



## **Croydon Youth Information & Counselling Service Limited**

# **Health & Safety Policy**

Croydon Drop In  
Tel: 020 8680 0404  
Company Limited by Guarantee Registration Number 3092355  
Registered Charity Number 1049307  
Registered Office, 132 Church Street, Croydon, CR0 1RF

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*Through CDI's Policy Review System, all policies are reviewed annually from the date of approval.*

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# Health and Safety Policy

## 1. POLICY AND INTENT

Croydon Drop In (CDI) is a registered Charity, supporting young people and families providing Information, Advocacy, Counselling, Outreach and Health Support in Communities & Schools.

The Board of Trustees of CDI recognises and accepts its corporate responsibilities under the Health and Safety at Work Act 1974, Regulatory Reform Fire Safety Order 2005, COSHH regulations 2002, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) to provide a safe and healthy environment for the staff, the volunteers and other people who may come onto CDI premises and/or CDI Talkbus. The Board of Trustees considers the achievement and maintenance of a high standard of health, safety, and welfare throughout our settings to be an important objective.

The Board of Trustees will take all reasonable steps within its power to fulfil this responsibility. The Board of Trustees intends that, for health and safety purposes, the Organisation will operate within the structure and framework laid down by the Memorandum and Articles of Association.

The Board of Trustees nominates the CDI Director/CDI Deputy Director to act as the person(s) responsible for Health & Safety on CDI premises and the Outreach Manager responsible for Health & Safety on CDI Talkbus, according to the policies laid down by the Board. Responsibility for the administration around Premises, Fire Risk, First Aid and overseeing routine checks is delegated to the Business Operations Co-ordinators.

The Board of Trustees will consult with representatives of staff and volunteers over matters relating to health and safety. Training and information will be provided as is necessary for duties to be carried out in a safe and healthy manner as is identified by Training Needs Analysis and administered by the Business Operations Co-ordinator.

The Board of Trustees will advise all members of staff and volunteers within the Organisation of their duty under Section 7 of the Health and Safety at Work Act 1974. Their co-operation would be requested by:

- Carrying out their duties in a safe and healthy manner
- Following safe working procedures
- Considering the safety of others
- Using adequate equipment kept in good order
- Reporting all hazards at the earliest opportunity
- Reading and understanding all appropriately related policies

## 2. ORGANISATION AND DUTIES

The provision of a safe and healthy workplace is the concern of all those working within it. The Board of Trustees will strive to monitor performance, having delegated day to day responsibility to the CDI Director and CDI Deputy Director for CDI premises and the Outreach Manager for CDI Talkbus.

The CDI Director/CDI Deputy Director and Outreach Manager will set up such arrangements on all premises and CDI Talkbus to ensure that all health and safety regulations are being met. They will note all health and safety policies, Codes of

Practice, instructions, and advice issued by statutory and legislative bodies and, when relevant, bring these to the attention of appropriate staff and volunteers.

The duties of the CDI Director/CDI Deputy Director and Outreach Manager (as the designated Health & Safety Officers) will be to:

- Ensure written statements and records of matters related to health and safety are kept, together with all relevant published papers and documents.
- Report to The Board of Trustees any instances where it is not possible to eliminate or reduce to a satisfactory level, a hazard.
- Complete Risk Assessments to ensure all hazards are identified and that regular inspections take place.
- Ensure, if necessary, that all visitors to the Talkbus and CDI premises are made aware of any hazards.
- Identify any training needs.
- Draw up necessary procedures.
- Carry out regular inspections and routine checking.
- Pass on information received.
- Act on reports received.
- Supported operationally in all these tasks by the Business Operations Co-ordinators who will act as points of contact for our workforce and external contractors, carry out all routine equipment checks and report all defects..
- Ensure Senior Leaders are adequately covered when absent from premises.

All staff and volunteers should be responsible for and co-operate on health and safety matters; take reasonable care of their own health and safety; and report all health and safety concerns to an appropriate person. All hirers and contractors on the premises should be made aware of health and safety requirements by the CDI Director/CDI Deputy Director and the Outreach Manager or by a member of the Board of Trustees.

### **3. MANAGING RISKS AND RISK ASSESSMENTS**

The Management of Health and Safety at Work Regulations 1999 requires CDI to carry out risk assessments to protect staff/volunteers and children, young people, and families (CYPF) from harm by:

- Identifying what could cause injury or illness (hazards)
- Deciding how likely it is that an individual could be harmed and how seriously (the risk)
- Taking action to eliminate the hazard, or control the risk
- Recording findings
- Review the controls to ensure they are working

Risk management is everyone's responsibility. CDI ensures risks assessments will be reviewed and updated regularly. See Appendix A for CDI Risk Assessment Form and Appendix A1 for CDI Building Risk Assessment Form and Appendix A2 for CDI Outreach/Talkbus Risk Assessment Form.

### **4. EMERGENCY PLANS AND PROCEDURES**

CDI Director/CDI Deputy Director and the Outreach Manager will ensure that emergency plans are prepared and that these are known to all who use the premises and that regular rehearsals of emergency evacuations are held. Relevant instructions and notes should be displayed in appropriate and prominent locations.

All those who use the premises on a regular basis must be made aware of these procedures and have knowledge of the first aid box, torch, and other emergency equipment.

CDI Director/CDI Deputy Director and the Outreach Manager should agree with all staff the emergency signal which indicates that the premises must be evacuated immediately. The information is to be communicated to all users of the premises.

Where appropriate, CDI Director/CDI Deputy Director and the Outreach Manager should provide a signing-in procedure which shows who is on the premises each day. This register must be readily available and kept up to date. A signing-in book or signing-in sheets will be kept by entrances.

## 5. FIRE SAFETY

The Regulatory Reform Fire Safety Order 2005 requires CDI as the employer to be jointly responsible with the landlord, Croydon Council, for safety within their premises. This involves responsibility for the following:

- A fire risk assessment which is carried out and reviewed regularly
- Staff/volunteers know the risks identified
- Appropriate fire safety measures are in place and maintained
- A plan for an emergency
- Staff/volunteers know fire safety instructions and have relevant training

CDI fire risk assessments will identify the fire hazards and the people at risk; evaluate, remove, or reduce risks; record findings, prepare emergency plans and provide training. The fire risk assessments will be reviewed regularly.

Fire fighting equipment is to be provided within all CDI premises and CDI Talkbus and located in appropriate places following advice from Croydon Council's Health and Safety department. Fire extinguishers and fire doors must be serviced regularly by the landlord, Croydon Council and fire drills will be carried out at least once per year with results recorded.

CDI Fire Safety and Evacuation Plans will show a clear passageway to escape routes, which are as short and direct as possible, exits and emergency doors that open easily and a safe meeting point. Personal Emergency Evacuation Plans (PEEPS) for staff/volunteers and CYPF with disabilities should also be in place.

