



Health and Safety Policy and Procedures

Richmond Good Neighbours

Policy effective from: August 2024

Approved by: Board of Trustees

Last reviewed on: July 2025

Next review due by: August 2026

Version history

Version	Description of change	Author	Approved
1.0	Initial version based on the HSE template and H&S policies from Age UK Richmond, and Ham and Petersham SOS.	R Seaborne & A Speak	Board of Trustees, April 2024
1.1	Small modifications based on trustee and employee feedback to strengthen well-being references.	R Seaborne & A Speak	Board of Trustees, October 2024



Introduction

Richmond Good Neighbours (RGN) is a charitable neighbourhood care group committed to promoting the welfare of people (the clients) in and around the Richmond area through the provision of regular support, friendship and practical help to residents in need of such support, thereby helping to keep clients in their own homes. Activities, which are carried by volunteers, are coordinated from a small permanent office manned for a limited number of hours each working day by a paid employee of the charity. Oversight of RGN is provided by the Board of Trustees.

Part 1: Statement of intent

This document is the Health and Safety policy of Richmond Good Neighbours.

RGN's Health and Safety policy, based on the requirements of **Health and Safety at Work etc Act 1974¹**, is to:

- carry out and document risk assessments on a regular basis, and provide adequate control of the health, safety and well-being risks arising from its work activities;
- based on the risk assessments develop, and keep current, Health and Safety Procedures to mitigate the risk of accidents and cases of work-related ill health both physical and psychological as far as is reasonably practicable;
- consult with its employees, trustees, volunteers and clients on matters affecting their health, safety and well-being;
- require paid employees and visiting volunteers to comply with the health and safety policy and procedures, where they exist, of organisations responsible for managing such rented worksites as may be used by RGN;
- provide adequate information, instruction, training and supervision for employees, trustees and volunteers, ensuring that they are all competent to perform their tasks;
- provide and maintain safe and healthy working conditions;
- provide and maintain safe equipment;
- drive continuous improvement by reporting, and subsequently analysing, all accidents and incidents; and
- review and revise this policy as necessary at regular intervals, when there is a major change in circumstances such as expansion of operations, or a move to new premises, and whenever there is a change in applicable regulatory requirements.

Signed (Chair of the Board of Trustees):

Date:

¹ <https://www.gov.uk/legislation/hswa.htm>



Part 2: Responsibilities for health and safety

1. Overall and final responsibility for health and safety:

The Health and Safety at Work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, health and welfare of all its employees at work and other people who may be affected by their activities, such as clients, volunteers, and members of the public.

The Board of Trustees as the employer, has overall and final responsibility for health and safety matters at RGN, and for ensuring that health and safety legislation is complied with.

2. Day-to-day responsibility for ensuring this policy is put into practice:

The RGN Organiser is responsible for ensuring this policy is put into practice and for regularly reporting back to the Board of Trustees on health & safety matters. The Organiser is also responsible for all reporting to the Health and Safety Executive (HSE) under the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013* (RIDDOR)² where relevant.

2.1. All RGN employees, trustees and volunteers are responsible for:

- familiarising themselves with the RGN Health and Safety Policy and Procedures;
- co-operating on health and safety matters;
- not interfering with anything provided to safeguard their health and safety;
- taking reasonable care of their own health and safety;
- reporting all accidents, incidents on RGN worksites and arising from RGN activities, and other health and safety concerns to the RGN Organiser; and
- making themselves aware of any Health and Safety requirements of any location they visit.

The HSE has provided guidance on the health and safety responsibilities for volunteers. A summary of this guidance is included as Appendix 1 to this policy.

3. Ensuring health and safety standards are maintained/improved.

Responsibility in the following main areas of health and safety management is set out below.

² <https://www.hse.gov.uk/riddor/>



3.1. Policy and Procedures

- The RGN Organiser is responsible for generating the Health and Safety Policy and Procedures, ensuring that these documents cover the risks identified through periodic risk assessments. Compilation of the documents may be delegated to a trustee or volunteer.
- The Board of Trustees is responsible for approving the Policy and Procedures.
- The RGN Organiser is responsible for ensuring that current, approved versions of the Health and Safety Policy and Procedures are made readily available to all employees, trustees and volunteers.

