		
C: Emergency actions		
1. Do you have access to basic first aid provisions?		
2. Do you know what to do in an emergency, and have you worked out a fire drill so you and anyone else in the house knows what to do and where to go in case of a fire?		
3. Are smoke detector/s fitted?		
4. Are you familiar with HWNT's procedures for accident and incident reporting?		
D: Electrical safety		
1. Are HWNT-owned portable electrical appliances PAT tested with a sticker applied?		

2. Do you carry out frequent visual checks on plugs, wiring and casings of electrical equipment?		
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Employee signature		Date:
Line Manger / Supervisor's signature		Date:

Appendix 3 – DSE Assessment Form
<https://www.hse.gov.uk/pubns/ck1.pdf>

Healthwatch North Tyneside Engagement Event Health and Safety risk assessment

Engagement details	
Event name:	Event contact (name): Phone number:
Attended by:	Date: Time:

Keeping Safe Whilst Representing Healthwatch North Tyneside (HWNT) at external venues

Whilst we will do our best to identify and mitigate risks, HWNT cannot plan for every eventuality – particularly where we are working with the public at community events. Given the aforementioned, you must carry out a dynamic risk assessment to identify, measure and evaluate risk in real-time.

Consider and implement the tools you have to reduce the risk **or** consider whether it is safe to proceed. If you do not feel safe, **do not** proceed and contact a HWNT member of staff.

Questions to ask yourself:

- Are you physically and emotionally comfortable starting and continuing your HWNT role today? Think about, for example, the temperature, the people around you and the items you need to carry.
- Are the paths to the exits free from slip and trip hazards?

What are the hazards?	Who might be harmed and how?	What are we already doing?	What further action is necessary?	Risk identified? (complete follow-up section at end of report)
Physical – Slips / Trips	HWNT representative or a member of the public slipping or tripping over objects during the event e.g., cables/equipment	Provide guidance and training on how to set up the HWNT stall safely, emphasising there should be no trailing wires from equipment or other potential trip hazards.	If risks are identified, they should be raised with a member of staff at the event/venue. Request materials and signs from event staff/safety marshalls to prevent tripping e.g warning tape.	
<u>Biological</u> HWNT Representative is unwell, has a high temperature /fever/or cough or displays any other Covid / infectious disease symptoms.	Members of the public could catch Covid/infectious disease or other illnesses from the HWNT representative.	Volunteers are asked not to attend events if they have any Covid / infectious disease symptoms or if they have diarrhoea and sickness.	Ensure hand sanitiser and cleaning wipes are available and keep the stall/venue or area clean.	

<u>Ergonomic</u> Carrying equipment to the venue, installing pop-up banners and nipping skin	HWNT representative could suffer an injury when installing pop-up banners or when carrying equipment.	Manual handling training is included in the Health and Safety briefing. Heavy equipment is expected to be carried by two people. HWNT representatives are briefed in advance of engagement activity on using and setting up equipment, including pop-up banners.	Any equipment identified as faulty or in need of repair should be reported to a member of staff as soon as possible.	
<u>Psychosocial</u> Harm caused by or to a HWNT representative.	HWNT representatives may experience verbal or physical abuse or threatening behaviour from a member of the public.	Training is provided on conflict resolution, boundaries and signposting. Representatives will generally work in pairs. A lone working policy is in place, when working alone. Representatives are aware the lone working procedures	HWNT representatives are aware that they can leave if a situation is uncomfortable and becomes confrontational.	

			must be followed at all other times.		
What are the hazards?	Who might be harmed and how?	What are we already doing?	What further action is necessary?	Risk identified? (complete follow-up section at end of report)	
Reputational A member of the public discloses upsetting or disturbing sensitive personal information or experiences.	HWNT representatives may negatively absorb information or experiences that have been disclosed to them	Debrief following every event to share any upsetting or disturbing information. Staff are available for support at other times to discuss any concerns. All Staff and Volunteers are required to complete safeguarding training.	HWNT representatives can request a supervision session with their direct line manager as required. The volunteer and engagement coordinator will be the first point of contact to support volunteers who require additional support.		

<u>Reputational</u> HWNT representatives asking inappropriate questions, being over familiar with members of the public or not being respectful to the information they are receiving.	Members of the public could get distressed and have a negative experience and impression of HWNT.	Code of conduct training is included in volunteer training. HWNT representatives are required to adhere to the code of conduct policy at all times.	Any incident where inappropriate behaviour is observed should be reported to the HWNT Director, who will address accordingly.	
<u>Temperature</u>	HWNT representatives suffering from heat exhaustion or systems, dehydration of hypothermia	HWNT representatives receive an induction that includes information on how to minimise the risk of harm. Refreshments required during engagements will be reimbursed as part of the expenses claim.		

Follow-up action required

Detail of risk(s) identified	Action taken	Further action required

HWNT Representative signature Name

Appendix 5 – Lone working procedure – External activities

Healthwatch North Tyneside Lone working procedure

External activities

When working alone at an external venue, staff and volunteers must ensure that:

- They are assigned a designated contact person, and a reserve, by the organiser, who will be on duty throughout the lone working session.
- They agree the times they expect to check in.
- They are provided with the contact details for their designated contact and reserve, including a direct telephone number and are connected to a direct messaging service (e.g. Whatsapp) where possible.
- They check in and check out at the start and at the end of the activity with their designated contact person. The designated contact person is responsible for ensuring this is recorded.
- In the event of their designated contact person not being contactable, they contact the reserve if the designated contact cannot be contacted within 30 mins. If this does not work contact either the engagement organiser, Operations Coordinator or the Director to report they are safe. The engagement organiser is responsible for ensuring the lone worker is provided with these contact details.
- They are aware of and fully comply with any security and safety issues and protocols in the building, including the location of and procedure upon hearing any emergency alarms, the location of the emergency exits and that they are easily accessible.
- When booking an external venue, there will be someone else present in the building at all times who can be contacted and provide assistance in the event of an emergency.
- The activity details are stored in a shared calendar and include contact details for the location.
- That they park in a well-lit and busy area insofar as is possible.
- Ensure any sign-in and sign-out procedures are followed.
- If at any point the lone worker feels unsafe they should leave the venue immediately and report to their designated contact person ASAP and in emergency situations must call 999.
- In the event that people attending the activity fail to make contact, the designated contact person will try to contact them 30 mins after the

arranged time. If they have not made contact within 90 mins of the agreed time they will contact the venue of the activity or their emergency contact and escalate to the Operations Coordinator or Director.