CDI ensure that staff will receive the suitable level of fire safety training as part of CDI's induction process for all new staff, this will include the use of any equipment and fire evacuation procedures.

## 6. FIRST AID

The Health and Safety (First Aid) Regulations 1981 require CDI to provide adequate and appropriate first aid equipment, facilities, and people so individuals can be given immediate help if they are injured or taken ill at work.

A first aid kit should be located in a safe but accessible place within all CDI premises and on CDI Talkbus. The CDI Director/CDI Deputy Director and the Outreach Manager should check its contents regularly ensuring the first aid kits are suitably stocked and in date, any expired items should be disposed of safely. They should keep a list of

staff which gives an emergency contact number for all regular users of the premises and make this available in the Staff Handbook on HREscape.

CDI ensure that the appropriate staff will receive the suitable level of first aid training. To ensure basic skills are kept up to date CDI recommends annual refresher training. Training for First Aid at Work (FAW) lasts for three years, and refresher training must take place before expiry to ensure retention of FAW certificate.

CDI Health and Safety risk assessments will identify the number of first aiders per number of staff/volunteer and CYPF ratio using the following guidelines for Low Hazard environments:

- fewer than 25, at least one appointed person
- 25–50, at least at least one first aider trained in Emergency First Aid at Work (EFAW)
- More than 50, at least one appointed first aider trained in First Aid at Work (FAW) for every 100 individuals.

In the event of an accident a qualified First Aider should take appropriate steps e.g., treat any minor injury, or call the Ambulance Service etc. A record should be kept of any first aid administered and, when necessary, relevant Accident Forms be completed.

## **7. HARMFUL SUBSTANCES**

The Control of Substances Hazardous to Health Regulations (COSHH) means:

- Identifying which harmful substances may be present on the premises
- Deciding how staff/volunteers and CYPF might be exposed and harmed
- Looking at what measures are in place to prevent harm and decide whether this is enough
- Providing information, instruction, and training
- Checking and reviewing control measures to ensure they continue to be effective

It is vital to adequately control exposure to harmful substances and materials that may cause ill health. CDI COSHH risk assessments will identify the hazards and risks from hazardous substance on the premises. All risk assessments will be recorded, reviewed, and updated regularly.

## **8. ACCIDENTS, INCIDENTS AND NEAR MISSES**

Accidents, incidents, and near misses can occur within any workplace. CDI are committed to identifying risks and managing incidents that may impact on CDI staff/volunteers, CYPF or any other individual engaged in CDI activity. CDI acknowledge that incidents may arise on CDI premises, non-CDI premises and when operating externally in the community. It is vital that all CDI staff/volunteers know the appropriate course of action to be taken when managing, investigating, reporting, and recording incidents.

CDI incident management aims to uphold the following key principles:

- Client Centred – The needs of those affected should be the primary concern when responding to and investigating incidents.
- Open and Transparent – CDI aim for openness and honesty to be maintained between all staff/volunteers and CYPF during an investigation, subject to the

usual requirements of confidentiality.

- Preventative – To take action to prevent similar incidents occurring again.
- Timely and Responsive – Incidents must be reported without delay to the relevant person within CDI. Any required investigations and actions must also be completed in accordance with the guidance.
- Proportionate – Investigations and actions required should be proportionate to the incident, but subject always to any regulatory or legal requirements.
- Collaborative – Incidents can involve several organisations. Organisations must work in partnership to ensure incidents are managed effectively.

An incident is any event/circumstance which could have, or did result in, unnecessary damage, loss, or harm, either physical or emotional, to CDI staff/volunteers, CYPF or any other individual engaged in CDI activity. This includes near misses (an event that does not cause harm but has the potential to cause injury or ill health).

A serious incident is when either an individual suffers serious injury, major unexpected physical or emotional harm or unexpected death (or the risk of death or serious injury) or an event which is likely to cause significant public concern or could seriously impact upon the delivery of CDI services. The circumstances below are examples of where a serious incident must be declared (this list is not exhaustive):

- Serious crime or violence
- Serious threats
- Death or serious injury
- When a beneficiary is missing
- Acts of discrimination
- A major health risk occurs e.g., salmonella, legionella
- Media publicity that would result in serious consequences for CDI or bring CDI into disrepute
- Serious damage occurs to CDI property e.g., fire, flood, criminal damage
- An child or adult protection inquiry requiring investigation into CDI staff/volunteer conduct or behaviour
- Loss of data which may cause significant impact on an individual or CDI i.e., identity fraud
- Large scale theft or fraud occurs, or major litigation is expected

**Incident Management:** The immediate responsibility for managing an incident falls to the most senior person in the area at the time the incident occurs or is reported for the first time. This individual is responsible for assessing the situation and deciding on the appropriate response. This includes making sure that those directly involved receive any immediate care required to minimise further injury. Any actions taken must not compromise the safety of CDI staff/volunteers or other involved individuals. Remember safety comes first and it may be appropriate to leave to get help. The needs of the involved individuals and any relatives/carers should be taken into consideration and communication should be maintained at all stages. This should include information on other sources of advice and support.

When a serious incident is suspected, the most senior person in the area at the time of the incident should contact the CDI Director/CDI Deputy Director as soon as possible. They will advise on:

- Any additional immediate actions required
- Securing all relevant records, including potentially taking statements
- Additional support and communication required

Incidents which are likely to attract media interest or cause public concern should be reported to the CDI Director/CDI Deputy Director as soon as possible to ensure it is brought to the immediate attention of the Chair of the Board of Trustees.

**Reporting Incidents:** All incidents must be reported as soon as possible to the Line Manager or the CDI Director/CDI Deputy Director. In the event of the Line Manager or the CDI Director/CDI Deputy Director being unavailable then it should be reported to another senior manager.

The staff member/volunteer reporting the incident must complete the Incident Reporting Form (Appendix B) within a maximum of 48 hours. A senior manager can provide support and input into the report depending on the action required. Information required to complete a report includes:

- Date and time
- Description of incident
- All parties involved
- Immediate action taken
- Involvement of any external parties i.e., emergency services, safeguarding

Incident Reporting Forms could be used in a court as evidence therefore all information recorded must be factual and not opinion. Depending on the incident it may be appropriate to take witness statements (Appendix C). If the witness is a beneficiary they may refuse to write a statement. This should be respected, however, assurances around support and confidentiality should be given. Witness statements should be attached to the Incident Reporting Form. All Incident Reporting Forms must be reviewed and signed by the Manager and reviewed and signed by the CDI Director/CDI Deputy Director to establish if further action is required. The CDI Director/CDI Deputy Director will inform the Chair of the Trustees. The CDI Business Operations Coordinator will ensure Incident Reporting Forms are filed and stored securely.

