



BEACON COUNSELLING TRUST - OPERATIONAL HEALTH AND SAFETY POLICY

Last review completed by	Quality Assurance Team
Date of last review	November 2025
Next review due	November 2026
Approved by Trustees	November 2025

TABLE OF CONTENTS

1. INTRODUCTION	4
2. AIM.....	4
3. SCOPE	4
4.YOUR RESPONSIBILITIES.....	5
5. ACCIDENTS, INCIDENTS AND NEAR MISSES	5
6.REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR).....	5
7. CRITICAL INCIDENTS	5
8. FIRST AID	6
9. ASSESSMENT OF RISK.....	6
9.1 Organisation risk assessments	6
9.2 Service Users/Learners with care needs.....	6
9.3 Working and learning in offices	6
9.4 Lone Working/ Off Site Working Risk Assessments.....	7
9.5 On-going risk assessment.....	7
9.6 Stress/ Psychosocial Risk Management	7
9.7 Violence, Aggression and Harassment Risk Control.....	7
10. FIRE SAFETY.....	7
10.1 Fire Safety At Venues	8
10.2 General fire safety precautions	8
10.3 Fire safety in offices and third-party premises used by BCT	8
11. DISPLAY SCREEN EQUIPMENT (DSE).....	9
12. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS (COSHH)	9

12.1 Materials and Substances	9
12.2 Micro Organisms	9
12.3 Harmful Substances	9
13. MANUAL HANDLING	9
13.1 Your health	10
13.2 Training	10
13.3 Reporting	10
13.4 Safe systems of work including poor lifting and carrying	10
14. MOBILE PHONES AND OTHER ELECTRONIC COMMUNICATION DEVICES	11
14.1 Use of hand-held device while driving	11
14.2 Use of hands-free device while driving	11
14.3 Use of mobile phones or other devices when supporting service users	11
14.4 Photographs, audio recording, video recordings	11
15. SMOKE/ VAPE FREE	12
15.1 Premises used by BCT	12
15.2 Vehicles	12
15.3 Support for staff to give up smoking	12
15.4 Personal hygiene	12
16. DRIVING AT WORK	13
17. RECYCLING	13
18. LEARNING AND DEVELOPMENT	13
19. ACCEPTANCE	14
PREVENTION IS BETTER THAN CURE	14
APPENDIX 1	14
DEFINITIONS	14

APPENDIX 2.....	21
PAUL'S PLACE RISK ASSESSMENT	21
GENERAL RISK ASSESSMENT	29
APPENDIX 3.....	21
RISK FACTOR SCORING MATRIX.....	21
APPENDIX 4.....	22
FIRE RISK ASSESSMENT IN COMMUNITY VENUES AND OFFICES.....	22
APPENDIX 5.....	23
IN EVENT OF FIRE	23
APPENDIX 6.....	24
CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)	24
APPENDIX 7.....	25
GOOD HANDLING TECHNIQUES	25
APPENDIX 8.....	26
ROAD SAFETY POLICY.....	26
APPENDIX 9.....	28
FOOD WASTE	28

1. INTRODUCTION

Beacon Counselling Trust (BCT) is committed to providing a safe, healthy and supportive environment for all employees, volunteers, service users, visitors and partners. As a charity delivering a specialised service and community-based programmes, we recognise that effective management of health, safety and wellbeing is essential to the quality of our work and the protection of everyone who engages with our organisation.

This Operational Health and Safety Policy sets out BCT's commitment to meeting its legal duties under the Health and Safety at Work Act 1974 and associated regulations, and to adopting best practice across all areas of our operations.

All individuals working for or with BCT share responsibility for health and safety. By working together, following safe systems of work and upholding the standards in this policy, we can ensure that BCT remains a safe and welcoming place for service users and a healthy workplace for our people.

2. AIM

This policy addresses the most common hazards in BCT and explains how we will work together to manage them. The aim is to safeguard your health and safety while you are at work, and to safeguard the health and safety of others who may be affected by your work activities. We aim to prevent accidents, injuries, ill health and work-related stress by identifying hazards, assessing risks and implementing appropriate controls. We want to promote a positive safety culture where staff feel supported, consulted and empowered to raise concerns and contribute to continual improvement.

3. SCOPE

This policy applies to

- All who provide a service to adults - the service may take place in agreed place of delivery or in other community settings e.g. counselling rooms in community venues and local training venues.
- Staff based in offices who may / may not have direct dealings with service users.
- Board members / volunteers/ others employed / contracted by BCT.

You will also be given access to other policies (on the BCT SharePoint) on the following health and safety topics if they are appropriate to your role:

- Lone working and home working.
- Staff supervision and disciplinary.

There will be some sections of this policy document that may not appear to be immediately relevant in your current role, for example, you may not drive for work purposes, or you might not come into contact with harmful substances. However, should your role change, or should you encounter a hazard you had not expected, you and your manager will have information to help you decide how to deal with it **(see Appendix 1 for definitions)**.

4.YOUR RESPONSIBILITIES

You are required to comply with this policy and to:

- Co-operate with your manager/s on all health and safety matters.
- Not interfere with anything relating to safeguarding your health and safety, or that of others.
- Take reasonable care of your own health and safety, and that of others who may be affected by your work activities.
- Follow the training and instruction you have received.
- Report all health and safety concerns to your line manager and the health and safety officer – Mr F Boyle.
- Complete risk assessment forms when necessary

Examples of risk assessment can be found in Appendix 2. The full suite of risk assessment forms can be found at [BCT - Sharepoint - Documents - BLANK DOCUMENTS - All Documents](#)).

