



Music Relief Foundation

Health & Safety Policy

Organisation	MRF
Scope of policy	Applies to all staff and volunteers and all services, activities, training and general running of the organisation.
Policy operational date	01/15/2019
Policy prepared by	Olga Shaumyan (Administrator)
Reviewed/Amended	05/04/2022
Review date	05/04/2023 (every year or sooner if required)
Distributing	This policy will be available on the MRF website and staff shared drive. It will be required for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.

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Health and safety policy statement

As an organisation, MRF has a 'Duty of Care' towards those who contact us. This means MRF has to take reasonable care to avoid causing harm to service users, volunteers and members of the public. This means providing suitable equipment, a safe environment, and training and supervision based on a risk assessment of the activity, event, or work undertaken. Similarly, MRF youth workers have a duty of care towards the young people and can be seen as acting 'in loco parents' when they lead in activities.

Organisations employing at least one staff member under contract have legal obligations under the Health and Safety at Work Act (HASAWA) 1974. However, the Health & Safety Executive (HSE) recommends that volunteer-run organisations use the Act as a good practice guide as far as practicable.

The Management of Health and Safety at Work Regulations 1999 place duties on employers to assess and manage risks to their employees and others arising from work activities. In addition, organisations that 'control' non-domestic buildings have to ensure the facility is safe to use and complies with relevant Health & Safety regulations.

MRF attaches great importance to our staff and volunteers' health, safety, and welfare and to all who use our facilities and participate in activities. To this end, we aim to ensure that all activities carried out or undertaken by our staff and volunteers are managed in a manner to avoid, reduce or control foreseeable risks to the health and safety of any person who may be affected by those activities as far as reasonably practicable, whilst providing an environment that is supportive of our actions.

We will adopt and implement policy and procedures that are compatible with and acknowledge the duties imposed by the provisions of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations and other Regulations that apply to our activities.

We will achieve this by:

- We ensure that anyone who may be affected by our activities is not exposed to undue health and safety risks.
- We are carrying out suitable assessments of the health and safety risks to which staff, volunteers, and those participating in our activities may be exposed and minimising those risks as reasonably practicable.
- We establish precise organisational and procedural arrangements to carry out our duties effectively.
- We provide a safe working environment for staff and volunteers, including a fire risk assessment.



- It provides equipment that is maintained in a safe condition at all times.
- They establish emergency procedures for actions to be taken in a fire, incidents, accidents, dangerous occurrences, and illness and ensure that fire drills and tests of fire points/detectors/emergency lighting are undertaken regularly.
- It ensures the safe storage, handling and labelling of any hazardous materials.
- We are providing relevant information, advice, training, instruction and supervision.
- Consulting with staff and volunteers on health and safety matters.
- We are implementing appropriate procedures for the effective monitoring and review of this policy, our organisational arrangements and our health and safety procedures.
- We encourage a positive attitude to health and safety and ensure that all staff promote safe practice by example.

DESIGNATED LEADS & THEIR CONTACT DETAILS

Health & safety lead

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Name: Jonathan Bob-Amara, Board Chair

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REVIEW LOG

Date	Name	Signature
05/04/2020	Olga Shaumyan	OS
05/04/2021	Olga Shaumyan	OS
05/04/2022	Magdalene Adenaike	MA



Insurance

Liability and accident insurance are provided for all volunteers engaged with MRF. Specific information regarding such insurance is available from the volunteer coordinator, and MRF insurance is more than your insurance.

Fire plan

Your support person will show you where the fire evacuation plan is for your work area. Be sure you know your nearest exit in case of fire. In case of fire, call **999**.

RESPONSIBILITY FOR FIRE SAFETY

The Regulatory Reform (Fire Safety) Order 2005 puts employers onus on the responsibility to ensure a fire safety plan and precautions are in place. Failure to do so could lead to prosecution. The law requires fire risk assessments for all areas in places of work and a nominated competent person to oversee all.