**Investigating Serious Incidents:** Following a serious incident an internal review should be completed by the CDI Director/CDI Deputy Director to identify immediate actions, learning and training. Inquiries will be conducted in a supportive way and outcomes should identify:

- A factual chronology of the incident
- Whether actions taken were in line with policy and procedure
- Whether appropriate services were involved during and following the incident
- Appropriate actions to prevent future risks.

Investigations should be completed within one month and reported to the Chair of the Board of Trustees within five working days of completion.

**Additional Management and Reporting Actions:** All actual or suspected serious incidents will be reported by the CDI Director/CDI Deputy Director to the Chair of the Board of Trustees immediately. The Chair will raise the matter with the Finance & General Purposes Committee, and they will decide whether to recommend to the Board that the incident be reported to funders, commissioning bodies, the Charity Commission, and/or any other bodies, calling an emergency Board meeting if



necessary. The Board of Trustees will make the final decision as to whether such reporting is necessary.

All incidents or suspected incidents regarding safeguarding concerns must be managed in accordance with the CDI Safeguarding Policy.

All incidents involving discrimination, theft of property, criminal damage or assault must be reported to the police. If witnessing such incidents, 999 should be dial immediately and not wait until the incident is over. If police are called into CDI premises/CDI Talkbus CDI staff should ensure explanation, support and reassurance is given to beneficiaries and ensure an 'appropriate adult' is present if interviews by police are required.

If such incidents are not reported, CDI's public liability and property insurance could be invalidated, even if there is no intention to make a claim. Not contacting the police could result in the rights and interests of other beneficiaries being infringed upon. If a staff member feels there are exceptional circumstances which make it inadvisable to inform the police of an incident, they should discuss these with their line manager immediately.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) is the law that puts duties on CDI (as the employer), and the people in control of CDI work premises ('responsible persons'), to report and keep records of:

- Work-related accidents which cause death (exception of suicide)
- Work-related accidents which cause certain serious (reportable) injuries
- Diagnosed cases of certain industrial diseases
- Certain 'dangerous occurrences' (incidents with the potential to cause harm).

Reporting certain incidents to the Health and Safety Executive (HSE) is a legal requirement. Reportable incidents are found here:

<https://www.hse.gov.uk/riddor/reportable-incidents.htm>

Only 'responsible persons' should submit reports under RIDDOR. Reporting must take place without delay, and a report must be received within 10 days of the incident. The 'responsible persons' must complete the appropriate online report form, which is submitted to the RIDDOR database. The 'responsible persons' must download a copy of the online report for CDI records.

The Charity Commission has its own definition of a 'serious incident'. Information on the Charity Commission's definition of serious incident and how to report it can be found at: <https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>.

The Charity Commission considers an incident a serious incident when it results in, or risks, significant:

- Loss of CDI money or assets
- Damage to CDI property
- Harm to CDI work, beneficiaries, or reputation.

Examples of serious incidents include:

- Fraud, theft, or other significant loss
- A large donation from an unknown or unverified source

- Links to terrorism or to a banned organisation or terrorist or unlawful activity
- Suspicions, allegations or incidents of discrimination, harassment, or abuse
- Any actual or suspected criminal activity within or involving CDI
- Any investigation of CDI, or individuals associated with CDI (in connection with their role) by the police or another regulator for any reason
- Any incident CDI reports to the police or other statutory agency (unless it is a technical or minor issue that poses little or no risk).
- A disqualified person acting as a trustee
- Not having a policy to safeguard CDI vulnerable beneficiaries
- Not having 'vetting' procedures in place to check prospective trustees, volunteers and staff are eligible.

The CDI Director/CDI Deputy Director will report all suspected serious incidents to the Chair of the Board of Trustees immediately. The Chair will inform the Finance & General Purposes Committee to discuss and report to the Board as to whether they consider it to fall within the definition of a 'serious incident'. All serious incidents must be reported to the Charity Commission. If a serious incident is not reported, the Charity Commission may consider this to be mismanagement and take regulatory action. If CDI is unsure whether an incident qualifies as a serious incident, the Charity Commission recommends that the Trustees report the incident to them anyway.

**Support:** All CDI staff/volunteers affected by an incident will receive support and advice from their Line Manager. The Line Manager must offer a debriefing meeting to support affected staff members following a serious incident. As part of the debriefing process the Line Manager must ensure that all staff are aware of how to seek additional support from CDI's Employee Assistance Programme.

Beneficiaries affected by incidents should also be offered appropriate support and asked if anyone else should be informed or involved. Support plans may need to be reviewed as a result. It should also be considered if a carer or family member should be contacted to provide additional support to the beneficiary, or to the carer themselves.

## 9. STAYING SAFE IN THE WORKPLACE

CDI is committed to ensuring that staff, and in particular, those who are required to work alone or unsupervised, in CDI premises or community settings for significant periods of time are protected from discrimination, abuse, and risks to their health and safety.

**Guidance around risk and/or threats of violence, intimidation and discrimination:** CDI staff/volunteers should recognise and acknowledge any risk factors connected to work-based engagement with individuals & families and adhere to the following:

- Never work with individuals or families if alone in any CDI buildings or on CDI Talkbus
- Much of CDI's work involves one to one contact in private rooms away from others. It is therefore mandatory that at least one other member of staff will be around, ideally within earshot of a cry for help or an alarm. There may not be a manager or duty worker on site at the same time however there should be at least one other colleague in the same building/setting.
- Be able to call for help or sound an alarm if possible. There is a personal alarm available in each of the rooms at 132 Church Street, Ramsey Court and PIP

House. Find out where these are situated. On Talkbus there is a personal alarm in the cupboard in the private consultation room.

- At 132 or Ramsey Court or PIP House should the duty worker or colleague hear a shout for help from any of the downstairs rooms then respond immediately by going to the room where the shout/alarm was heard. Assess the situation, self-safety is paramount, do not risk putting yourself in harm's way but if there is a colleague in particular distress and it seems safe to approach then enter the room or in an extreme situation call for assistance from colleagues before entering. If you and/or others are in danger evacuate the area right away, instruct others to do so and call the emergency services. See Appendix D for example scenarios.

**Guidance for dealing with aggression or violence in public areas or when working in the community as a representative of CDI:** On rare occasions when an argument/fight may break out between young people using CDI services or when groups of young people might try to access the service in order to disrupt the work. In these situations, it can be difficult to know how to respond. See Appendix E for example scenarios and appropriate responses.

**Reporting and Recording:** All incidents, discriminatory acts, threats of aggression or violence must be reported by the staff involved on an Incident Report Form and other staff/volunteers may be asked to contribute to the report. This includes all incidents (verbal/physical) on anyone, no matter if you consider them minor, as they may be one in a series involving the same people that could be prevented from escalation by strategic action. See Section 8 Accidents, Incidents, and Near Misses in this Policy document which details the procedure for reporting.

In the event of an injury being sustained the persons involved should be given appropriate First Aid, if necessary, referred to hospital/GP for a further check-up and, if appropriate, the police informed (see Section 6 First Aid in this Policy).

