

Health & Safety Policy

Organisation Name	Shrewsbury House
Charity Number	1058694
Policy Owner	Chief Executive Officer
Approved By	Board of Trustees
Last Reviewed	January 2026
Next Review	January 2027
Version	2.0
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1. Policy Statement

1.1 The Shrewsbury House is committed to providing and maintaining a safe, welcoming and supportive environment for everyone who uses, works in, visits or is affected by our activities. This includes children and young people, staff, volunteers, trustees, contractors, visitors, families, partner organisations and members of the wider community.

1.2 We recognise our duties under the Health and Safety at Work etc. Act 1974 and associated regulations. We will take reasonably practicable steps to prevent injury, ill health, accidents and unsafe conditions by identifying hazards, assessing risks, putting appropriate controls in place and reviewing our arrangements regularly.

1.3 Our approach to health and safety is proportionate, practical and rooted in our values. We want safety arrangements to support, not restrict, positive youth work, community activity, inclusion and participation. Safety is everyone's responsibility and must be embedded in how we plan, deliver and review our work.

2. Purpose and Scope

2.1 This policy sets out how Shrewsbury House manages health, safety and welfare across its premises, services, activities and events. It applies to work carried out at Shrewsbury House Youth & Community Centre, outreach activity, off-site trips and residentials, fundraising events, community use of the building, partnership activity and any work undertaken on behalf of the organisation.

2.2 The policy should be read alongside relevant risk assessments, operating procedures, safeguarding arrangements, fire safety procedures, food safety arrangements, first aid procedures, lone working arrangements and any activity-specific guidance.

3. Legal Framework

3.1 Shrewsbury House will take reasonable steps to comply with all relevant health and safety legislation and guidance, including the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, the Workplace (Health, Safety and Welfare) Regulations 1992, the Regulatory Reform (Fire Safety) Order 2005, the Control of Substances Hazardous to Health Regulations 2002, food safety legislation where applicable, and other regulations relevant to our premises and activities.

3.2 We will use guidance from the Health and Safety Executive and other appropriate regulators or sector bodies to inform our arrangements, while ensuring that controls remain proportionate to the nature and level of risk involved.

4. Responsibilities

4.1 Board of Trustees

The Board of Trustees has overall responsibility for ensuring that effective health and safety governance is in place. Trustees will ensure that the organisation has suitable policies, receives appropriate assurance, allocates sufficient resources, considers significant risks, and reviews serious incidents, trends and areas for improvement.

4.2 Chief Executive Officer

The Chief Executive Officer is responsible for ensuring that this policy is implemented across the organisation and that appropriate systems are in place for risk assessment, safe working practices, reporting, training, consultation and review. The Chief Executive Officer will escalate significant health and safety matters to the Board of Trustees where required.

4.3 Operations Manager

The Operations Manager is the operational lead for health and safety. This includes maintaining the health and safety management system, coordinating risk assessments, monitoring premises checks, ensuring accident and incident reporting processes are followed, arranging training, supporting managers with safe systems of work, liaising with contractors where appropriate and keeping records under review.

4.4 Managers and Activity Leads

Managers and activity leads are responsible for planning and delivering activities safely within their areas of responsibility. They must ensure that risks are assessed, controls are implemented, staff and volunteers are briefed, equipment is suitable, incidents are reported promptly, and any concerns are escalated to the Operations Manager or Chief Executive Officer.

4.5 Staff, Volunteers and Contractors

All staff, volunteers and contractors must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must follow agreed procedures, use equipment safely, attend required training, report hazards and incidents, cooperate with managers, and must not misuse or interfere with anything provided for health, safety or welfare.

4.6 Young People, Visitors and Community Users

Young people, visitors and community users are expected to follow reasonable instructions, respect safety arrangements, use facilities appropriately, and report anything that appears unsafe. Staff and volunteers will provide appropriate supervision, guidance and support, taking account of age, needs, ability and the nature of the activity.

5. Health and Safety Arrangements

5.1 Risk Assessment

Shrewsbury House will assess risks arising from its premises, work activities, youth work sessions, community activities, events, off-site visits, residential, fundraising activity, contractor activity and any other work under its control. Risk assessments will identify hazards, who may be harmed, existing controls, further actions required and who is responsible for completing them.

Risk assessments will be reviewed when there is a significant change, following an incident or near miss, where concerns are raised, or at planned review intervals. Dynamic risk assessment will also be used by staff and volunteers during activities where circumstances change.

5.2 Premises Safety

Shrewsbury House will maintain its premises in a condition that is safe, accessible and suitable for its activities. This includes routine checks, planned maintenance, safe access and egress, appropriate lighting, heating and ventilation, safe storage, welfare facilities, cleaning arrangements, and prompt action where defects or hazards are identified.