MRF leases its premises from the Croydon Council at the Thornton Heath Leisure Centre (THLC). The THLC has a detailed fire strategy and is additionally advised by the Croydon branch of the London Fire Brigade. The THLC has an appointed fire marshal to react to any situations involving an outbreak of fire. Its employees are trained to respond in the event of a fire and are made aware of the procedures in place via the display information and welcome talks. MRF staff will participate in the THLC-led drills and training.

The MRF-nominated person responsible for the fire is the Managing Director, who liaises with the THLC fire-safety team and appraises all staff of fire-safety procedures.

All doors display what immediate action is to be taken in the event of a fire.

FIRE EVACUATION PROCEDURE

In the event of a fire (however small), the most important actions are:

- Raise the alarm. There are call points by all exit routes.
- Call 999 from a safe position.
- Evacuate the building.

Each staff member will be responsible for the above actions. The lead person for the session is responsible for calling the fire brigade and calling the register upon evacuation.

The preservation of life should override all other considerations, such as saving property and extinguishing the fire.



- Upon discovering a fire or hearing the fire alarm, please leave the building by the nearest fire exit (all are signed). DO NOT use lifts. Escort young people towards the door. Help others, if possible. Do not stop to pick up personal possessions on the way out.
- The meeting point in the event of the fire is at the front of the building, by the bike stand.
- Make a roll call for workers and young people present at the meeting point.
- Do not enter smoke-filled rooms, and never let a fire or smoke get between you and the exit. Make sure all doors are closed.
- Only tackle small fires yourself using the appropriate fire appliances where there is no risk to yourself. Only tackle fires using the correct fire extinguisher if you have been trained and feel confident enough without taking any personal risks (extinguishers by exit points). You must NOT attempt firefighting if you think that fire is becoming out of control –get out and leave it to the fire brigade; you are more important than the property.
- DO NOT re-enter the building until given the go-ahead by the fire marshal or fire brigade.

NB: In case of a terrorist attack, stay inside and meet at the gym hall (this is per instructions from the Thornton Heath Leisure Centre).

FIRE EXTINGUISHERS

The label on the extinguisher will state any limitation of use. For example, water extinguishers must not be used on live electrical equipment. The chart below shows what colour-coded extinguisher should be used on which type of fire. You should be familiar with the various classifications, operations, and locations. All approved extinguishers are red apart from a significant colour mark and details explaining their specific use.

Water extinguishers must always be placed away from electrical hazards. Always put extinguishers for electrical hazards (e.g. CO₂) near electrical equipment. Spray fire extinguishers are now available. These are very efficient, but care must be taken to avoid confusing them with similarly colour-coded foam extinguishers, which are unsafe to use on live electrical equipment. Water and CO₂ extinguishers are the most common on the site.