CDI will commit to offering training in areas associated with Safety in the Workplace and this will include Health & Safety, First Aid, Non-Violent Communication & Resistance Training, Negotiating, Equality, Diversity & Inclusion, Conflict Resolution/Management and Self-Defence.

## 10. MINIMUM STAFFING LEVELS

Face to face appointments or assessments should not be carried out without a second staff member/volunteer on the premises. This will apply for CDI Talkbus and will be assessed in relation to the location of the project in community settings.

When referring to staffing levels it is important to note that the staff are not always CDI employees or volunteers. It is important that clear agreement is made with the partner organisation or other stakeholder that our staff member is working as part of the CDI/Talkbus team and therefore requires maintenance of minimum staffing levels.

When working within the setting of another organisation or project e.g. school, youth centre, youth project, a minimum of two CDI staff/volunteers should be present or provision made to be in close proximity to staff who work in the setting. In the case of group work away from our bases, staff should always ensure that there is a second member of staff available if there are not any educational/partner project staff working in the same premises at that time. You should be signed in and have alerted non-CDI

staff to know who you are and why you are on-site.

When locking up premises or packing up CDI Talkbus, a second worker should ensure that they stay until the premises are locked up/packed away and staff are ready to commence their journey home. See Appendix F for Opening/Closing Office Procedure.

## 11. LONE WORKING

A lone worker is anyone working without the direct and immediate support of supervisors or colleagues. If an employee cannot be seen or heard by a colleague, they are lone working, whether that be for all or part of their working day. At CDI you are considered a lone worker when:

- Visiting/supporting beneficiaries in their homes or in public spaces
- Travelling between appointments whether by car or public transport
- Working early or late in the office alone.

All lone working employees are required to undertake training on dealing with confrontation, aggression, and violence. If you are new to CDI and have not yet undertaken a training session or feel you would benefit from a refresher session, please contact your line manager. Training will include conflict resolution, disengagement techniques and recognising warning signs.

Line managers are responsible for:

- Identifying staff within their team who are lone workers
- Ensuring all lone workers are provided with sufficient information, training, instruction and supervision to work alone safely
- Ensuring physical measures are in place and any technology is provided to all existing and new employees
- Ensuring reporting and concerns are positively encouraged and a risk assessment form is filled out as soon as a hazard is identified
- Ensuring in the event of an incident, an incident report form is completed and submitted as soon as possible and that a risk assessment is carried out and control measures put in place before similar work is carried out.

CDI staff are required to enter all their internal and external appointments into their Outlook calendar. All staff must ensure they share their Outlook calendar with their Line Manager and other members of their Team. The calendar entry should state the time and anticipated duration of the appointment, the name of the person the appointment is with and the location. If an appointment is changed/cancelled, this needs to be amended in the calendar as soon as possible. Contact via telephone/email/text should be made to the line manager and/or office in the event of an unanticipated external meeting taking place or a last-minute change/cancellation to an existing appointment. At the end of any day spent visiting homes or appointments away from CDI premises, a telephone call to the line manager and/or office should be made upon completion. If completion of visits/appointments is outside of normal working hours i.e., 9 am to 5 pm, then a call should be made to the line manager's mobile phone.

Staff mobile phones must be charged and available for every working day. A staff member's mobile phone must not be switched off during any meeting with beneficiaries and must be kept readily to hand. Be aware of surroundings when working in the community and do not take unnecessary risks. If relevant, staff should park cars, whenever practical, in a well-lit area. Ensure the car is in good working order and has

sufficient fuel to cover journeys. Staff and volunteers are allowed to accompany beneficiaries on public transport however are not permitted to offer lifts to and from appointments or under any other circumstances in their own vehicles and where there are no other CDI staff present.

If there are any concerns about who will be present during a meeting with beneficiaries, staff should carry out a risk assessment as to whether the meeting will take place at the arranged venue or be held at CDI offices. If the meeting does take place at CDI premises, then ensure the room is booked on the 'All Room Booking' Outlook Calendar. The visitor will be booked in, and the visit will be contained within the timeframe specified.

If a lone worker feels uncomfortable about a proposed home visit, an arrangement must be made in advance to visit with a colleague. Any health and safety service user risk assessments must be followed. Such risk assessments must be discussed with the line manager. As soon as is practical a factual note must be made on the relevant client record so that any future visits by another member of staff will be forewarned.

Staff working at CDI premises and on CDI Talkbus must be aware of all the entrances (front, side and back). These doors should be always on the security locks. If working alone in the building, do not allow unknown visitors into the building or to proceed beyond the reception area. If staff are at all worried do not allow visitors into the building at all. The last person to leave the building must check that there is no-one else left working in the building. If there is still someone working, then the person must be told they will now be alone in the building and the doors must be locked.

## **12. ELECTRICAL SAFETY**

CDI follow the Health and Safety Executive Guidance regarding electrical safety. There is electrical equipment within CDI premises, such as computers, printers, photocopiers, kettles etc. as well as plugs and sockets and extension leads. Effective maintenance of portable electric equipment can be achieved by a combination of; checks by the user, such as looking out for signs that it may not be in a sound condition; formal visual inspections by a competent person; and where necessary a combined inspection and a Portable Appliance Test (PAT) completed by a specially trained person. Records of checks undertaken will be kept and reviewed. The frequency of inspection and testing will be part of CDI's general risk assessments for premises and Talkbus.

## **13. DISPLAY SCREEN EQUIPMENT (DSE)**

The Health and Safety (Display Screen Equipment) Regulations apply to individuals who use DSE such as, PCs, laptops, tablets, and smartphones. CDI have an obligation to protect workers who use DSE daily, for continuous periods of time. Regulations do not apply to workers who use DSE infrequently or for short periods.

A workstation assessment will take place when a new workstation is set up, a newer user starts work, a change is made to existing workstation or users report pain or discomfort. The assessment will look at the whole workstation, the job being undertaken and any additional needs, for example a user with a disability.

CDI recognises that DSE work is visually demanding, therefore, CDI encourages DSE users to plan their work routine ensuring regular planned short breaks are taken. This should allow users to get up, move around, stretch and change posture. CDI must

also provide and pay for an eye test if a DSE user requests one. DSE users should speak to their Line Manager and follow the guidance on how to apply for an eye test.

As part of CDI's induction process for all new staff, Health & Safety Training will include information for DSE users about safe working practices. This will include arranging desk space; adjusting chairs/furniture to assist good posture; adjusting screens and lighting to avoid glare; taking breaks and changes of activity; and risk assessments and how to report problems. DSE users can use the DSE workstation checklist if they are going to make their own assessment for home working/hybrid working.

#### **14. MANUAL HANDLING**

The Health and Safety Executive identify manual handling as a risk at work. It is important that all CDI staff/volunteers undertake relevant manual handling training.