3.2. Risk management

- The RGN Organiser or their delegate is responsible for maintaining the RGN Risk Register, which shall contain a section dedicated to health and safety risks.
- The Board of Trustees is responsible for periodically reviewing the overarching health and safety risks that apply to RGN's activities. This review shall include any feedback received from employees and volunteers.
- The RGN Organiser is responsible for ensuring that all workplace risks associated with any RGN workplace are identified and recorded in the risk register for the premises in which the RGN workplace is located.
- Volunteers are responsible, where possible, for carrying out a basic risk assessment for any activity in which they participate.

3.3. Accident and incident reporting

- The RGN Organiser shall maintain a file of all accident and incident reports.
- The RGN Organiser shall review all accident and incident reported lodged during the previous six months and recommend to the Board of Trustees any modification to the Health and Safety Policy and Procedures arising from the findings of the review.

3.4. Induction and training

- The RGN Organiser is responsible for ensuring that all employees and volunteers who operate in RGN premises and/or at other venues receive an appropriate health & safety induction.
- When assigning tasks to employees and volunteers the RGN Organiser shall consider the need for any task specific training. Where training is essential the RGN Organiser shall either assist the employee or volunteer to obtain the training or only assign the task to a previously trained employee or volunteer.



Part 3: Procedures for health and safety

4. Risk assessment

The starting point for health and safety management in RGN is an assessment of those health and safety risks which might apply to employees, trustees, volunteers and clients of the organisation when engaged in RGN activities.

4.1. The identified risks shall be documented in a risk register containing the following details:

- A description of the health and safety risk event.
- A calibrated numerical description of the likelihood of the risk event occurring.
- A calibrated numerical description of the severity of the most likely probable outcome of the risk event.
- A statement of the person or persons responsible for managing the risk event.
- A list of mitigation measures identified to reduce the likelihood and/or severity of the risk event.
- A calibrated numerical description of the likelihood of the risk event occurring after mitigation.
- A calibrated numerical description of the severity of the most likely probable outcome of the risk event after mitigation.

4.2 Responsibilities for the management of the RGN risk register are as follows:

- The RGN Organiser is responsible for creating and maintaining an RGN Risk Register, which shall contain a section dedicated to health and safety risks. Maintenance of the Register may be delegated to a trustee.
- The Board of Trustees is responsible for periodically reviewing the overarching health and safety risks that apply to RGN's activities. This review shall involve consultation with employees and volunteers.
- The RGN Organiser is responsible for ensuring that all workplace risks associated with any RGN workplace are identified and recorded in the risk register for the premises in which the RGN workplace is located.
- Volunteers are responsible, where possible, for carrying out a basic risk assessment for any activity in which they participate. The 2025 Volunteers Code of Conduct identifies the main aspects of volunteer activities to be considered.

4.3 Wherever possible those employees or volunteers actually carrying out specific tasks shall be consulted and asked to provide input to the risk assessment for those tasks (see Appendix 1).



- 4.4 The Risk Register shall be reviewed and updated no less than annually and whenever a significant change in operating conditions occurs.

5. Induction and Training

RGN expects all employees, trustees and volunteers to be competent to perform the tasks assigned to them, competence being derived from a combination of training and relevant experience.

- 5.1. The RGN Organiser is responsible for ensuring that all employees and volunteers who operate in RGN premises or at other venues receive an appropriate health & safety induction prior to any unaccompanied interaction with clients.
- 5.2. When assigning tasks to employees and volunteers the RGN Organiser shall consider the need for any task specific training. Where training is essential the RGN Organiser shall either assist the employee or volunteer in obtaining the training or only assign the task to a previously trained employee or volunteer.

6. Driving

All employees and volunteers driving in connection with RGN activities shall:

- 6.1 be in possession of a valid driving licence which covers the vehicle to be used to for the activity; and
- 6.2 be in possession of valid fully comprehensive insurance. The owner of the vehicle is responsible for confirming with their insurance provider that the insurance policy covers the activities to be undertaken.