KNOW YOUR FIRE EXTINGUISHER COLOUR CODES

 <p>WATER</p> <p>A ✓ SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p>DO NOT USE ON LIVE ELECTRICAL EQUIPMENT</p> <p>DO NOT USE ON FLAMMABLE LIQUID FIRES</p> <p>DO NOT USE ON FLAMMABLE METAL FIRES</p>	 <p>DRY POWDER</p> <p>A ✓ SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p>B ✓ SAFE FOR USE ON FLAMMABLE LIQUID FIRES</p> <p>C ✓ SAFE FOR USE ON GASEOUS FIRES</p> <p>✓ SAFE FOR USE ON ELECTRICAL FIRES</p>	 <p>CO₂ CARBON DIOXIDE</p> <p>B ✓ SAFE FOR USE ON FLAMMABLE LIQUID FIRES</p> <p>✓ SAFE FOR USE ON ELECTRICAL FIRES</p> <p>DO NOT USE ON WOOD, PAPER, TEXTILES ETC</p> <p>DO NOT HOLD HORN WHEN OPERATING</p>
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 <p>AFFF FOAM SPRAY</p> <p>A ✓ SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p>B ✓ SAFE FOR USE ON FLAMMABLE LIQUID FIRES</p> <p>DO NOT USE ON LIVE ELECTRICAL EQUIPMENT</p> <p>DO NOT USE ON FLAMMABLE METAL FIRES</p>	 <p>Fire Blanket</p> <p>FOR SMOTHERING FIRES</p> <p>✓ SAFE FOR USE ON CHIP PAN FIRES DEEP FAT FIRES WASTE BIN FIRES</p> <p>✓ SAFE AND SUITABLE FOR WRAPPING AROUND SOMEONE WHOSE CLOTHES ARE BURNING</p>	 <p>WET CHEMICAL</p> <p>F ✓ SAFE FOR USE ON COOKING OILS & DEEP FAT FIRES</p> <p>A ✓ SAFE FOR USE ON WOOD, PAPER TEXTILES ETC.</p> <p>DO NOT USE ON LIVE ELECTRICAL EQUIPMENT</p> <p>DO NOT USE ON FLAMMABLE LIQUID FIRES</p> <p>DO NOT USE ON FLAMMABLE GAS</p> <p>DO NOT PUT NOZZLE INTO FAT/OIL</p>
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FIRE PRECAUTIONS

You should make sure that your work areas observe suitable fire precautions such as:

- Do not accumulate waste or rubbish – clear it promptly & don't assume someone else will do it.
- Safely store potentially hazardous materials or flammable liquids.
- All electrical equipment should be safely connected to the appropriate mains supply, and mains or higher voltage equipment switched off when not in use.
- Staff with physical disabilities are encouraged to participate in all practice fire drills and ensure that there are arrangements for their evacuation in an emergency.
- Remember that faulty equipment and any fire hazard or condition that could be a potential fire hazard should be brought to your manager's attention.

Practice alarms are sounded for most groups with young visitors. You should be familiar with the sound and react to practice as you would in an actual situation.

GENERAL FIRE SAFETY CHECKS

Weekly and daily fire checks, including escape routes, extinguishers, notices, and drills, are managed by the THLC. Compulsory Maintenance Equipment Checks, lights, alarms, detectors, and annual external maintenance checks, are also controlled by the THLC.

NO-SMOKING POLICY

Please note there is no smoking in any MRF/THLC premises or any premises where MRF holds its activities and transport used on behalf of MRF. Staff must ensure everyone, including visitors and contractors, adheres to these regulations. All smoking should only take place in designated smoking areas.

All staff are requested not to smoke because of young people or visitors and, where applicable, to use designated smoking areas.

Office safety

Office work is not hazardous, but accidents do happen! Most are preventable if we identify common hazards and preventive measures. Your support person will go over common dangers and ways to avoid them.

Some hazards in the work environment arise from a lack of regular maintenance and servicing. Volunteers should report any work conditions that present potential safety hazards.

GOOD HOUSEKEEPING

An essential requirement for ensuring the health and safety of all people is an organised, tidy workplace. It is every employee's responsibility to ensure good housekeeping.

Hazards can be reduced if you keep floors, passages and stairs clear of goods, obstructions and trailing leads. A litter bin, for example, should not be allowed to obstruct an area as it is a potential source of injury and can impede evacuation in the event of a fire.

Everyone should make sure that waste paper is thrown into a recycle bin. All rubbish must be cleared away regularly, and broken glass or other sharp objects must be carefully disposed of and never exposed in a wastepaper bin. Particular attention must also be paid to the storage of paper and other combustible materials.

You should never overload top drawers of filing cabinets and desk drawers or open more than one drawer at a time, as this may cause the cabinet or drawer to tip over. Bottom drawers of filing cabinets and desk drawers should not be left open as this creates a tripping hazard. You should also ensure that there are no trailing cables and leads from a computer or telephone, which could cause a tripping accident.