5. ACCIDENTS, INCIDENTS AND NEAR MISSES

If you or a service user are involved in an accident or incident while you are at work, report it to your line manager and the health and safety officer straight away, even if it was only minor. It is also important that you report any near miss situations, as these could be accidents waiting to happen. You will be required to fill in the accident book and an incident report form which can be found at Reception.

In addition, you must inform your manager if you contract any condition or illness through being at work (for example musculoskeletal disorders, skin, or respiratory conditions).

6. REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR)

RIDDOR is the UK health and safety legislation that requires employers to report specific workplace incidents to the [Health and Safety Executive \(HSE\)](#), helping to create safer working environments across Britain. BCT complies with RIDDOR by reporting serious work-related incidents which can include specified injuries (such as fractures or serious burns), over-seven-day absences caused by workplace accidents, diagnosed occupational diseases, and dangerous occurrences like equipment failure or fire risks. As well as your line manager, the Senior Management Team and Health and Safety Officer must also be informed immediately of any incident that may be reportable.

7. CRITICAL INCIDENTS

A critical incident is defined as any sudden or unexpected event that has the potential to cause significant harm, injury, or disruption to staff, operations, or property. In the event of a critical incident, BCT is committed to ensuring the immediate safety and wellbeing of all staff, service users, and visitors. You must follow established emergency procedures, including raising the alarm, contacting emergency services where required, and notifying a member of the Senior Management Team as soon as possible. BCT will secure the area, provide necessary first aid, and ensure clear, timely communication to all relevant parties. Following the incident, a formal review will be conducted to document actions taken,

identify learning, and implement improvements to prevent recurrence. **More information on this can be found in the Critical Incident Policy and the Critical Incident Management Plan.**

8. FIRST AID

BCT ensures that appropriate first aid arrangements are in place to meet the needs of staff, volunteers, service users, and visitors. This includes the provision of a suitably stocked first aid kit and a defibrillator (located at reception) and the appointment of designated staff members who are trained to provide first aid where required. BCT First Aiders are Mr I Whiteside and Mr F Boyle. First aid provision will be reviewed regularly and updated as necessary, taking account of changes to activities, premises, staffing levels, and any risks identified through risk assessments.

9. ASSESSMENT OF RISK

9.1 Organisation risk assessments

Risk assessments help determine how staff, volunteers, visitors or service users, learners and any other person working with BCT, might potentially be harmed, so that controls can be put in place to address identified hazards.

Points to consider

- Any activities, events or environments that pose a reasonably foreseeable risk of harm will be risk assessed by an appropriate person (e.g. Clinical Director, Senior Management Team, Manager, Health and Safety Officer or Therapists). However, responsibility lies with management to ensure that risk assessments are in place.
- The hazards and activities listed in this policy will be addressed in one or more risk assessments.
- The findings of those assessments will be shared with all those who work at BCT who could be affected.
- You could be asked to help assess certain risks, to draw on your experience and ideas.
- The risks will be reduced as far as is reasonably practicable.

9.2 Service Users/Learners with care needs

Where interventions/learning identifies that service users have additional care needs, BCT staff will ensure that their respective individual Health and Safety needs are met.

9.3 Working and learning in offices

Depending on your role, you may spend little time or most of your working hours in an office. While it is much easier for BCT to control the reasonably foreseeable risks in an office environment, there are still hazards you need to be aware of. These include fire, use of computers (also known as display screen equipment- DSE), electrical equipment, slips, trips, and falls and other health and safety concerns. These will be discussed with you during your induction to a new office by your line manager. In addition, health and safety E-learning modules will be undertaken by new and existing staff in a timely manner.

9.4 Lone Working/ Off Site Working Risk Assessments

You may find that as part of your role, you are working alone or off site, and BCT wants to ensure your safety and wellbeing while you are out of the office delivering our services. BCT will seek to identify any foreseeable hazards as a lone worker, and take necessary steps to avoid them or, where this is not possible, to minimise the risks they pose by introducing suitable control measures (for example, requesting off site risk assessments from the location you are working at, completing BCT off site risk assessments before you attend a location, changing the time a particular activity takes place). Please contact your Line Manager and/or The Quality Assurance for further guidance and advice. **More information on lone working can be found in Lone Working for Staff Policy and Procedure.**

9.5 On-going risk assessment

Risk assessments are only of use if they are kept up to date. If things change significantly (for example, a group of learners are more at risk than others due to external influences), then learning needs to be regularly updated regarding any changes to the risk involved.

Each time you arrive at your place of work (including an agreed place of delivery, office, or other third-party training premises):

- have a good look for any new hazard/s.
- think about whom they might affect.
- see if the hazard/s can be removed or avoided.
- let your line manager know who will triage to the Senior Management Team and/or the Health and Safety Officer.

9.6 Stress/ Psychosocial Risk Management

Work-related stress and psychosocial risks are recognised as significant factors affecting staff wellbeing and performance. BCT wants to maintain a supportive environment where you feel safe to discuss pressures or concerns you have. BCT will conduct yearly appraisals, 3 monthly supervisions, monitor workloads, promote healthy work practices, and provide appropriate training and support to reduce stress and foster resilience. **More information can be found in the Mental Health and Wellbeing Policy.**

9.7 Violence, Aggression and Harassment Risk Control

BCT adopts a zero-tolerance approach to violence, aggression and harassment. Risks are managed through clear policies, staff training, appropriate risk assessments, and effective reporting and response procedures. All incidents or concerns are recorded, reviewed and addressed promptly, with control measures reviewed regularly to ensure a safe working and service.

Remember, if you see something that you think poses an immediate risk of serious harm, go to a place of safety and call for assistance and take appropriate service users/learners/staff with you. See Appendix 3 for an example of a Risk Factor Scoring Matrix.

10. FIRE SAFETY

BCT is committed to maintaining a safe environment through robust fire safety procedures. BCT maintains a clear and up-to-date evacuation plan, conducts an

annual fire risk assessment, and ensures designated staff receive fire marshal training. All fire detection and firefighting equipment, including alarms and extinguishers, are routinely inspected and tested to ensure they remain fully operational. BCT fire marshal is Mr F Boyle, assistant fire marshal is Mr J Callaway.

10.1 Fire Safety At Venues

If you work with service users in a community building or setting, you need to make yourself and your service user aware of all the relevant evacuation procedures and designated meeting points. You need to give clear instruction as to what actions need to be taken in the event of a fire breaking out, or any planned evacuations. Therefore, accurate registers of learners/ attendees present are required to be taken at each learning event, to facilitate effective risk management.

Points to consider include.

- What you need to do if a fire breaks out.
- What to do about a service user who is unable to exit the building (for example because they are immobile), including action to keep them as safe as possible until the fire services arrive (such as shutting fire doors).
- The fire assembly point, where applicable.

Remember: look after your own health and safety and get out of the building to avoid injury.

If you visit a venue and there is no fire safety plan in place, contact your line manager.

10.2 General fire safety precautions

When you meet service users face to face or are delivering training sessions you need to ask yourself the questions below and ensure that service users/learners are also aware of the following:

- Are escape routes clear?
- Would anything stop me getting out in the event of a fire or other emergency?
- Are there any obvious hazards that could start a fire (for example, a dish cloth left on a cooker, faulty electrics etc)?

If you have immediate concerns, get to a place of safety (for example the hallway or outside the property) and contact your line manager.

10.3 Fire safety in offices and third-party premises used by BCT

The Healthy and Safety Officer takes charge of all aspects of fire safety in offices and other premises used by BCT. He will ensure fire hazards are identified, and any necessary control measures are put in place. Report any concerns to Mr Boyle. You will be required to complete e learning training on fire safety every year. The Health and Safety Officer will also ensure you get all the information, instruction and training you need about fire safety, including:

- Fire risks and the precautions you need to take.
- What to do if you discover a fire.
- How to raise the alarm, including where the alarm call point is.
- What to do when the fire alarm goes off.
- Calling the fire brigade.
- Where the firefighting equipment is and how to use it.
- Escape routes and fire exits.
- How to operate escape door fastenings (panic bars).
- Fire drills.
- The fire assembly point.

**Please note you are NOT responsible for putting out a fire.
See Appendix 4 and 5 for further information.**

11. DISPLAY SCREEN EQUIPMENT (DSE)

The Display Screen Equipment (DSE) Regulations aim to protect workers from health risks associated with prolonged use of display screens, requiring employers to assess workstations, provide training and ensure ergonomic setups. All BCT staff are required to complete DSE training yearly. This e learning course covers risk assessments and how to conduct them, while demonstrating how to assess a work station correctly to prevent injury and reduce risk.

12. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS (COSHH)

The law requires workplaces to adequately control exposure to materials used in the workplace that can cause ill health. This is called the Control of Substances Hazardous to Health Regulations (COSHH) which BCT complies with to ensure that hazardous substances are identified, risk assessed and safely managed to protect staff, volunteers, service users, and any others in the office.

12.1 Materials and Substances

Many materials or substances used or created at work could harm your health. These substances could be dusts, gases or fumes that you breathe in, or liquids, gels or powders that come into contact with your eyes or skin.

12.2 Micro Organisms

There could also be harmful micro-organisms present that can cause infection, an allergic reaction or are toxic.

12.3 Harmful Substances

Harmful substances can be present in anything from paints and cleaners to flour dust, solder fume, blood, or waste. Ill health caused by these substances used at work is preventable. Many substances can harm health but used properly, they almost never do.

See Appendix 6 for guidance for further information.

13. MANUAL HANDLING

BCT takes reasonable steps to minimise risks associated with manual handling, recognising that such activities are limited within its office environment.

The information below is about the manual handling of inanimate loads and objects ('things').

13.1 Your health

- Do not put your own health and safety at risk when carrying out manual handling activities.
- Let your line manager know about any personal condition/s you have that could affect your ability to do manual handling tasks or affect your health and safety (including if you are pregnant) - the information will be kept confidential.

13.2 Training

- Attend any health and safety training as directed by your line manager.

13.3 Reporting

- Tell your line manager straight away about any problems you come across.
- Report all accidents, incidents and near misses to your line manager in the first instance— you will be asked to fill in an incident report form.

13.4 Safe systems of work including poor lifting and carrying.

Poor lifting and carrying techniques can have an adverse effect on your health and well-being and increase the risk of injury. To avoid this happening, follow the precautions listed below if appropriate:.