7. Accident and Incident Reporting

- 7.1. The RGN Organiser shall maintain a file of all accident and incident reports.
- 7.2. The RGN Organiser shall review all accident and incident reports lodged during the previous six months. The RGN Organiser shall present a summary of accidents and incidents to the Board of Trustees no less than every six months, and recommend any modifications to the Health and Safety Policy and Procedures arising from the findings of the review.
- 7.3. The Organiser is responsible for all reporting to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where relevant. Guidance on what should be reported is set out in the HSE's website on the page entitled RIDDOR – Reporting of Injuries,



Diseases and Dangerous Occurrences Regulations 2013. As a consequence of most of RGN's activities being carried out by volunteers few accidents will need to be reported. A RIDDOR report is required only when:

- the accident is work related; and
- it results in an injury of a type which is reportable.

8. Office Safety

RGN does not own any premises. The sole worksite used by RGN employees is a rented office in the building owned by the East Twickenham Neighbourhood Association (ETNA):

ETNA
13 Rosslyn Road
Twickenham
TW1 2AR

- 8.1. As a tenant in a large building RGN shall abide by the Health and Safety Policy and Procedures of the Building's owners³.
- 8.2. On an annual basis the RGN Organiser, or their delegate, shall conduct a gap analysis exercise to ensure that the host organisation's Health and Safety policy and procedures adequately cover:
 - First Aid provision including access to First Aid supplies and the on-site availability of trained First Aiders.
 - Risk assessment.
 - Cleanliness and clear access for walkways and common areas, including management of trip hazards.
 - Provision, maintenance and cleaning of toilet and washing facilities.
 - Provision of canteen and potable water facilities.
 - Maintenance and use of Display Screen Equipment (DSE) as covered by the Health and Safety (Display Screen Equipment) Regulations 1992⁴.
 - General management of electrical appliances including Portable Appliance Testing (PAT).
 - Emergency egress.
 - Fire safety including alarms, extinguishers, sprinklers and periodic drills.
 - Hazardous substance storage and handling under the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended)⁵.
 - Manual handling.

³ <https://etnacentre.org/wp-content/uploads/2021/07/ETNA-Health-and-Safety-Policy.pdf>

⁴ <https://www.legislation.gov.uk/uksi/1992/2792/made>

⁵ <https://www.legislation.gov.uk/uksi/2002/2677/contents/made>



- Adequacy of lighting.
- Car park safety
- No smoking.
- Workplace temperature.

8.3. In the event that RGN relocates to a different office the RGN Organiser shall perform the above gap analysis with the Health and Safety Policy and Procedures for the new premises and make provision to close any gaps prior to occupation.

Over and above those general office health and safety matters which apply to all tenants of the ETNA building, RGN has a responsibility to monitor the health and well-being of its employees.

8.4. Paid employees of RGN are encouraged to report any workplace stress related issues to the Chair of the Board of Trustees.

8.5. The Chair of the Board of Trustees or their delegate shall discuss workplace generated stress issues with each office-based employee no less than twice a year and put in place remedial measures where required. In addition a Trustee shall call or meet the RGN Organiser at least once a month to discuss any work place issues, and the RGN Organiser shall have a similar arrangement with any other paid member of staff.

Work Related Upper Limb Disorders, also known as Repetitive Strain Injuries, are often associated with keyboard work. It is the intention of RGN to follow best advice and to provide DSE/keyboard equipment and furniture which help prevent the development of these musculoskeletal disorders.

8.6. If employees use DSE daily for an hour or more continuously, as part of their normal work, employers must undertake a workstation assessment. Assessments shall be undertaken whenever:

- a new workstation is set up;
- a new user starts work;
- a change is made to an existing workstation or the way it's used; or
- users complain of pain or discomfort.

8.7. The RGN Organiser shall carry out this assessment following the guidance provided by the Health and Safety Executive⁶.

Employees should contribute to their own safety and welfare by:

⁶ <https://www.hse.gov.uk/msd/dse/assessment.htm>



- avoiding sitting in the same position for long periods;
- adjusting equipment and furniture to appropriate and comfortable positions; and
- taking regular rest breaks from DSE work.

Review and Approval

This policy shall be reviewed, updated as appropriate, and approved by the Board of Trustees annually.