Furniture which is broken or in some other way unsafe must immediately be taken out of the use or effectively repaired.

You should use kick stools or secure step ladders to access high shelves and never climb on boxes or chairs.

Spilt liquids can cause many accidents. So always clear up spills immediately and use a 'wet floor' sign to inform users of the area.

Vision panels in doors should never be obscured when walking through the door. You could collide with someone coming the other way if you cannot see them.

If the window sills in your building have ventilation ducts mounted in them, do not cover them over because this action will interfere with the balance of the heating and ventilation systems.

If you notice anything you think is a potential hazard, you should not assume that someone else is dealing with the problem. Take action by reporting it to your line manager.

COMMON AREAS

Corridors, stairs and access routes: when moving around buildings, everyone should never forget to look where they are going and be alert for carrying items such as trolleys. It is essential to walk in single file on stairways, keeping to the left. Whatever the urgency, no one should ever run along corridors.

If you see worn stair treads, missing or damaged handrails, damaged floor coverings or inadequate lighting levels, you must report it to your line manager.

You should also ensure that fire exits are not blocked, and that fire doors are not wedged open.

LIFTS

Everyone must obey the cautionary notices displayed in lifts, especially concerning the maximum load level of the lift. You should never obstruct the doors. Nor should you interfere with an out-of-service lift. Always be aware of floor level differences when entering or leaving a lift.

If there is a lift failure, use the lift alarm if you are inside it. Do not attempt to leave the lift car until the lift engineer or fire brigade is instructed. If there are lift problems, inform a senior manager, who will contact the fire brigade/service company depending on the situation, e.g. if someone is trapped.

Lift maintenance is the responsibility of the Thornton Heath Leisure Centre.

Until the lift has been thoroughly checked over after an incident, it must not be used. Do not use lifts if the fire alarm is sounding.

WORKING ENVIRONMENT

Lighting, noise, temperature, and humidity contribute to a safe working environment. An imbalance in any one of these can reduce people's comfort and lower safety standards.

Lighting

Incorrect lighting levels at work may result in eye strain, fatigue and headaches. The natural or artificial lighting provided must be suitable and sufficient for safe operation, and you must inform your line manager if you are concerned lighting is inadequate.

Noise

Noise is any unwanted sound. Excessive noise can be produced from machinery, traffic, building works, people talking, whistling, singing, and work activity. However, its effect will largely depend upon its loudness and duration. Low levels can cause annoyance and distraction, but prolonged exposure to high levels, usually from machinery, may result in temporary or permanent hearing loss. Work colleagues may disturb your concentration by making excess noise.

There are many ways of reducing the effects of noise at work, such as isolating, insulating or silencing the source, buying less noisy machines or wearing suitable ear protection. Polite reminders to work colleagues if they are the source may help! Please discuss it with your line manager if you have a noise concern.

Temperature

MRF ensures that a reasonable temperature is maintained on all its premises. What temperature is considered appropriate will vary between individuals. It will also be affected by other considerations such as time of year, work activity, background heating, air circulation and clothing. As a general guide, the temperature of buildings is governed by the Workplace (Health & Safety Welfare) Regulations 1992. The temperature should not be less than 16 degrees centigrade, but the upper limit is not defined. The policy informs your line manager to take appropriate action if the workplace is uncomfortable.

COMPUTERS, OFFICE AND GENERAL MACHINERY (INC. ERGONOMICS)

The relevant manager should have passed all-new computing, office, and available equipment as safe for use on the MRF site. If you are unsure how to operate any item of machinery, you must not attempt to use it until trained. Seek assistance from your line manager.

When machinery has moving parts, ensure that loose clothing and jewellery do not become entangled.

If you discover a broken item of equipment, you should not attempt to mend it yourself.

Please report it to your line manager so arrangements can be made to repair or replace it. Put an 'out of order' sign on the equipment.