#### **15. MONITORING**

The Board of Trustees should ensure that all Health & Safety matters are regularly monitored and arrange for this item to be on the Agenda of their Board meetings.

#### **16. BUILDING MAINTENANCE**

- CDI's buildings are under lease agreement with London Borough of Croydon (LBC)
- Under the lease agreement LBC provide cover of the building insurance
- LBC are responsible for the upkeep and maintenance of the buildings, and tending to requests for repairs in a timely manner
- It is CDI's responsibility to report any fault or maintenance issue to LBC
- Once logged it is LBC's responsibility to manage the repairs and programme of works
- CDI keep a maintenance log recording all requests made to LBC and date they have been completed
- If LBC refuse to complete a repair, CDI will obtain three quotes for the repair works to be completed privately. This will be recorded in the maintenance log

#### **17. ADDITIONAL INFORMATION**

This policy should be read in conjunction with the following:

- CDI Confidentiality Policy
- CDI Data Protection Policy
- CDI Equality, Diversity, and Inclusion Policy
- CDI Privacy Statement
- CDI Safeguarding Policy
- DSE Workstation Checklist

#### **18. APPENDICES**

The following Appendices should be read in conjunction with this policy.

- Appendix A: CDI Risk Assessment Form (Blank Template)
- Appendix A1: CDI Building Risk Assessment Form
- Appendix A2: CDI Outreach/Talkbus Risk Assessment Form
- Appendix B: CDI Incident Reporting Form (Blank Template)
- Appendix C: CDI Witness Statement (Blank Template)

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*Through CDI's Policy Review System, all policies are reviewed annually from the date of approval.*

- Appendix D: Example scenarios and responses to risk, threats of violence or intimidation
- Appendix E: Example scenarios and appropriate responses when working in a public space or in the community
- Appendix F: Opening/Closing Office Procedure
- Appendix G: Building Maintenance Template

**POLICY REVIEW**

Policy Reviewed by	Date Reviewed/ Amended	Policy Approved by	Date Approved	Approved Signature	Review Date
AA/GK	08.04.24	GK	08.04.24	<i>Jordan Knott</i>	April 2025

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*Through CDI’s Policy Review System, all policies are reviewed annually from the date of approval.*





**Appendix A1**

**Croydon Drop In Building Risk Assessment Form**

<b>Date:</b>		<b>Activity:</b>		<b>Location:</b>	
<b>Assessed by:</b>		<b>Checked/Validated by:</b>		<b>Review date:</b>	

**Premises:**  
 1.132 Church Street is CDI’s main base for counselling and an office space for workers. The building consists of accessible access, a reception room, downstairs office, 2 toilets (including 1 accessible toilet), 3 counselling rooms, 3 offices upstairs.  
 2.17 – 20 Ramsey Court: is a 9 roomed-space used for Outreach/Talkbus team on the 1<sup>st</sup> floor (5 rooms incl 1 x kitchen and 1 x toilet) and on the ground floor 2 x counselling/meeting rooms, 1 x kitchen and 1 x toilet (accessible). No alarm on the building.  
 3.PAIRS House: is a base for PAIRS and Community Counselling services. The building consists of 2 x Therapeutic Rooms, 1 x kitchen and accessible toilet on the ground floor and 2 x offices (1 for use as Therapy Room) and a toilet on the first floor. No alarm on the building.

<b>Activity</b>	<b>Hazard</b> <i>What could cause harm or damage?</i>	<b>Who might be harmed and how</b>	<b>Existing measures to control risk</b>	<b>Risk rating (0-5)</b>	<b>Result</b>
Work in an office environment	Slips, trips	Staff, Visitors, Cleaners - could suffer injury e.g. sprains or fractures if they fall	Reasonable standards of housekeeping maintained. Trailing cables positioned neatly away from walkways Damage to floor coverings and other repairs and maintenance reported immediately to local authority helpdesk for repair/replacement as necessary. Floors kept clear of items, e.g. papers, bags Cabinet drawers and doors kept closed when not in use. Floor cleaned regularly by caretaker. - Adequate lighting provided and maintained by house services.		
	Manual Handling: carrying, lifting, pulling, pushing heavy loads e.g.	Staff - could suffer from back pain if heavy/bulky objects carried incorrectly	Staff trained in correct manual handling techniques. Untrained staff to contact Rochelle Jeffrey/Nicola Newman to arrange for items to be moved.		

	furniture, PCs, stationery		Top shelves used for storage of light objects only.		
	Regular computer use	Staff - may suffer from upper limb disorders (associated with repetitive actions) from regular PC use or suffer from eyestrain/headache if lighting/screen image is poor	DSE Self Assessment of computer workstation available during employment and results forwarded to appropriate line manager. All problems identified in the self assessment prompt a full assessment with the findings reported to Rochelle Jeffrey who will arrange for remedial action to be taken. Work scheduled so that staff have regular breaks from the computer to do a different work activity and eating lunch whilst at keyboards is not encouraged. Training in new software use provided as necessary.		
	Electrical e.g. PC, printer, lamp, fan, heater, kettle, photocopier, shredder, extension leads	Staff and others - could suffer electrical shock or burns if equipment is faulty	All office equipment used in accordance with the manufacturer's instructions and staff trained in its use by administrators. Portable Appliance Testing (PAT) is carried out. Defective plugs, cables equipment etc reported to Rochelle Jeffrey for repair/replacement Sufficient power sockets provided to reduce need for extension cables. Staff discouraged from bringing in own electrical equipment as maintenance cannot be assured Liquid spills mopped up immediately and paper towels provided in the kitchen area.		
	Fire	Staff and other building users - could suffer from smoke inhalation or burns if trapped in office	Staff induction includes fire evacuation procedures and means of raising the alarm. Annual fire evacuation practice carried out. Access to fire exits kept clear. Regular removal of combustible waste. Heaters located away from combustible materials and switched off when office is left unattended		
	Lone working	Staff - if presence not known in the event of an	Telephone contact available at all times. Out of hours working arrangements in place to indicate the presence of people in the office. List of		

		emergency or if there is a threat to personal security	Safeguarding Team and their contact details has been sent to staff and is published in the Staff Handbook. Staff advised to ensure unauthorised persons do not gain access to building – new front door entry monitor and entry system has been installed. Panic alarms located in each room.		
	Falls from height	Staff - retrieving items stored at height	Stepladder/kick stool available from Duty Office. Equipment checked annually for defects and by user before each use. Staff trained in safe use of stepladder/kick stool.		
	Stress	Staff - from pressure of work demands, lack of job control, insufficient support from colleagues, not knowing their role, poor relationships, or badly managed change	Work plans & objectives discussed and agreed at monthly line management meetings and clinical supervision. New psychologically-based staff survey every 6 months (We Thrive) with feedback being made available to each staff member and to be followed up in line mgt. Self-referral to Occupational Health Service and funding from charity is available for assessment. Self-referral to new Employee Assistance Programme.		
	Environmental hazards a) thermal comfort	Staff – may feel too hot/cold or suffer other general discomfort	Building temperatures kept as reasonable as possible with supplementary heating/cooling available. Our buildings is aged housing stock and have a central heating system but no air conditioning.		
	b) space	Staff and others – contact with furniture if insufficient space to move around	Space provided is sufficient to enable free movement around the office, and for carrying out tasks. Individual space requirements are re-considered when additional equipment furniture is acquired.		
	c) lighting	Staff and others – may suffer eyestrain if lighting is insufficient or of the wrong type	Lighting levels sufficient for the room, tasks undertaken and glare is minimised. Window blinds fitted where necessary to adjust lighting levels and offer shade from direct sunlight. Local lighting (e.g. lamps) is provided for close work where necessary.		