5.3 Fire Safety and Emergency Procedures

Shrewsbury House will maintain appropriate fire safety arrangements, including fire risk assessment, fire detection and alarm systems, emergency lighting, firefighting equipment, evacuation routes, signage, drills, staff briefings and procedures for supporting people who may need assistance to evacuate. Emergency procedures will be communicated to staff, volunteers, contractors and relevant building users.

5.4 First Aid, Accidents and Incidents

Shrewsbury House will provide suitable first aid arrangements based on the nature of its activities and the people using the building or taking part in activities. Accidents, incidents, near misses and hazards must be reported promptly using the agreed process. Reports will be reviewed to identify immediate actions, learning, trends and any requirement for statutory reporting.

5.5 Safeguarding and Health and Safety

Health and safety arrangements must work alongside safeguarding practice. Where risks involve children, young people or adults at risk, staff and volunteers must follow Shrewsbury House's safeguarding policy and procedures as well as relevant health and safety controls. This includes supervision, ratios, safer recruitment, activity planning, behaviour support, online safety, transport, off-site visits and responding to concerns.

5.6 Off-site Visits, Trips and Residential

Off-site visits, trips and residential must be planned in advance and supported by appropriate risk assessments, staffing arrangements, consent processes, emergency contacts, travel arrangements, medical information, safeguarding considerations and communication plans. Staff must consider the

needs, experience and vulnerabilities of participants and ensure that arrangements are proportionate to the activity.

5.7 Food Safety and Kitchen Activities

Where food is prepared, served or stored, Shrewsbury House will maintain appropriate food safety arrangements. This includes safe food handling, hygiene, allergen awareness, cleaning schedules, temperature controls where required, suitable supervision, training or instruction, and compliance with relevant food safety guidance.

5.8 Equipment, Substances and Manual Handling

Equipment must be suitable for its intended use, maintained where required, and used only by people who have received appropriate instruction or training. Hazardous substances must be stored and used safely, with suitable information available. Manual handling tasks should be avoided where possible or assessed and controlled where lifting, carrying, pushing or pulling cannot be avoided.

5.9 Contractors, Partners and Building Users

Contractors, partners and external building users must be given relevant health and safety information and are expected to cooperate with Shrewsbury House's arrangements. Where work is carried out on site, appropriate checks, communication, supervision and coordination will be put in place, taking account of the nature and level of risk.

5.10 Lone Working, Home Working and Personal Safety

Where staff or volunteers work alone, work away from the premises, work from home, open or close the building, or undertake outreach activity, suitable arrangements must be in place to manage foreseeable risks. This may include communication arrangements, check-in processes, escalation routes, safe travel planning, personal safety guidance and activity-specific controls.

5.11 Wellbeing, Workload and Stress

Shrewsbury House recognises that health and safety includes mental health and wellbeing. Managers should support reasonable workloads, encourage open communication, respond to concerns, and signpost staff to appropriate support where needed. Work-related stress risks will be considered as part of supervision, management practice and organisational planning.

6. Training, Information and Consultation

6.1 Shrewsbury House will provide staff, volunteers and relevant role holders with appropriate health and safety information, instruction, training and supervision. Training needs will be considered during induction, role changes, changes to activities or premises, and following incidents or identified learning.

6.2 Staff and volunteers will be encouraged to raise health and safety concerns, suggest improvements and take part in consultation where changes may affect their health, safety or welfare.

7. Monitoring, Records and Review

7.1 Shrewsbury House will keep appropriate records to support health and safety management. These may include risk assessments, premises checks, maintenance records, fire safety records, training records, accident and incident reports, inspection findings, contractor information and evidence of completed actions.

7.2 This policy will be reviewed at least every three years, or sooner if there are significant changes in legislation, guidance, organisational activity, premises arrangements, serious incidents, audit findings or identified learning. The Operations Manager will coordinate the review, with approval by the appropriate governance body.

8. Related Policies and Documents

- a. Safeguarding Policy and Safeguarding Procedures*
- b. Risk Assessment Procedure and activity risk assessments*
- c. Fire Safety Risk Assessment and emergency procedures*
- d. First Aid arrangements and accident reporting process*
- e. Food Safety arrangements and cleaning schedules*
- f. Lone Working arrangements*
- g. Off-site Visits, Trips and Residentials procedures*
- h. Recruitment Policy*
- i. Volunteer Policy and induction materials*
- j. Business Continuity and Emergency Planning arrangements*

9. Administration of the Policy

18.1. The Operations Manager is responsible for the administration of the Policy. Should you have any feedback, please contact them.