By law, dangerous moving parts must be guarded. No circumstances should the machine be operated if the guards have been removed or tampered with. You should report such an occurrence to your line manager.

Some machinery, even if portable, can be very heavy. No one should attempt to lift any item too heavy for them as it could lead to a severe back injury. When you need to move a heavy object, always seek assistance.

Computer screens

There are recommended guidelines for the use of Display Screen Equipment / Visual Display Units, i.e. computer screens. A copy of the guidelines is available at <http://www.hse.gov.uk/pubns/indg36.pdf>. Anyone likely to use a computer for long periods should take a regular break away from it. That doesn't mean doing anything but simply doing another task away from the screen. Many perceived health problems are often wrongly blamed on the screens.

In contrast, it could be a problem with the working environment (e.g. lighting, humidity etc.), poor posture and ergonomics (see below). These issues should be addressed first if you are a regular computer user. A checklist for assessing your workstation can be obtained from your line manager or via the HSE website.

For those using computers for a 'significant' part of their working day who feel they still might have eye problems caused by a screen (having addressed the above points), eye tests may be available through work once every two years unless there is a medical

reason to have it done more often. If unique eyewear is prescribed specifically for your work (as opposed to regular prescription everyday eyewear), the charity may offer help with the cost over an agreed period. The working time is not set in stone for being a significant computer user and is discretionary, but it must involve regular use as part of your regular job.

Ergonomics

In terms of working at a desk/computer, ergonomics ensures that you are seated correctly and that your workstation is efficiently laid out to avoid strains and fatigue. Please follow these guidelines (which will also be covered during staff induction):

Adjust your chair and screen to find the most comfortable position. The chair should support your small back, and you should sit up straight.

1. Make sure there is enough room under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
2. Avoid excess pressure on the backs of your legs and knees. A footrest, particularly for small users, may be helpful.
3. Do not sit in the same position for long periods. Make sure you change your posture as often as is practical.
4. Adjust your keyboard and screen to get a good keying and viewing position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists while not typing.
5. Don't bend your hands up at the wrist when typing. Try to keep a soft touch on the keys, and don't overstretch your fingers. Good keyboard technique is essential.
6. Try different keyboard layouts, screens, and possibly document holders to get the most comfortable position.
7. Make sure you have enough workspace for the task you are completing. A document holder may help.
8. Arrange your desk and screen so that bright lights are not reflected on the screen. You shouldn't be directly facing windows or bright lights. Adjust curtains or blinds to prevent unwanted light. Ensure you have sufficient light in your working area.
9. Make sure the characters on your screen are sharply focused and can be read easily. They shouldn't flicker or move.
10. Ensure there are no layers of dirt, grime or finger marks on the screen.
11. Use the brightness control on the screen to suit the lighting conditions in the room.

12. Plan your work so that there are breaks or changes of activity. You should not use the computer and sit in front of the screen for more than 1 hour without short breaks and doing other work

Safe use of electrical equipment

The safe use of electrical equipment is vital to prevent the risk of electrical shock or fire. Always ensure you have received adequate training and instruction in the safe use of equipment before attempting to operate it.

When certain types of new electrical equipment are installed, it must be adequately tested and labelled accordingly before use. After this, it must be regularly tested (once every 1-3 years, depending on the particular item) by a qualified person. If any equipment bears an out-of-date test label or no label, you must inform your line manager so that the equipment can be taken out of use until a test has been carried out.

Box type multi-way adapters must not be used as there could be a fire risk from overloaded sockets. If you use strip adapters, ensure surge protection is connected to computers. Always place new equipment as near as possible to the electrical source. This reduces the risk of a trailing lead becoming a trip hazard.

During regular use, examine equipment to ensure that apparent defects such as worn or damaged cables or broken switches, plugs or sockets are reported immediately so that repairs can be undertaken. Unsafe equipment must be reported to your line manager and taken out of use until it has been repaired.

If electrical equipment develops a fault, never attempt to repair it yourself but report it to your manager, who will call in a qualified person.