			Light switches are easily accessible and lights are switched off when the room is vacated. Light switches are easily accessible and lights are switched off when the room is vacated		
	Hygiene & welfare	All staff & others could experience general discomfort	Toilets supplied with hot/cold water, soap and paper towels, any deficiencies are reported to Rochelle Jeffrey. Refreshment area available with kettle, microwave, drinking water which is cleaned twice per week by caretaker. No smoking policy implemented.		
	Chemical e.g. photocopier toner/ ozone production, cleaning materials	Staff	Toner changed in accordance with manufacturers instructions. Disposable vinyl gloves available to be worn when skin contact with toner is likely e.g. when changing cartridges. Proprietary chemicals/substances used as directed by the manufacturer. All spills are cleared up immediately and waste appropriately disposed of – mop situated under the stairs.		
	Anything else relevant to the local situation		Pest control		
	Spread of Covid-19 Coronavirus or other virus/infection	Staff, Visitors to the premises, Cleaners, Contractors, Vulnerable groups – Pregnant workers, those with existing underlying health conditions, Anyone else who physically	<b>Hand Washing</b> <ul style="list-style-type: none"> <li>• Hand washing facilities with soap and water in place.</li> <li>• Stringent hand washing taking place.</li> <li>• See hand washing guidance posted around the building</li> <li>• <a href="https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/">https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/</a></li> <li>• Drying of hands with disposable paper towels.</li> </ul>		

		<p>comes in contact with the business</p>	<ul style="list-style-type: none"> <li>• Gel sanitisers in any area where washing facilities not readily available</li> </ul> <p><b>Cleaning</b> Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods. Post-pandemic staff trained to clean rooms after use, a steamer, disinfectant spray, wipes and cleaners have been provided to aid this. The caretaker has been requested to communicate regularly with Rochelle Jeffrey/CDI Director to ensure management are aware of all processes taking place outside of office hours.</p> <p><b>Social Distancing</b> Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency <a href="https://www.publichealth.hscni.net/news/covid-19-coronavirus">https://www.publichealth.hscni.net/news/covid-19-coronavirus</a> <a href="https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people">https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</a></p> <p><b>Room booking system</b> Steps taken to review work schedules including start &amp; finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks. New Hybrid Working Policy has been written and adopted. Redesigned processes to ensure social distancing in place in case of future pandemic. Conference calls are being used as well as face to face</p>		
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			<p>meetings.                  Ensuring sufficient rest breaks for staff.                  Social distancing also to be adhered to in kitchen area when applicable.  <b><u>Wearing of Gloves</u></b>                  Where Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to remove gloves carefully to reduce contamination and how to dispose of them safely.  <b><u>Symptoms of Covid-19</u></b>                  If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time. Covid testing kits to be stocked on site.                  If advised that a member of staff or public has developed Covid-19 and were recently on our premises, the management team of the workplace will contact the Public Health Authority to discuss the case if appropriate, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.                   Staff will also be required to fill out individual RTW forms when returning to work following illness or any kind.   <b><u>Mental Health</u></b>                  Management will promote mental health &amp; wellbeing awareness to staff and offer access to the EAP scheme or alternative activity/resource.</p>		
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			<p><b>In case of future pandemic:</b>          Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.          Also reminded to catch coughs and sneezes in tissues          – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.          - Staff to be reminded of the importance of social distancing both in the workplace and outside of it.          - Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.          - Posters, leaflets and other materials are available for display.          - Staff to be reminded that wearing of gloves is not a substitute for good hand washing.          - Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p>		
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**Appendix A2**

**Croydon Drop In Outreach/Talkbus Risk Assessment Form**

RISK ASSESSMENT FORM - SUMMARY OF HAZARDS	
<b>Site Information:</b>	<b>Assessment Date:</b>
<b>Brief description of Activity:</b> <i>Provide Information, Advice and Guidance to young people from mobile unit CDI Talkbus</i>	<b>Visit date/time:</b>

The assessment process involves a straightforward way of identifying hazards, estimating the probability of harm and identifying the appropriate control measures to reduce the risk to an acceptable level.

**TALKBUS Pre Site Risk Assessment**

HAZARD	RISK and to WHO	CONTROL MEASURES - APPROPRIATE RESPONSES	Notes	Assessor's signature
Parking	Blocking Fire Exits: Preventing exit of building in an emergency Risk to public and personnel	Ensure TALKBUS does not obstruct any entrances and fire exits		
Pedestrian access	Blocked access to public footpath Risk cause public to take unsafe alternative.	Ensure pod and ramp give sufficient access on path way for pedestrians, pushchairs and wheel chairs		
Parking and disembarking site	Not enough room to manoeuvre Risk to public and personnel.	Pre site visit check Booked and agreed arriving and leaving date and times Second driver– High Viz Jacket observing for obstructions and reversing of vehicle. Reversing Camera Reserving Alarm One worker First Aid trained		



**TALKBUS Driving and Setting Up Risk Assessment**

<b>HAZARD</b>	<b>RISK</b>	<b>CONTROL MEASURES - APPROPRIATE RESPONSES</b>	<b>Notes</b>	<b>Assessor's signature</b>
TALKBUS leaving and returning to base.	When vehicle is manoeuvring and setting up accident/injury to public Collision with other vehicles.	Second driver– High Viz Jacket observing for obstructions and reversing of vehicle. Reversing Camera Reserving Alarm One worker First Aid trained		
Travelling to and from destination.	Faulty operation causing road or pedestrian accident. Pollution	Induction to TALKBUS operation and driving. Yearly DVLA MOT and LEZ Test Yearly servicing of Vehicle. Monthly full maintenance check  Daily check of all lights, tyres, wipers and body work.		
Parking at site destination	When vehicle is manoeuvring and setting up accident/injury to public Collision with other vehicles. Blind spot on road sites	Previous Site risk assessment carried out Second driver– High Viz Jacket observing for obstructions and reversing of vehicle. Reversing Camera Reserving Alarm One worker First Aid trained Hazard warning to other vehicles and pedestrians.		
Generator	Operation by workers Pollution	Full worker induction. Daily and monthly maintenance checks Maintained regular by		

	<p>Access by public</p> <p>Fire</p>	<p>professional serving as service manual requirements</p> <p>Hazard cone in place where fumes exhausted. Locked housing</p> <p>Fire extinguisher secured in cab of vehicle</p>		
Fuelling Vehicle	Fuel hazard to public and personnel	No carrying of fuel Induction to TALKBUS and operational manual.		