- Comply with any safe systems of work that have been set up for a particular task.
- Make full and proper use of carrying or lifting aids available, such as trolleys and lifting equipment.
- Store heavy items between shoulder and hip height.
- Where possible only store small light items above shoulder or below knee height.
- Use your legs and knees to bend and lift - do not stoop or bend your back.
- Avoid stretching or twisting.
- If you are doing repetitive tasks, make sure you take regular rest breaks.
- Be on the lookout for any sharp, hot, or cold edges that could injure yourself or others.
- If you are carrying something, check your route for obstructions.
- Make full and proper use of any personal protective equipment you are provided with (for example, gloves).
- Wear suitable footwear when carrying out manual handling tasks. Your shoes need to be sturdy, have good grip on the soles, enclosed toes, a flat heel and an enclosed back or strap. More generally, this is good advice to prevent slips, trips, and falls in all situations.
- If you think an object looks too heavy for you to handle or you are asked to carry out a manual handling task you think is unsafe (for either yourself or for others), DON'T DO IT. Report the matter to your line manager as soon as you can.

- Carry out a quick reconnaissance of the area to alleviate any potential hazards.

See Appendix 7 for good handling techniques.

14. MOBILE PHONES AND OTHER ELECTRONIC COMMUNICATION DEVICES

BCT requires the safe and appropriate use of mobile phones and other electronic communication devices to ensure they do not present a risk to health, safety, confidentiality or service delivery.

14.1 Use of hand-held device while driving

It is illegal to use a hand-held device (such as a mobile phone) while you are driving, and you will be personally liable for any charges brought if you do so when you are working.

- This applies to all motor vehicles, including cars, motorcycles, goods vehicles, buses, coaches, and taxis.
- It includes texting / internet access / video calls or any other electronic function.
- It applies when you stop at traffic lights or during other hold-ups that may occur during a typical journey when your vehicle can be expected to move off after a short while.

14.2 Use of hands-free device while driving

Though it is not illegal to use a hands-free device while driving, it is still considered distracting and could result in prosecution for careless or dangerous driving and for failing to have proper control of a vehicle under Regulation 104 of the Road Vehicles (Construction and Use) Regulations 1986. BCT therefore operates the following best practice protocol, which you are required to comply with when working on BCT business.

- Do not operate mobile phones (either hand-held or hands-free) while driving.
- Either switch hand-held and hands-free devices off or to voicemail when driving.
- Only make or receive mobile phone calls from a vehicle that is safely parked away from the road, the only exemption being for calls to the emergency services on 112 or 999, in genuine emergencies where it is either unsafe or impractical to stop.

14.3 Use of mobile phones or other devices when supporting service users

Do not:

- Make or receive personal calls or send or respond to personal messages (including texts and emails) on your mobile phone (or another device) while you are caring for or supporting a service user.
- Message or make cyber friendships with service users unless agreed with your manager beforehand as part of your employment.
- Give out your personal landline or mobile phone number to service users.

14.4 Photographs, audio recording, video recordings

14.4.1 Photographs, audio recordings and video recordings in which an individual can be identified are classed as personal data and are subject to the same

restrictions as all other personal data. This includes analogue and digital photographs (taken on cameras or mobile phones), film footage, CCTV footage or any other image.

14.4.2 Do does not take or display photographs, audio recordings or video recordings of individual service users, learners, unless your line manager and the person concerned have given you verbal or written permission.

15. SMOKE/ VAPE FREE

BCT operates a smoke-free and vape-free environment to protect the health, safety and wellbeing of staff, volunteers, service users and visitors.

15.1 Premises used by BCT

- You are not allowed to smoke or vape in premises owned or used by BCT.
- There may also be restrictions on smoking and vaping outside the building
- (such as in entrances, car parks, gardens, or grounds), so if you are a
- smoker/vaper, ask your line manager which areas are permitted.
- If you do smoke, make sure you safely extinguish all smoking materials and
- discard them in the bins / receptacles provided to prevent a fire.
- If you see someone smoking or vaping in an area where it is not allowed,
- either politely ask them not to smoke/ vape there or report it to your line manager.

15.2 Vehicles

- Smoking and vaping is not allowed in any vehicle owned or leased by BCT
- and there will be signs to indicate this.
- When you carry passengers connected with work in your car (for example
- service users/volunteers or other members of staff), you are requested not to smoke or so that they are not exposed to second-hand smoke / vapour.

15.3 Support for staff to give up smoking

15.3.1 The National Health Service (NHS) offers advice, support, and encouragement to help people who want to stop smoking.

- Visit their [NHS stop smoking services help you quit - NHS](#) service offering one to one or group-based advice.
- Call their helpline on 0300 123 1044 (weekdays 9am-5pm, weekends 11am-5pm).
- Speak to your own doctor.

15.4 Personal hygiene

15.4.1 For staff who are smokers, please try to make sure you do not arrive at work smelling of smoke (either on your breath or your clothing). This shows consideration for the comfort of both your colleagues and the service users you support and care for.

16. DRIVING AT WORK

The information below applies if you are required to drive in connection with your work. You also need to read information provided by BCT on the following:

- Alcohol, illegal substances, legal highs, and personal medication (please refer to the disciplinary policy).
- The use of mobile phones / electronic devices when driving (please refer to the data information ownership management and ICT use policy).

It is your responsibility to ensure that:

- The vehicle you drive for work is adequately taxed and has a current MOT certificate.
 - You are insured for business use.
 - You have a valid license to drive it.
 - You are competent and medically fit to do so.
- Your line manager will have systems in place to verify the above.

Report to your line manager / the person on call:

- All accidents and collisions that take place when you are driving for work.
- Any road safety concerns you have.
- Any health condition that may impact on your ability to drive safely.
- Any points you gain on your driving licence.

See Appendix 8 for Road Safety.

17. RECYCLING

BCT is committed to promoting sustainability and environmental responsibility. As part of our waste management strategy we have implemented, Liverpool Street Scene Services Ltd to collect our waste. Through this recycling program, BCT can minimise our environmental impact and ensure a cleaner, safer workplace. All employees are required to segregate waste appropriately using the designated bins provided throughout our office. In particular, a brown bin system is in place for the disposal of food waste, which must be used to prevent contamination of recyclable materials. Signage is provided on both floors to ensure all staff understand and adhere to these recycling measures, contributing to a safer and more sustainable work environment, **see Appendix 9 for guidance.**

18. LEARNING AND DEVELOPMENT

18.1 Levels of Training

Your manager will assess the level of training you need in relation to this policy, depending on your role in BCT. BCT provides all core staff and self-employed therapists with Health and Safety Training.

18.2 Learning Summary

In summary, new starters will receive an induction and all staff will receive ongoing training to perform their role and to manage the hazards they encounter in the course of their work. There may be instance when you will come across hazardous situations that your training has not prepared you for or that your training does not seem to fit.

If this happens:

- Stop.
- Get yourself to a place of safety.
- Discuss the situation with your line manager and/or the health and safety officer.

19. ACCEPTANCE

You are required to read, understand and comply with the contents of this policy as directed by your line manager and complete annual health and safety awareness training. Failure to do so may result in disciplinary proceedings.

PREVENTION IS BETTER THAN CURE

With proper training, appropriate equipment, and a safe working procedure, Remember some golden rules:

- THINK before you start the job - do you need to move the load by hand?
- During any global PANDEMIC, please ensure that you follow all Government guidelines and adhere to all local policy, which support employees/citizens to restrict the spread of the virus. Via wearing appropriate PPE, keeping social distance and hand sanitizing when appropriate. See BCT COVID Risk Assessment if required.
- Only do what you are physically CAPABLE of doing safely, following these guidelines
- Wear the proper CLOTHING especially footwear and gloves.
- Always report any HAZARDS you encounter.
- Exchange INFORMATION with others you work with and with your line manager.

All Policies and Procedures can be translated into the appropriate language.

APPENDIX 1 DEFINITIONS

Hazard

A hazard is something with the potential to cause harm to you, service users/ service users or others. That harm could include injury, illness, damage to equipment or premises or other loss.

Hazards include:

- Chemicals (for example cleaning fluids).

- Biological agents (for example viruses and bacteria).
- Body fluids (for example blood, urine, faeces, sputum, vomit).
- Objects or items (such as those lifted, carried, or used).
- Work equipment (anything provided by an organisation or used as part of the service provided in a domestic situation), including electrical equipment.
- Premises (for example entry / exit routes, fire risks).
- Care plan tasks / work activities.
- Pets or animals.

Please note: the list is not exhaustive.

Risk

Risk is the combination of the severity and likelihood of a hazard will causing actual harm. The level of risk depends on a number of different things, including:

- How often you are exposed to the hazard.
- What is already in place to reduce the risk.
- Environmental conditions (for example the amount of space, wet floors).
- How severe the injury might be (for instance minor injury, major injury, fatality).

Hazardous substance

A hazardous substance can be a liquid, solid, dust, powder, or gas. Examples include:

- Corrosives, irritants, toxic, or harmful chemicals.
- Pesticides.
- Dust, fumes and gases.
- Biological agents such as viruses and bacteria.
- Cancer-causing agents such as asbestos.

A hazardous substance can damage health when it:

- Comes into contact with skin or eyes.
- Is absorbed through the skin.
- Is breathed in.
- Is swallowed or transferred into the mouth via contaminated hands.
- Is injected through the skin.

Manual handling

Manual handling is defined as the transporting or supporting of loads by hand or by bodily force without mechanical help. It includes such actions as:

- Lifting
- Putting down
- Pushing
- Pulling
- Carrying
- Moving.

Examples of manual handling tasks include:

- Carrying boxes.
- Lifting / moving office equipment (for example computers).
- Accessing files.

- Moving furniture.
- Handling wheelchairs, including in and out of vehicles.
- Any one-off manual handling task (for example, taking a delivery).

APPENDIX 2
PAUL'S PLACE RISK ASSESSMENT

Group Day and Overnight Trips – Risk Assessment and Group Participation Guidance			Ref: Pauls Place																
Activity:			Risk Rating A risk rating can be calculated using the following equation – Risk Rating = Probable Frequency x Severity <table border="0"> <thead> <tr> <th align="left">Probable Frequency</th> <th align="left">Severity</th> </tr> </thead> <tbody> <tr> <td>1. Improbable Occurrence</td> <td>1. Trivial Injury</td> </tr> <tr> <td>2. Possible Occurrence</td> <td>2. Minor Injury</td> </tr> <tr> <td>3. Occasional Occurrence</td> <td>3. Major Injury to One Person</td> </tr> <tr> <td>4. Frequent Occurrence</td> <td>4. Major Injury to Several People</td> </tr> <tr> <td>5. Regular Occurrence</td> <td>5. Death of One Person</td> </tr> <tr> <td>6. Common Occurrence</td> <td>6. Multiple Deaths</td> </tr> </tbody> </table> * Priority for action is determined by the risk rating. * The higher the number the more urgent the action. * The aim of any action is to reduce the risk.			Probable Frequency	Severity	1. Improbable Occurrence	1. Trivial Injury	2. Possible Occurrence	2. Minor Injury	3. Occasional Occurrence	3. Major Injury to One Person	4. Frequent Occurrence	4. Major Injury to Several People	5. Regular Occurrence	5. Death of One Person	6. Common Occurrence	6. Multiple Deaths
Probable Frequency	Severity																		
1. Improbable Occurrence	1. Trivial Injury																		
2. Possible Occurrence	2. Minor Injury																		
3. Occasional Occurrence	3. Major Injury to One Person																		
4. Frequent Occurrence	4. Major Injury to Several People																		
5. Regular Occurrence	5. Death of One Person																		
6. Common Occurrence	6. Multiple Deaths																		
Location:																			
Date of Assessment:																			
Assessor:																			
Other Relevant Documents: • Public Liability Insurance • BMC Participation Statement • Adult Safeguarding Policy • Young Persons Safeguarding Policy • Covid-19 Risk Requirement Measures																			
No.	Area / Activity	Hazards	Significant Identified Risk	Control Measure	Risk Rating (with control measure)														

1.	General walking activities	Uneven or sloping terrain.	Participants tripping, slipping, or falling over resulting in bangs, grazes, sprains, strains, cuts or in extreme cases head injuries or broken bones.	Participants to have suitable footwear and the group leader to ensure that routes are on established footpaths or walkways.	2 x 3 = 6
	General walking activities [continued].	Cold / wet weather.	Participants suffering hypothermia due to cold / wet conditions combined with fatigue.	Participants must have suitable clothing for the expected conditions.	3 x 3 = 9
	General walking activities (continued).	Hot weather.	Participants suffering heat stroke or sun burn.	Group leader to advise participants of the dangers of sunburn and advise them to bring sun cream, etc. and to also carry drinks. In addition if necessary, the group leader to seek appropriate medical advice and or treatment and that first aid equipment is on hand.	3 x 3 = 9

Group Day Trip – Risk Assessment					Ref: Pauls Place
No.	Area / Activity	Hazards	Significant Identified Risk	Control Measure	Risk Rating (with control measure)

1. (cont.)	General walking activities (continued).	Participants being physically unaccustomed to the level of physical activity.	The level of physical exertion being too great for the participants.	The group leader to plan the route for the level of ability of the group. Where a participant become tired and unable to proceed the group leader to ensure that the participant is medically well and taken to a place of safety when a decision will then be made as to whether it will be appropriate for the group activity to proceed.	$2 \times 3 = 6$
		The group being delayed and failing to return to the finish point as agreed.	Participants ongoing travel arrangements disrupted.	The group leader to ensure that participants' alert appropriate family members and or friends about the delay and to also have the means to return to their homes safely.	$2 \times 1 = 2$
		Individual participants becoming separated from the group including coming into contact with undesirable members of the public, traffic, litter, etc.	Individuals getting lost, distressed or injuring themselves while unaccompanied.	The group leader to ensure that participants are always supervised or that boundaries are set and to brief the group on the need to stay together while walking and when they have individual free time, Participants to have the contact details of the group leader who will also have their contact details. In addition, the group leader to	$2 \times 5 = 10$

		Covid-19 Infection/transmission A participant after a group day out needing assistance to return home due to feeling unwell.	Participants becoming infected and or ill due to Covid-19 transmission. Participant unable to return home by public transport or to drive their own vehicle.	ensure that a participant where required, also receives appropriate medical assistance; /treatment. Covid-19 risk requirement / disclaimer measures in place. Participants briefed before activity and risk mitigated by clear Beacon Counselling Trust Guidelines. The group leader to ensure that the participant returns home safely, either with a friend or relative, or is taken by the Trust to their home or if necessary, elect to take them to receive appropriate medical assistance.	2 x 5 = 10 3 x 2= 6
Group Day Trip – Risk Assessment					Ref: Pauls Place

No.	Area / Activity	Hazards	Significant Identified Risk	Control Measure	Risk Rating (with control measure)
1. (cont.)	General walking activities (continued).				
	Travelling in the Trusts minibus.	Road traffic accident and or breakdown.	Participants being injured.	All participants' to wear seat belts whilst travelling and in the event of a breakdown or accident, to vacate the vehicle to a place of safety. BCT to ensure that drivers are appropriately trained, that the vehicle is regularly maintained and that there is appropriate breakdown service cover.	2 x 4 = 8
	Activities taking place before or after the activity session.	Participants engaging in activities not part of the group's schedule.	Participants being injured before or after sessions.	The group leader to brief the group on the need to stay together while walking and when they have individual free time, participants to have the contact details of the group leader who will also have their contact details.	2 x 5 = 10
2.	Group talking part in an overnight trip.	Accommodation.	Risk of fire.	The group leader to ensure that any accommodation is appropriate in meeting the groups needs [including any mobility concerns] and that the accommodation has appropriate fire firefighting	2 x 6 = 12

			A participant becoming ill or injured due to having an accident whilst using the accommodation.	equipment and an escape plan which all members of the group should be conversant with. The group leader to ensure that they are available including at night time to provide support and where appropriate, to enlist or take an individual to a local medical facility and to also alert a designated next of kin.	2 x 5 = 10
--	--	--	--	---	-------------------

Pauls Place Group Participation Guidelines.

We do not disclose and/or discuss the means as to how we lost our loved ones. We recognise that this is something that does need to be talked about, but the place for doing that is during the one-to-one counselling sessions, with their therapist. The reason we don't discuss this in our group meetings/events is that some people can be traumatised when they hear other people, sharing their story (in detail); as they too may have lost their loved one in the very same (or similar) way.

Anything that is spoken about during our group meetings/events, remains completely confidential and is not discussed outside of that setting. This is because we want our service users to feel safe in the knowledge that they can speak openly and honestly with others who understand and who are travelling the same journey. People will often comment, during our group sessions, that they feel comfortable in sharing their thoughts and emotions with others who "get it" and who will not judge them regardless of what they might say.

We show respect and do not talk over each other, giving people an opportunity to speak one at a time.

Review date: August 2026



GENERAL RISK ASSESSMENT

Assessment carried out by: Date of next review: Date assessment was carried out:						
What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Completed

APPENDIX 3

RISK FACTOR SCORING MATRIX

Some assessors may find a risk factor scoring matrix a useful tool to assist in the risk evaluation process. This is only a supplementary tool that is to be used in conjunction with knowledge, experience and / or qualification for the particular situation / system of work being assessed and the scores produced need to be judged using the assessor's own discretion.

The Risk factor score matrix (below) is based on measuring the severity of harm or consequences against the likelihood or probability of the hazard actually causing harm.

Only staff members who have received the necessary information, instruction, and training both in the assessment process and the particular systems of work should be considered competent assessors for this purpose.

Risk Factor Score Matrix

S E V E R I T Y	LIKELIHOOD				
	Risk Rating	Remote 1	Possible 2 (Could occur sometimes)	Probable 3	Certain 4 (Expected / occurs repeatedly)
	Minor Injury 1	LOW 1	LOW 2	LOW 3	LOW 4
	Significant Injury 2 (Includes lost time injuries)	LOW 2	LOW 4	MEDIUM 6	MEDIUM 8
	Major Injury 3 (Hospital and / or 7 days)	LOW 3	MEDIUM 6	HIGH 9	HIGH 12
	Fatality 4	LOW 4	MEDIUM 8	HIGH 12	HIGH 16

LIKELIHOOD Factor Score (1-4) X SEVERITY Factor Score (1-4) = RISK Factor Score

The Risk Factor Score indicates the resultant risk level. The table below indicates the action required for each score.

Risk Factor Score	ACTION REQUIRED
9-16 HIGH RISK	Existing risk controls are inadequate. Effective risk control measures need to be selected / developed, implemented and operated immediately. Do not provide service until these are in place or withdraw service if reviewed score at this level.
5-8 MEDIUM RISK	Existing risk controls are inadequate. Additional Risk Control measures to be selected / developed, implemented and operated.
1-4 LOW RISK	Risk at or being mitigated to level for safe system of work. Existing risk control measures must be kept under review.

APPENDIX 4

FIRE RISK ASSESSMENT IN COMMUNITY VENUES AND OFFICES

Fire hazards	Includes: • Smoking habits of service users • Electrical equipment • Overloaded sockets / extension leads. • Open fires • Candles, matches, lighters, gas hobs • Combustible materials • Medication that is flammable (for example paraffin-based creams such as e45) and could be exposed to an ignition source (such as cigarettes or open fire).
Those at additional risk	Includes: • People with a disability • Those with reduced mobility • Those who have additional needs (for example those with behaviours that challenge or dementia)
Dangerous substances present at offices and community venues	• Flammable liquids • Oxygen cylinders • Gases such as liquefied petroleum gas (lpg) cylinders / heaters.
Escape routes	Includes: • Identifying (if possible) two routes you can use to get out of the building. • Any obstructions, slip or trip hazards. • Where keys to doors and windows are kept • Whether the escape route/s are adequately lit for you to leave the home safely.
Smoke detectors and fire safety telecare	Consider: • Type • Location • Maintenance.

APPENDIX 5 IN EVENT OF FIRE

On discovery or suspicion of a fire:

- Remain as calm as possible.
- Remove service users/learners from the venue.
- Raise the alarm immediately.
- Follow the emergency exit plan, leave the building, helping any service users, relatives, or visitors where it is possible and safe to do so as directed on the plan.
- Ensure everyone who was in the building is accounted for.
- Close all doors on leaving.
- Call the fire brigade on 999 if not already done.
- Make sure you report anyone remaining in the property or not accounted for to a fire officer on arrival.
- Contact your line manager / the person on call.
- Keep a record of what happened.

If you notice smoke coming from under a door or you see smoke in a closed room:

- do not attempt to open the door.
- raise the alarm.
- call the Fire Brigade on 999.

NEVER:

- Stop to collect valuables or possessions.
- Use lifts (except for a disabled stair lift if this is identified on a particular evacuation plan).
- Open doors where you see smoke coming through unless this is the only means of escape.
- Attempt to re-enter the building until told by a fire officer that it is safe to do so.

Attempting to put out a fire

Remember, you are NOT responsible for putting out a fire.

However, you may be permitted to attempt to extinguish a fire if the following applies:

- the fire is **very small** (for example in a small wastepaper bin)
- you been trained and are confident you can easily extinguish it.
- it is safe to do so.
- attempting to do so does not put yourself or others at risk.

Check this out with your line manager if you are not sure.