Electrical equipment must be switched off after use and the plug removed from the socket.

Never stand containers of liquid on or near electrical items as they could spill over, giving an electric shock to the person using the equipment. If spills occur, switch off the equipment immediately at the power socket, clear up the liquid safely and check the equipment before further use.

No one is allowed to bring any privately owned electric appliance to their place of work unless checked and given permission by your line manager. All hired equipment must be examined and assessed for safety by the appropriate line manager or member of maintenance staff.

Building electrical wiring must be thoroughly checked every five years as per legal requirements. The MRF's landlord, Thornton Heath Leisure Centre, will do this.

LIFTING & MANUAL HANDLING

Lifting and manually mishandling any object's size can cause severe back injuries and strains. If your job involves lifting, you should be trained in the

proper lifting techniques. But if you have not received formal training, there are guidelines for lifting that you must always follow to prevent injury:

- It would help if you never attempted to lift a weight beyond your capacity. Always consider the size, shape of the load, the height you will have to lift and your physique. Seek help if the load is too heavy or awkward for you to deal with on your own. You must make full and appropriate use of the available lifting and handling aids (e.g. trolleys, sack trucks). Ask your line manager if you are unsure where these are kept.
- Before lifting, you should look for protruding sharp edges, notches, grease or anything that may weaken your grip or injure a hand. If possible, wear appropriate gloves and avoid the difficulties of handling heavy items in a cramped space. Plan your lifts and route to be taken in advance to make sure it is safe to undertake.
- Your feet must be adjusted to a comfortable and well-balanced position to provide a firm base for the lift. It would help if you tilted the object to test its weight and enable you to reach the bottom corner. When lifting, always raise your head first, allowing your legs to take the strain. The whole movement should be a smooth continuous action, and you must never lift when your spine is twisted.

PROTECTIVE CLOTHING & EQUIPMENT

Some parts of your job may require you to use personal protective equipment (and clothing), often referred to as PPE (Personal Protective Equipment at Work Regulations 1992, as amended). There are specific tasks where this protection is mandatory, and you must always use such items when they have been provided.

Under the current COVID pandemic, wearing face coverings and possibly gloves are recommended.

Your line manager is responsible for providing you with any PPE required to complete your duties. If you have any doubt about using this clothing or equipment, contact your line manager.

TRUSTEES, FREELANCERS, CONTRACTORS AND GUESTS

MRF has legal responsibility for the safety of all trustees, contractors, consultants/freelancers. Volunteers who are undertaking work for us on or off premises and for any visitor. Suppose you see any of them carrying out their business in a way that endangers themselves, our staff, apprentices or other members of the general public. In that case, you should immediately bring this to your line manager's attention, or if there is an immediate danger, ask them to stop.

HAZARDOUS SUBSTANCES

You are unlikely to encounter hazardous substances whilst at work with MRF. All hazardous substances must comply with the Control of Substances Hazardous to Health Regulations (COSHH).

You should always read instructions carefully and only use the substance as directed.

Everyone should not allow chemicals to come into contact with their eyes, skin or clothing. In the event of contamination, use plenty of cold water to wash the area and seek medical advice and treatment without delay.

Only the minimum quantities of solvents or chemicals needed should be kept and stored in suitable cabinets. You must always keep them properly labelled and in the containers which the manufacturers supplied.

Everyone should always use an alternative to an aerosol spray if one is available.

While certain substances may have their COSHH regulations (which you must read if you use them), mixing with other materials may produce more hazardous material. An example of this is bleach. In contact with other cleaners (and even other manufacturers' bleaches), it can produce hazardous chlorine gas, particularly when

They are used in confined spaces like toilet cubicles or over sinks.

