



New Forest Outreach Support C.I.C

Health and Safety Policy

Approved By: Director

Last Reviewed: 30/04/2026

Next Review Date: 30/04/2027

Version: 2.1

PURPOSE OF POLICY

New Forest Outreach Support C.I.C. is fully committed to ensuring the health, safety and welfare of all employees, volunteers, contractors, children, families, visitors and any other persons affected by our activities.

We recognise our duties under the Health and Safety at Work etc. Act 1974 and all relevant legislation. We will take all reasonably practicable steps to provide safe working environments, safe systems of work, suitable training, and effective risk management across all areas of the organisation.

This policy applies to all services delivered by the organisation, including:

- Hub-based activities
- Discovery Club sessions
- Outreach support
- Home visits
- School-based work
- Community sessions
- Trips and outings
- Transport linked to services
- Administrative work

This policy does not form part of any contract of employment and may be amended at any time.

Legal Framework

This policy is developed in accordance with relevant health and safety legislation and guidance, including but not limited to:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Control of Substances Hazardous to Health (COSHH) Regulations 2002 (where applicable)
- Regulatory Reform (Fire Safety) Order 2005
- Manual Handling Operations Regulations 1992 (as amended)
- Personal Protective Equipment at Work Regulations 1992 (as amended)

NFOS is committed to complying with all relevant legislation and implementing best practice to ensure the health, safety and welfare of everyone affected by our activities.

POLICY STATEMENT

New Forest Outreach Support C.I.C. will, so far as is reasonably practicable:

- Provide and maintain safe premises and environments
- Provide safe equipment and systems of work
- Assess and control risks
- Provide suitable training and supervision
- Prevent accidents and work-related ill health
- Promote a positive safety culture
- Review health and safety arrangements regularly
- Consult with staff regarding health and safety matters

RESPONSIBILITY FOR HEALTH & SAFETY

Overall responsibility for health and safety rests with:

Amy Bradsworth

Director / Health & Safety Officer

The Health & Safety Officer is responsible for:

- Day-to-day management of health and safety
- Monitoring compliance
- Reviewing incidents and accidents
- Ensuring risk assessments are completed
- Fire safety oversight
- Staff safety guidance
- Policy review and updates

Health and safety is a shared responsibility. All staff, volunteers, contractors and visitors are expected to take reasonable care for their own health and safety and that of others who may be affected by their actions. Everyone must cooperate with NFOS to ensure a safe working environment and comply with all relevant policies, procedures and risk assessments.

EMPLOYER RESPONSIBILITIES

The organisation will:

Safe Environment

- Maintain safe premises and workspaces
- Ensure safe access and exits
- Keep environments clean, secure and suitable
- Address hazards promptly

Equipment

- Provide suitable equipment
- Maintain equipment in safe condition
- Remove defective equipment from use

Equipment will be inspected, maintained and, where appropriate, tested in accordance with manufacturer guidance and legal requirements. Defective equipment will be removed from use

until repaired or replaced.

Training

Provide induction and ongoing training appropriate to role, including where relevant:

- Health & Safety
- Safeguarding
- First Aid Awareness
- Fire Safety
- Lone Working
- Manual Handling
- Autism Awareness
- Behaviour Support
- Infection Control
- Pet / Animal Handling
- Equipment Safety

Training records will be maintained and refresher training provided where appropriate.

Risk Management

- Complete risk assessments where required
- Review assessments regularly
- Implement suitable control measures

Welfare

- Provide welfare arrangements reasonably practicable for the work being undertaken

STAFF RESPONSIBILITIES

All staff, volunteers and contractors must:

- Take reasonable care for their own safety and others
- Follow policies, procedures and instructions
- Use equipment correctly
- Report hazards immediately
- Report accidents, incidents and near misses
- Keep work areas safe and tidy
- Attend required training

- Co-operate with management investigations
- Behave professionally and responsibly
- Never knowingly place a child or person at risk

Failure to follow safety procedures may result in disciplinary action.

ACCIDENTS, INCIDENTS & FIRST AID

All accidents, injuries, incidents and near misses must be reported to management immediately.

Records will be maintained within the organisation's Accident / Incident Log.

Where legally required, reports will be made under RIDDOR.

Emergency Contact

Amy Bradsworth / Duty Manager
07876 191833

If urgent medical assistance is required, call **999** first.

Accident trends may be reviewed periodically to identify recurring hazards, reduce future risks and improve safety practices across the organisation.

FIRE SAFETY & EMERGENCY EVACUATION

All staff must familiarise themselves with:

- Fire exits
- Alarm points
- Assembly points
- Extinguisher locations
- Alternative escape routes

On Discovering Fire:

- Raise the alarm immediately
- Evacuate those nearby if safe to do so
- Call 999 where necessary
- Inform management

On Hearing the Alarm:

- Leave immediately
- Do not collect belongings
- Do not use lifts
- Go to the assembly point
- Await further instruction

Fire drills and checks will be completed where appropriate.

Fire exits, escape routes and firefighting equipment must remain accessible and unobstructed at all times.

RISK ASSESSMENTS

Risk assessments will be completed for relevant activities, including:

- Hub activities
- Outreach sessions
- Home visits
- School work
- Trips and outings
- Lone working
- Transporting children
- Animals / therapy visits
- Manual handling
- Behavioural risks
- New equipment or new activities

Assessments will be reviewed following incidents or significant change.

Dynamic risk assessments will also be undertaken where circumstances change during activities, outreach sessions or visits to ensure risks continue to be managed appropriately.

MANUAL HANDLING

Staff must:

- Avoid unnecessary lifting
- Use safe lifting techniques
- Seek assistance where required
- Use equipment aids where available
- Never lift beyond personal capability

Training will be provided where appropriate.

LONE WORKING & OUTREACH SAFETY

Where staff work alone or in community settings, controls may include:

- Logged rotas / schedules
- Check-in procedures
- Connecteam monitoring
- Emergency contacts
- Dynamic risk assessments
- Right to withdraw if unsafe

Appropriate lone working training and guidance provided to staff.

If a situation becomes unsafe, staff must leave immediately and notify management.

INFECTION CONTROL & HYGIENE

The organisation expects high hygiene standards including:

- Handwashing
- Surface cleaning
- Safe disposal of waste
- PPE where required
- Following current public health guidance

Staff should not attend work when unfit due to contagious illness.

Cleaning schedules, appropriate hygiene facilities and infection prevention measures will be maintained across all premises and activities delivered by NFOS.

MENTAL HEALTH & WELLBEING

The organisation recognises mental wellbeing as part of health and safety.

Staff are encouraged to raise concerns regarding:

- Stress
- Workload
- Burnout
- Anxiety
- Wellbeing following incidents

Support and reasonable adjustments will be considered where possible.

Staff are encouraged to discuss wellbeing concerns confidentially with their line manager or the Director so that appropriate support and reasonable adjustments can be considered where possible.

VISITORS & CONTRACTORS

Visitors and contractors are expected to follow all health and safety instructions while on NFOS premises or participating in NFOS activities. Any hazards, accidents or concerns should be reported to a member of staff immediately. All Guidance is available in the visitors folder at our accessible Reception desk.

INSURANCE

The organisation maintains suitable insurance including:

- Employers' Liability Insurance
- Public Liability Insurance
- Other relevant operational cover

Certificates are available upon request.

NON-COMPLIANCE

Failure to comply with this policy may result in:

- Informal action
- Retraining
- Formal disciplinary action
- Suspension from duties
- Termination of contract where appropriate

INDUCTION

All new staff and volunteers will receive induction covering:

- Health & Safety Policy
- Safeguarding
- Emergency procedures
- Reporting systems
- Role risks
- Safe working expectations

MONITORING & REVIEW

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Incidents
- Service growth
- New risks
- Operational changes

Health and safety arrangements are monitored through regular inspections, equipment checks, supervision, incident reviews and periodic audits to ensure continual improvement and compliance with legal requirements.

Next Review Date: 30/04/2027