APPENDIX 6

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Any substance can be potentially hazardous in certain circumstances. For example, some common household bleaches, when mixed with certain other household cleaners, can give off poisonous chlorine gas, which is dangerous in enclosed areas.

Labelling on a product container or wrapping will include a warning sign if its content is hazardous. For example:



A black symbol '!' on a white background in a red diamond border means:
HARMFUL



A black flame on a white background in a red diamond border means:
FLAMMABLE

DO NOT USE SUBSTANCES SHOWING THE LABELS in the table below.
They are not safe for you to use without specialist advice and training.

	Acute toxicity, very toxic (fatal), Toxic etc
	Respiratory sensitiser, mutagen, carcinogen, reproductive toxicity, systemic target organ toxicity, aspiration hazard
	Corrosive (causes severe skin burns and eye damage), serious eye damage.

Safety precautions

We aim wherever possible to prevent you from being exposed to hazardous substances at work, for example:

- By replacing them with less harmful ones.
- By setting up different methods of work to reduce the risk.

If there is no alternative and you must use a hazardous substance (as described in 5.2 above), your line manager will make sure you get all the information, instruction and training you need to handle it safely.

You will also be given the necessary personal protective equipment (such as disposable gloves and aprons) and trained in how to use it properly.

APPENDIX 7

GOOD HANDLING TECHNIQUES

GOOD HANDLING TECHNIQUES

- **Think before lifting / handling.** Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long vertical lift consider resting the load midway on a table or bench to change grip.
- **Keep the load close to the waist.** The distance of the load from the spine is an important factor on Spinal Loading and causal factors of back injury.
- **Adopt a stable position.** The feet should be in walking stance. This gives stability in both planes, side to side and back to front; it also lets you get closer to the load.
- **Get a good hold.** Use any handholds provided, bring the load close to your body as quickly as possible.
- **Continue in a good posture.** Avoid bending forward as far as you can, use your leg muscles to lift your body, the load will come with you. Also avoid twisting or leaning sideways.
- **Keep your head up, try not to look down.** When you look down your spine naturally curves over (bends) this is not an ideal position when lifting.
- **Set down the load with care.** Avoid forward bending and let your knees flex a little.



APPENDIX 8

ROAD SAFETY POLICY

Vehicle safety

You should ensure that:

- When choosing a vehicle that will be used to drive for work, it is suitable for the intended purpose, and the utmost importance is placed on safety features.
- The vehicle is maintained in a safe and roadworthy condition at all times.

Routinely check that:

- You have enough fuel.
- The tyres have enough tread and are properly inflated.
- The windscreen and windows are clean, for maximum visibility.
- Windscreen wipers are operating properly.
- Foot and handbrake are working correctly.
- Lights, indicators, and hazards are working correctly.
- The oil level is correct.

Journey safety

Is a road journey really necessary? Alternative types of transport or communication should be used where practical.

Satellite navigation can be a useful tool, but it can also be a dangerous distraction. If using a satellite navigation system, the destination should be entered while the vehicle is stationary in a safe place.

Know your route and familiarise yourself with directions if you are going somewhere unknown.

Journeys should be scheduled to a realistic timetable. If you feel that your timetable / schedule is unrealistic and that you would need to take risks / break speed limits to complete it, raise your concerns with your line manager immediately.

When carrying out long journeys, take care to:

- Pre-plan your route taking into account the weather conditions, type of road and time of day.
- Plan for breaks - the highway code recommends that on long journeys you take a 15minute break every two hours.
- Avoid driving when weather conditions are poor (for example in snow, heavy rain, or high winds), which may mean postponing appointments.
- Avoid driving long distances when you are tired - an overnight stay may be preferable.

Driver safety

1. Make sure you:

- Do not drive while taking medication that may impair your judgement – if in doubt, get advice from your doctor.
- Avoid taking risks.
- Keep the car doors locked.
- Keep the windows closed in busy areas.
- Carry a charged mobile phone with adequate credit / minutes available in work time.

- Plan what to do in the event of a break down. Do not drive if you are under the influence of alcohol or illegal substances.

If you think you are being followed, keep driving until you come to a busy place such as police, fire or ambulance station, pub, or garage forecourt.

If a car pulls in front of you and forces you to stop, never switch off the engine. Stay calm and ensure all your doors and windows are locked. If the driver leaves the car to approach you, reverse as far as you can while continually sounding the horn and activating your hazard lights.

In the event of a collision:

- Stop.
- Keep calm.
- Be courteous and present a positive image.
- If someone is injured or vehicles or property are seriously damaged, request police and ambulance.
- If police attend the scene note the name of the officer, his / her identity number and station.
- Exchange details with the other driver/s, including name, vehicle registration number and insurance details.
- If you have a camera available, photograph the scene from different angles, the vehicles involved in the damage to your own and other vehicles / property.
- Take contact details of any witnesses.
- Report the accident / collision to your line manager.
- Do not admit liability.

APPENDIX 9 FOOD WASTE



Food Waste

What items can be put in your food waste bin?

YES ✓ please		NO X thanks	
	Fish, meat and bones		Empty packaging
	Leftovers		Liquids such as oil or milk
	Bread, rice and pasta		Non-compostable bags
	Fruit/vegetable peelings and teabags		Garden waste
	Food waste in packaging		Pet waste

Please use only clear liners or clear bin bags – no black bags please.

If you have any queries, please call us on 0151 233 0935