Contractors working on our premises must provide MRF with a document commonly known as a 'method statement'. This will identify their safe work system, training, and instructions in their agreed contract. All such people must be briefed and given a talk on general do's and don'ts whilst on our premises or working for us offsite (this should include what to do in the event of an emergency). They should also be given a copy of our H & S policy statement. Consultants and volunteers also should abide by the provided H&S information as part of their written agreement for their work/volunteering.

What do the COSHH symbols mean?		
 Dangerous to the environment	 Toxic	 Gas under pressure
 Corrosive	 Explosive	 Flammable
 Caution – used for less serious health hazards like skin irritation	 Oxidising	 Longer term health hazards such as carcinogenicity

packaging.

Injuries & accidents

REPORTING

If you or someone else is injured on your volunteer duty, please immediately report the incident to your support person. Though a work-related injury may appear to be of little consequence, it must be written in sufficient detail to establish a claim, should complications follow. The Public Liability Insurance covers our volunteers. In an emergency, call **999** or **101** for non-serious incidents.

If there has been an accident at work (in the MRF offices or offsite), no matter how trivial it seems, you must report it, and it must get recorded using the form (see Appendix 2: Accident Report Form, p. 21). MRF maintains records, and blank forms are available online at www.music-relief.org. If you do not know where the forms are or are unsure how to fill them, you should ask your line manager.

It is a legal requirement for all accidents to be reported and investigated.

You must complete accident reports within 24 hours. If you cannot do this (e.g. if away from the office), it is acceptable for someone else to meet it on your behalf. On receipt of this form, your line manager will investigate the circumstances of the accident and record any action taken.

If an accident is not reported within 24 hours, MRF will note that an incident has occurred but will not necessarily accept liability for injury.

In the case of an accident that requires a visit to the hospital, your line manager will have to fill out a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) form online (<https://www.hse.gov.uk/riddor/report.htm>).

'Near misses' and workplace violence (see Violence to Staff, p. 18) should also be recorded and investigated.

ACTION IN THE EVENT OF AN ACCIDENT

An 'accident' is defined as an unplanned event resulting in personal injury or property damage. An 'incident' is defined as an unexpected event that does not result in personal injury but may result in property damage or is worthy of recording.

1. Inform your line manager or a senior member of staff. The senior member of the team will then take the appropriate action. If required, injuries will be treated by a qualified first-aider.
2. The accident is recorded on an accident report form and passed to the management.
3. If the casualty is taken to the hospital as a result of an accident, we are required in most instances to report this to the HSE RIDDOR Incident Centre and complete a RIDDOR online form. If unsure, ask a senior manager for advice.



ACTION IN THE EVENT OF AN INCIDENT

All incidents should also be recorded, and the procedures should be followed as below:

1. Inform a manager, supervisor or officer. The senior member of staff will then take the appropriate action.
2. The incident is to be recorded on an incident report form (see enclosure 2) and passed to the Director of Operations & AT.
3. The incident will be reviewed by senior management staff to understand the cause and mitigate where possible against future reoccurrence

All accidents and incident data are recorded, trends are reviewed, and appropriate action is taken to mitigate them from future occurrences.

EMERGENCY CONTACT NUMBERS

Police, Fire, Ambulance: 999 and 101 for non-serious incidents.

Flooding: call Floodline on 0345 988 1188 (24-hour service)

MRF Office: 020 3633 0560

Electricity: 0800 31 63 105 (or 105 from landline or mobile)

Gas: 0800 111 999 (24-hour service)

Water: Thames Water Leakline on 0800 714 614

NHS Direct: 111

Anti-terrorist hotline - 0800 789 321.

FIRST AID

There is a first aid kit located in the office, and it is on the shelf straight ahead of you as you walk into the office. Know the location of the equipment, and an accident may require the immediate use of its contents. If you are not familiar with basic first-aid procedures, a booklet explains basic first aid in the kit. Another staff person can usually be found who can be of help. Additional kits and support can be obtained from the Thornton Heath Leisure Centre.