**TALKBUS Service Delivery Risk Assessment**

HAZARD	RISK	CONTROL MEASURES - APPROPRIATE RESPONSES	Notes	Assessor's signature
Crowd Control	Public disturbance Challenging young people	Qualified staff Induction Agency policy and procedures Site manager aware of the visit		
Open to Public		Minimum 2 staff 1 must be a first aider		
Delivery	Unskilled workers risk to public and personnel	Minimum 2 staff 1 must be a first Aider DBS checked Qualified and experienced staff TALKBUS Induction Agency policy and procedures		
Drinks	Young person burnt	Hot Drinks for workers only		
Equipment	Accident equipment not working correctly risk to public and personnel	Induction to TALKBUS and operational manual. Regular recorded maintenance checks.		

**Appendix B**

**CDI Incident Reporting Form  
CONFIDENTIAL**

**Primary person(s) affected (Leave blank if no persons affected)**

First name:		Surname:	
Identity (i.e., YP, Parent/Carer, staff role):			
Address:		Phone number:	
Email:			

**Person(s) believed to be responsible (Leave blank if not applicable)**

First name:		Surname:	
Identity (i.e., YP, Parent/Carer, staff role):			
Address:		Phone number:	
Email:			

**Details of person completing form**

First name:		Surname:	
Job title:			

**Type of incident (refer to policy if unsure)**

Incident	
Serious Incident	

**Nature of incident (please tick all that apply)**

Safeguarding		Financial (fraud/theft)	
Aggressive behaviour (physical)		Criminal offence	
Aggressive behaviour (non-physical)		Theft of property	
Self-harm		Physical injury	
Suicidal thoughts		Data loss	
Discrimination/Harassment		Health risk i.e., legionella/Covid	
Substance misuse		Death	
Damage to property		Other (please state):	
Damage to CDI's reputation			

**Description of the incident** (Your description should be as full as possible. Please state only FACTS, not opinions)

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**When and where the incident took place**

Location:	CDI Service(s):
Address:	
Date:	Time of incident: (24 hour clock):

**Witness(es) to the incident**

First Name: _____ Surname: _____ Identity (i.e., YP, Parent/Carer, staff role): _____ Address: _____  Contact number(s): _____
First Name: _____ Surname: _____ Identity (i.e., YP, Parent/Carer, staff role): _____ Address: _____  Contact number(s): _____
If witness statements are required, list the names of individuals to request statements from:

<b>Cause of incident</b> (including any relevant events leading up to the incident)
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<b>Immediate actions taken</b> (to reduce impact of incident and/or risk of reoccurrence. Include who took actions)
---

<b>Details of any external agencies involved</b> (include staff names, contact details, advice given, and actions taken)
--

**This statement is true to my knowledge and belief.**

**Print name:** ..... **Signature:** ..... **Date:** .....

**Once you have completed this form, without delay please forward to a senior manager to complete.**



Manager first name:	Surname:
Job title:	

**Management actions**

**For serious incidents, record the date that the incident was declared to the following individuals or agencies (where relevant):**

Chair of the Board of Trustees	
Safeguarding	
Emergency Services	
RIDDOR	
Charity Commission	

**Learning points to prevent risk of recurrence** (include if there have been any previous incidents of a similar nature)

**Print name:** ..... **Signature:** ..... **Date:** .....

**Appendix C**

**CDI Witness Statement  
CONFIDENTIAL**

**Incident Details:**

<b>Brief details of incident:</b>	<b>Incident Date:</b>
<b>Name of staff investigating incident:</b>	<b>Job Title:</b>

**Witness Statement Details:**

<b>First Name:</b>	<b>Surname:</b>
<b>Identity (i.e., YP Parent/carer, staff role):</b>	
<b>Address:</b>	<b>Telephone No:</b>
<b>Email:</b>	

**Details of person taking witness statement:**

<b>First Name:</b>	<b>Surname:</b>
<b>Job Title:</b>	
<b>Reason for statement being completed:</b>	
<b>Date Completed:</b>	

**Witness Statement:**

(continue on a separate sheet if necessary)
Does the witness feel that any other individual should be contacted regarding the incident? (If yes, please include individual's name, contact details and involvement with incident)

**This statement is true to my knowledge and belief.**

**Print name:** ..... **Signature:** ..... **Date:** .....

## **Appendix D Example scenarios and responses to risk, threats of violence or intimidation**

Be aware of the agency safety measures if there is an elevation of risk, e.g. a person shows increased agitation, loudness or displays aggressive behaviour always try to stay calm and if there are cues of violence, use de-escalation & calming techniques.

Staff can attempt to calm an angry person in a gentle and respectful way by:

- Acknowledging their anger
- Speaking calmly and clearly
- Ask them to calm down, take deep breaths
- Offering a glass of water
- Ask if they would like a private space alone to calm down

If the situation is not becoming calmer, and you feel threatened, you may ask the young person to leave, take some time out and return when they have calmed down. If you are actually threatened and the young person will not leave, call for assistance or sound the alarm.

If you are concerned in advance for your safety before a session let a colleague or duty worker know the risk and ask them to listen out for any escalation during the session and give permission for them to interrupt if they are concerned by what they can hear. If an individual is becoming aggressive the presence of another person can help to calm things.

If you are with an individual who won't/can't calm down and is becoming verbally abusive or physically intimidating, it is ok for you to get out of the room, give a reason, e.g. you need to answer the door, use the bathroom or give a message to a colleague.

Make sure there are no sharp or heavy objects accessible in the room that could be turned into a weapon or used to inflict harm on self or others.

Make sure that you sit nearest to the door in an unobstructed pathway to it.

Once you have located a colleague, try to calm the situation together, review what's going on and if necessary, ask the person to leave the building. If the person will not leave, and is presenting a danger to themselves or others or both – tell them that you will call the police. If this has no response, call the police on 101 (only use 999 if an emergency).

Never use violence or threat of violence, only act in self-defence.

Try not to 'close the door' to the young person. Inform them that they can use the service at another time if they wish to come back when feeling calmer.

The CDI workforce demonstrates safe practice by providing a safe place in which children, young people and families can be heard and safely express their feelings and thereby reduce the chance of abuse, violent or aggressive acts.