Glossary

COSHH	Control of Substances Hazardous to Health (COSHH) Regulations 2002
DSE	Display Screen Equipment
ETNA	East Twickenham Neighbourhood Association
HSE	Health and Safety Executive
HSWA	Health and Safety at Work etc Act 1974
PAT	Portable Appliance Testing
RGN	Richmond Good Neighbours
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
RTA	Road Traffic Act
WISH	Waste Industry Safety and Health Forum



Appendix 1

Summary of Health and Safety Executive guidance – Voluntary Work: Guidance for employers

1. Overview

This guidance will help all those involved in volunteering understand their health and safety responsibilities.

It is mainly for employers or organisations who engage volunteers, such as charities, and will help them keep volunteers and any employees who work with them, healthy and safe.

It explains when health and safety law applies and also covers civil law, so the reader can understand which type of law applies to them.

There is guidance on including volunteers in a risk assessment. Volunteering can involve a wide range of activities, with different levels of risk. Although many volunteers will be engaged in low-risk activities, there have been fatalities and major injuries involving volunteers engaged in higher-risk activities, such as working at height or using machinery.

The guidance covers the types of activity where there could be higher risks and examples are provided to show how these can be managed to protect volunteers.

There is also advice on the following specific areas:

- charity retail and fundraising
- village and community halls

There is separate advice for volunteers themselves. It covers their rights and their own responsibilities under health and safety law.

2. Health and safety law: The duty to protect volunteers

When health and safety law applies:

If an organisation has at least one employee it will have duties under health and safety law.

This means that employees and others, including volunteers, must be protected from any risks arising from work activities.



The Health and Safety at Work etc Act 1974 (HSWA) protects employees and others who may be affected by work activities. This includes those volunteering for, or on behalf of an organisation. It is enforced by HSE or the local authorities depending on the location and type of the activity.

The organisation must include volunteers, as well as employees, in their risk assessment to identify significant risks and implement effective control measures.

The organisation should provide the same level of protection to volunteers where they carry out similar activities and are exposed to the same level of risk as employees.

When health and safety law does not apply:

In most cases, health and safety law does not apply where volunteering does not involve an employer. However, there are some exceptions, such as where a volunteer:

- is in control of non-domestic premises, such as a village or community hall.
- procures or controls construction work, for example if a village hall management committee employs a builder to carry out renovation work.

When civil law applies:

Organisations that have volunteers carrying out activities but have no employees, then health and safety law will not normally apply. However, the organisation may still have duties under civil law.

Under the common law, voluntary organisations and individual volunteers have a duty of care to each other and others who may be affected by their activities. Where something goes wrong, individuals may, in some cases, sue for damages using the civil law if they are injured as a result of another person's negligence.

More information is available from the HSE on criminal and civil law, which will help in managing this risk, or from Citizens Advice.

3. Include volunteers in risk assessment activities

Employing organisations must carry out a risk assessment to identify significant risks to volunteers, as well as employees, and implement effective control measures.

The same level of protection should be provided to volunteers where they carry out similar activities and are exposed to the same level of risk as employees.

Employing organisations must include volunteers in their risk assessment. This will help manage any risks that specifically apply to them.



Employing organisations must consult employees and should also include volunteers in a two-way process to allow them to raise concerns and influence decisions on managing health and safety.

Managing risks to volunteers

Most health and safety law sets out measures employers should take to protect employees. However, an employing organisation's preventive and protective measures should reflect the individual risks that both employees and volunteers face in their respective roles.

Good health and safety management is not a barrier to volunteering. It should help enable volunteering roles to be carried out safely and effectively. Risk assessment is not about eliminating all risk or generating a lot of paperwork; it is about taking practical steps to protect people from real harm.

Risk assessments should be sensible and proportionate to the level of risk involved in the activity. A sensible approach means focusing on significant risks with potential to cause real harm and suffering.

Many of the activities carried out by volunteers will be low risk. However, volunteers may also be involved in higher-risk activities such as:

- working at height;
- construction and/or demolition;
- using machinery;
- lone working.

Where the risk is higher, the risk assessment should be proportionate and consider the additional hazards that volunteers and employees may be exposed to. The HSE's guidance pages contain information on specific topics and industries that may be relevant for higher-risk activities undertaken by volunteers.

Factors to consider when volunteers are engaged

- Plan and prepare your activity effectively so you know how volunteers will be deployed.
- Make sure your volunteers are covered by your insurance policy.
- Match the task to the individual by checking they have the capability to do the activity.
- Make sure effective supervision and monitoring arrangements are in place.
- Make sure accidents and near misses involving volunteers are recorded and followed up.



Training and equipment

Volunteers must be provided with the right information, instruction and training to make sure they can carry out their activities safely. The organisation should provide a full induction, including information on hazards they may be exposed to.

Appropriate tools and equipment should be provided (including personal protective equipment where required) and ensure volunteers are trained to use them safely. Ensure tools and equipment are regularly maintained and safely stored after use and advise volunteers to report any damage or defects promptly.

4. When to report incidents involving volunteers

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require the responsible person to report certain incidents involving employees or those affected by their work activity, including members of the public and volunteers.

The responsible person can be the employer or the people in control of the premises.

Incidents involving volunteers are only reportable where the accident arose from a work-related activity and:

- the incident resulted in a fatality; or
- the injured person was taken directly from the scene of the incident to hospital for treatment.

Examinations and tests do not qualify as 'treatment' and there is no need to report incidents where people are only taken to hospital as a precaution.

Incidents involving volunteers where there is no work activity are not normally reportable. The requirement to report over-7-day injuries only applies to employees, not volunteers.

Examples of incidents involving volunteers

Not reportable

- A volunteer in a charity retail outlet injures their back while lifting a heavy object but they are not taken to hospital for treatment, even if they were unable to return to their duties for 7 days or more.
- A blood-bike volunteer suffers multiple fractures after being involved in a road traffic accident and is taken direct to hospital. Injuries on the public highway are dealt with under the Road Traffic Act (RTA) so are not reportable under RIDDOR.



- A volunteer litter-picker for a local community group (with no employees) sprains their ankle on uneven ground and is taken to hospital for treatment. The incident is not reportable as there is no employer and no work activity.

Reportable

- A volunteer on a farm amputates their finger while using heavy machinery and is taken direct to hospital for treatment.
- A volunteer assisting at a fund-raising event run by a charity which has employees, breaks their foot when struck by a heavy falling object and is taken to hospital.
- A volunteer suffers fatal injuries following a fall from height while carrying out roof maintenance work on behalf of a church.

Volunteers: Their health and safety

What employers must do:

An organisation which has at least one employee working for them, they will have specific duties to protect volunteers.

The HSE's guidance for employers includes advice on:

- when health and safety law applies to volunteers;
- when other laws may apply;
- how to manage any risks that specifically apply to your volunteers; and
- when to report any incidents involving volunteers.

There is also specific advice on following activities that volunteers do:

- charity retail and fundraising
- village and community halls

What volunteers must do:

Volunteers must take care of their own health and safety and that of others who may be harmed by their actions while volunteering, in the same way as employees do.

Volunteers must cooperate with the organisation and other employees and volunteers to help everyone meet their duties under the law.

Volunteers should not do anything to interfere with or misuse equipment provided for reasons of health, safety and welfare, such as fire extinguishers, life vests etc.



How to raise any concerns

Volunteers with concerns about health and safety risks to them as a volunteer, can talk to:

- the organisation
- a manager or supervisor
- a health and safety representative

When health and safety law does not apply:

When carrying out volunteer work, either as an individual or as part of a community group that has no employees then health and safety law will not normally apply, unless the volunteer controls and provide access to a non-domestic premises such as a village or community hall.

However, the role should still be undertaken safely, following any local government guidelines. For example, a community group of volunteers doing a litter-picking exercise should check with their local authority if there are any restrictions, such as avoiding public highways.

The Waste Industry Safety and Health (WISH) Forum guidance on Safe cleansing on the highway (WASTE 24)⁷ provides further information on this topic.

When civil law applies:

Under the common law, voluntary organisations and individual volunteers have a duty of care to each other and others who may be affected by their activities. In some cases, people may sue you for damages using the civil law if they are injured as a result of negligence, for example a volunteer injuring a passer-by with a falling branch while carrying out tree maintenance.

⁷ <https://www.hse.gov.uk/waste/wish.htm>