



# THE FAVERSHAM SOCIETY

FOUNDED 1962

## FLEUR DE LIS HERITAGE CENTRE

ESTABLISHED 1977

### **The Faversham Society – Personal Safety Policy which includes Health & Safety, Lone Working and Violence & Aggression**

#### **General Statement of Policy**

The Trustees of the Faversham Society believe in a strong, proactive personal safety environment and recognises that personal safety to be of paramount importance and an integral part of all the Society's activities.

It is the Policy of the Society, to ensure that so far as is reasonably practicable, the provision and maintenance of a safe place of work, equipment, systems of work and healthy working conditions are provided for all our volunteers, employees, members and others who may be affected by our activities.

We are committed to the systematic identification of hazards; control of risk and to the pursuance of progressive improvements in health and safety for all users of the facility.

To put these commitments into practice, we will:

- Maintain standards of Health and Safety which represent good practice and fully meet statutory requirements, codes of practice and good working practices
- Consult with volunteers and users of the facilities on all significant matters of Health and Safety, where such matters relate to the health and safety of persons carrying out the activities of the Society
- Carry out risk assessments of all activities which carry a significant risk to health and safety at the activity planning stage
- Train and develop the Board of Trustees, volunteers and users to recognise that Health and Safety is integral to the Society's activities and that each of them has a personal responsibility to maintain high standards of health and safety
- Maintain property and equipment at the level required for good Health and Safety standards

- Ensure the provision of a safe means of access to and egress from all areas, and the safe movement of articles to and from all places of work.
- Ensure Volunteers are aware of working on their own
- Ensure Volunteers are aware of how to deal with violent and aggressive behaviour  
Ensure that volunteers and users are aware of the measures in place with regard to Covid-19 regulations.
- Volunteers should be aware of climbing ladders/steps and or working at heights, they should only undertake this activity if they feel safe and confident and should be aware the Societies insurance will not cover any subsequent accidents.

## **Compliance with the Personal Safety Policy**

a) The Board of Trustees will ensure that all reasonably necessary resources and support will be afforded to the achievement of this Policy and to this end the Board will:

- Ensure that all the requirements of the Health and Safety at Work Act 1974; associated and subsequent Enactments; Regulations and Approved Codes of Practice issued under the Act that apply to the Association's activities are fully complied with
- Provide all necessary information; involvement; financial resources; training etc., so far as is reasonably practicable, to achieve the standards laid down in this policy
- Maintain necessary resources to ensure that up-to-date knowledge is available on all Personal Safety aspects of the Society's activities and maintain liaison and contact with all external Statutory Bodies, specialist services and advisors
- Ensure that all users of the Society's facilities are made fully aware of the Association's Personal Safety Standards and the necessity for full compliance with them.

In order to meet with the requirements of the above Statement of Policy, the Society requires that all members of the Board of Trustees and its volunteers and employees fully cooperate with, and ensure as far as is reasonably practicable, that all activities within their control take into account the requirements of Personal Safety and ensure that 'best practice' principles are applied.

b) In addition to the above obligations, whilst at work each employee and facility user, has the following duties regarding Personal Safety:

- To take reasonable care for the personal health and safety of him/her-self or others who may be affected by his/her acts or omissions at work. 'Others' will include fellow members of staff, staff of other organisations and members of the public with whom he/she comes into contact during the course of his/her work
- To cooperate with the Society by complying with all duties and requirements regarding Personal Safety policy
- Not to interfere with intentionally, recklessly or by misuse anything provided by the Society in the interest of Personal Safety.
- Minimise times when volunteers are working on their own
- Treat others with respect and minimise any acts that could be considered violent or aggressive.

## **Good practice for lone workers**

- During their working hours, all volunteers leaving the society's premises should leave written/verbal details of where they're going and their estimated time of arrival back at base. If in the course of a trip away from the society complex plans change significantly this should be communicated back to the society complex.
- Telephone contact between a lone worker and a colleague, many also be advisable
- Volunteers should **avoid** being left on their own with a client in the premises
- Lone workers should always carry their mobile phone with them
- Volunteers should never work alone with a child or a vulnerable adult.

## **Good Practice for Managing Violence and Aggression**

There are two main causes of violence to consider:

- Physical Causes e.g. pain hunger, illness etc.
- Psychological causes e.g. fear, frustration, humiliation etc.

Other contributory factors that can lead to violence include:

- Environmental e.g. lack of amenities, social problems etc.
- Behaviours e.g. tone of voice, lack of interest, interrupting others, unfriendly stance etc.

Defusing a situation:

If an individual is concerned about other members behaviours, they would undertake some of the following behaviours:

- Adopt a sympathetic, empathic, understanding approach, and attempt to show some affinity with the other person's position.
- Avoid confrontation and do not argue
- Speak and stand calmly with an open posture, and be ready to move away
- Try to distract the person from the immediate cause of concern by changing the course of the conversation – buy time to think, to plan, to obtain assistance.
- Speak clearly and slowly and do not necessarily stop talking because the other person does not answer
- Try to identify the source of concern and offer to help if possible
- Do not disagree where it is not necessary
- Do not give orders or use status or authority as a threat
- Never make promises which cannot be kept
- Do not make threats that cannot be carried out
- Control behaviour in body language, feeling and expressions
- Be alert and send for assistance where necessary

- Be prepared to leave the situation if necessary, to avoid injury

*Report any instances of violence and aggression to your manager*

## **Risk Assessments**

The Board of Trustees shall ensure that: -

- Risk Assessments have been undertaken covering all significant risks to Personal Health and Safety applicable to all activities.
- All persons or groups of persons who could be at particular risk are identified and that appropriate arrangements are made to secure their personal safety.
- All new employees, existing employees, volunteers and users are made aware of this Personal Safety Policy and associated Procedures and understand the importance of compliance.

## **Employees, Volunteers and Users**

All Employees, volunteers and users are responsible for:

- Taking reasonable care for their Personal health and safety of themselves and of other persons who may be affected by their acts or omissions at work
- Cooperating with the Society to provide a safe place and systems of work
- Bringing to the immediate attention of the Board of Trustees any faulty or defective plant or equipment etc. or any other potential safety hazard of which they become aware;
- Reporting all accidents, incidents and dangerous occurrences so that these may be investigated and appropriate remedial action initiated.
- Ensuring they do not work alone unless they have taken mitigating action.
- Reporting to their line manager any instances of dangers or potential dangers, e.g. violence and aggression who will decide if any further action is required having consulted the disciplinary procedure.

## **Organisation of and Responsibilities for Carrying Out this Policy**

- The Board of Trustees has the overall and final responsibility for Personal Safety within the organisation, and will ensure that suitable and sufficient consideration and resources are given to personal Health and Safety matters laid down by the Society.
- It will ensure that this Personal Safety Policy and associated Procedures are strictly adhered to and taken into consideration when allocating duties to staff, trustees, volunteers, members and others.