In the unlikely event that an individual becomes violent and beyond control the duty worker or other colleague can call the police and evacuate the building. If not appropriate to evacuate CDI does not have a designated 'safe' room in the building however the upstairs rooms in all 3 buildings are staff areas where colleagues could gather in the event of an emergency.

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## **Appendix E Example scenarios and appropriate responses when working in a public space or in the community.**

Staff have the autonomy and authority to work with situations as they see fit and support each other as colleagues. A common sense approach is essential for assessing each individual situation with the full knowledge that no-one should be left to deal with a situation in isolation and no-one should put themselves in harm's way. In the case of a fight between two or more young people you may be able to bring the temperature down however **do not take any action that would put you at risk:**

- From a safe distance try to prevent the fight
- Try to minimise the risk of danger

Try to prevent or break up the fight by:

- Staying calm
- Speak in a loud but calm, clear voice
- Asking all parties to calm down, sit down, helping them to set boundaries and space to negotiate
- Act as a 'mediator' for the communication

If weapons are apparent, ask them to:

- Put the weapons down
- Stay firm, keep at a safe distance
- Maintain eye contact
- Ask them not to do anything they might regret and to put weapons down
- Do not attempt to 'take' the weapon
- If they won't respond - tell them, you are calling the police
- Ask a colleague to call the police
- Keep asking them to put the weapon down

If a group of young people are attempting to disrupt our delivery of service, the priority is to ensure the safety of any other young person who may be using the service ask them to move to another room/area.

- Stay calm - the group may be wanting you to lose your temper.
- Ask them to stop whatever they are doing
- Treat them respectfully, speak to them directly
- Explain that we exist to work with young people who want information, support, advice, or guidance
- Ask them to stop the disruption or perhaps ask why they are doing this
- Talk to them: common reason or cause is boredom and so if engagement or relationship offered this may be accepted.
- Try not to allow entry to premises/Talkbus if they are not already on premises/Talkbus. Sometimes it helps to pay no attention which might lead to loss of interest when not getting response.
- If they are already on premises/Talkbus ask them to leave and call for back-up so they know other staff are around.
- If the young people will not stop what they are doing and are threatening or violent to staff or premises, tell them you are calling the police and if no response, ask colleagues to call the police.
- Ask your colleague to confirm the police are coming.
- If the young people do not leave - await arrival of police.
- Do not use aggression or violence - do not have physical contact unless you are acting

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in self-defence.

- Staff working on Talkbus, particularly when out in the community, should have practice on emergency packing up procedure to be able to move from an area as quickly as possible should the need arise.
- There may be times when it is helpful to post an incident on our social media page and this could include cancellation of Talkbus session or change of venue.

**Note:** The Talkbus always carries a mobile phone for emergencies 07591 386093

## **Appendix F                      Opening/Closing Office Procedure**

Upon entering the building close the main door and disarm the alarm, within 30 seconds. The alarm location and code will be shown at induction.

**Signing In Procedure:** Staff must sign in using the Building Health and Safety Signing In Record Sheet. Completed sheets must be filed in the Health and Safety Building Log Folder, located in the Duty Room (Church Street). New blank copies of the Signing In Record Sheet are kept on the clip board. Before using the last sheet, please photocopy additional sheets.

**Opening Up Procedure at Church Street (applicable also to Ramsey Court and PIP House but check localised instructions with Outreach Manager and PIP Manager respectively):** Location of premises keys will be shown at induction.

- **Front Door** Unlock and unlatch all bolts. Ensure door is kept closed.
- **Side Alley Door** This is the exit route from Lapis Lazuli Fire Exit. It is opened from the inside when necessary, using the gate lock
- **Amethyst Room** Fire Exit unlatch all bolts
- **Lapis Lazuli Room** Fire Exit unlock door
- **Moonstone Room** Door remains Locked. This is not a fire exit.
- **Office Printer/Photocopier** Turn power on.
- **Filing Cabinets** must remain locked when not in use. Location of keys will be shown at induction.

**Duty Workers:** Are responsible for preparing for Duty, ensuring reception area and counselling rooms are set-up, clear, and tidy. It is the responsibility of the Duty Workers to monitor and respond to answer phone messages during Duty times.

**Closing Up Procedure (applicable to all settings):**

- Ensure appointments/diary attendance has been completed appropriately
- Ensure all office laptops are returned and locked away in the filing cabinet
- Ensure all computer monitors (**except the Server**) are switched off
- Turn off and unplug printer/photocopier, radio, kettle and microwave
- Ensure reception area is clear and tidy; put milk in the fridge and wash dirty cups etc.
- Ensure all electrical heaters/electrical fans are off and unplugged
- Ensure all counselling rooms have been left empty and tidy
- Ensure toilets and any other rooms are empty and tidy
- Ensure all windows are locked and close all curtains/blinds
- Lock all fire exit doors
- Ensure all internal doors are closed
- Turn off all lights
- Sign out of the building
- Set alarm (where buildings have an alarm) and lock door.



**Appendix H**

**Personal Emergency Evacuation Plan**

**PERSONAL EMERGENCY EVACUATION PLAN**

**PART B: To be completed by a competent person (line manager) together with a colleague.**

MY PERSONAL EVACUATION EMERGENCY PLAN	
NAME	
JOB TITLE	
LOCATION(S)	
REASON WHY A PEEP IS REQUIRED	
PLAN CREATED BY	
AWARENESS OF PROCEDURE	
A copy of the evacuation procedure has been issued in the following format: .....	
I am informed of a fire evacuation by (please tick <input type="checkbox"/> relevant box):	
Existing alarm system	<input type="checkbox"/>
Visual alarm system	<input type="checkbox"/>
Pager device	<input type="checkbox"/>
Members of the work team	<input type="checkbox"/>
Other (please specify)	
DESIGNATED ASSISTANCE	
Assistance is required from ___ people. The following people have been designated to give me assistance to get out of the building in an emergency:	
Name: Contact details: (Mobile, location etc.)	
Name: Contact details:	
Name: Contact details:	
METHODS OF ASSISTANCE	
Methods of guidance, transfer procedures etc. :	

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<b>EQUIPMENT PROVIDED</b>			
Specialist equipment to assist my evacuation is (including means of communication):			
<b>EVACUATION PROCEDURE</b>			
A step by step account beginning from the first alarm:			
<b>SAFE ROUTE(S) TO BE USED</b>			
DETERMINED BY THE GENERAL LOCATION OF THE DISABLED/ASSESSED PERSON WITHIN A BUILDING. IT SHOULD BE FLEXIBLE ENOUGH TO COVER OPTIONS, E.G. FIRE BLOCKS THE NORMAL EMERGENCY EXIT ROUTE.			
<b>MONITOR AND REVIEW:</b>			
Practices should be every____ months, dates should be put into diaries.			
<b>SIGNED BY MANAGER :</b>		<b>DATE</b>	
<b>SIGNED BY INDIVIDUAL :</b>		<b>DATE</b>	

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