Electric shocks

The correct first aid treatment for somebody who is having an electric shock is as follows:

- The electrical contact with the casualty must be broken before anyone touches them. To break the connection, switch off the power supply, and remove the appropriate plug or wrench cables away if safe to do so. If none of these is possible, stand on a dry insulating material such as a rubber mat, wood or thick

newspaper and use a piece of non-conducting material such as a broom handle to push the casualty out of contact with the power source.

- Once the casualties are not in contact with the electrical source, check for breathing and circulation and start CPR if necessary. If casualties are unconscious but breathing, place them in the recovery position. Look for signs of shock and localised burns and check accordingly.

If you are not immediately confident in dealing with the situation, call the emergency services and a qualified first-aider.

VIOLENCE TO STAFF

If you are threatened or attacked by anyone whilst working for the charity, try to keep calm and remember:

- It is best not to retaliate, mainly as the law permits only a reasonable force to restrain an attack.
- Always attempt to leave the situation, even if this means surrendering cash or equipment. There is certainly no obligation to defend MRF property physically.

If you feel vulnerable in your work, discuss the situation with your line manager so that action can be taken to minimise the threat.

If you are assaulted on duty and the incident results in a legal case, you can sometimes obtain legal assistance via MRF's legal and insurance coverage. Your line manager should have details of this (also available from the CEO or board of trustees).

If you feel anxious, you may want to speak to your GP.

Reporting Violence

You must report any incident where you experience violence. The type of incident will usually fall into the following:

Physical Violence:

- major assault involving injury;
- minor assault involving pushing, holding or spitting;
- sexual assault or unwanted physical contact;
- attacks from animals.

Non-physical Violence

- verbal abuse, including threats of physical violence and a racist or sexual nature;
- threatening postures and gestures;
- threatening the use of animals.



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Preventative action can only be taken when MRF knows about these incidents. So when reporting an incident to your line manager, you will be required to submit a report of the incident.



Appendix 1: Young person's emergency contact form

Please complete this form for every young person who will attend an MRF activity.

Email Address

Details of Young Person

This form should be completed by a young person aged 13 or over or their legal guardian.

Full Name of Young Person.....

Date of Birth

Sex M / F..... Ethnicity/Nationality (optional)

Address.....

Emergency Contact Details

These details will be used to keep you safe.

Full Name of Parent (Or the person with Parental Responsibility)

.....

Relationship to the young person (e.g. mum, dad, aunty etc.)

.....

Address if different from above:

.....

Emergency Phone Number:

MobileHome:

Work/Other.....

Health and Wellbeing

Please provide details if you have any allergies/dietary requirements, ongoing medical conditions, disabilities, or impairments.

.....

.....

.....

.....



Appendix 2: Accident Report Form

The youth worker on the scene should complete this form at the time of an accident and as soon after the event as possible. The report should then be handed to the Health & Safety Lead or Office to complete the subsequent action taken section.

Date, time and location of the accident:

.....

Name and role of person completing form:

.....

Name of injured person:.....

Injured person's link to MRF (service user, visitor etc.).....

Age and gender if under 18

Address of injured person:

.....

Nature of incident/injury and extent of the damage:

.....

.....

.....

Give details of how and precisely where the incident took place:

.....

.....

Give full details of action taken during any first aid treatment and the name(s) of first-aiders:

.....

.....

.....



Were any of the following contacted or notified? (circle as appropriate)

Parents/carers: Yes/No Details:.....
Police Yes/No Details:.....
Ambulance Yes/No Details:.....
Other.....

Who was the accident reported to in the group? (e.g. Health & Safety lead, senior manager. Please include the date & method.)

.....
.....

What happened to the injured person following the incident/accident?

.....
.....
.....

All of the above facts are an accurate record of the accident/incident

Signed: Date:.....
Name:

To be filled by the Health & Safety Lead/Office.

The subsequent action is taken:

.....
.....

No action taken (please provide a reason):

.....

Signed: Date:.....
Name: