



Health, Safety and Managing Risk Policy

Last reviewed by the Trustees: September 2026

Next review: September 2027

Level Trust takes extremely seriously its responsibility under the Health and Safety at Work Act, 1974, and other relevant legislation, to provide a safe environment for its staff, volunteers and the children and young people in its care.

The Health and Safety Officer for Level Trust is the CEO, Jennie White, and the designated deputy is Kerri Porthouse, Deputy CEO.

1 Responsibilities

- 1.1 Although final responsibility lies with the Health and Safety Officer, day-to-day health and safety is the responsibility of all Level Trust staff and volunteers. As such, staff and volunteers must be prepared to act immediately if they believe our practices, environment, work or activities are putting our families, staff, volunteers or other stakeholders at risk.
- 1.2 Overall and final responsibility for health and safety lies with the Health and Safety Officer, or the designated deputy.
- 1.3 Responsibility for health and safety for a Level Trust activity is delegated to the activity leader.
- 1.4 Staff and volunteers are responsible for co-operating with their Line Manager on health and safety matters, not interfering with anything provided to safeguard their health and safety and reporting all health and safety concerns to the person responsible for appropriate health and safety. This may be the Health and Safety Officer, the activity leader or the Safeguarding Lead. In addition, staff must take reasonable care for their own health and safety.

2 Identifying and assessing risk

- 2.1 Trustees are responsible for overseeing the overall risks to the charity. Unless otherwise required. Trustees delegate the day-to-day management and implementation of the risk register to the CEO.
- 2.2 In circumstances where the nature of risk changes significantly, including events outside of our control, it is recognised that new assessments of risk may be required. These circumstances may include, but are not limited to, significant changes in legislation, external/environmental safety or wider community behaviour.
- 2.3 For any Level Trust activity, it is the responsibility of the activity leader to carry out a risk assessment in advance of the activity, submit it for approval to the Health and Safety Officer and carry out any action required.

- 2.4 For any work involving children or vulnerable adults, risk assessments, and the implementation of

them, must have safeguarding at their heart. To this effect, the Designated Safeguarding Lead (Kerri Porthouse) must be consulted on all activities involving children and vulnerable adults.

- 2.5 It is the responsibility of the Health and Safety Officer to ensure that the actions required from risk assessments have been carried out and to monitor the effectiveness of these measures.

3. Consultation

- 3.1 Level Trust will consult staff and volunteers on health and safety by listening and talking to them about the work they do, how risks are controlled and the best ways of providing information and training. Our team are often the best people to understand risks in the workplace and are encouraged to raise concerns and influence decisions on the management of health and safety. This can be done through line management meetings, staff meetings or through day-to-day work.
- 3.2 Staff should be aware that they can discuss any health and safety concerns with the Healthy and Safety Officer. This is in addition to their responsibility to report any health and safety concerns to the appropriate person responsible.

4. Information, training and supervision

- 4.1 Level Trust will provide staff and volunteers with appropriate levels of information, induction, training and equipment so that activities can be carried out safely and without harming health.
- 4.2 All staff have access to iHasco- which provides a suite of training- including up to date Health and Safety training. Staff complete training when they first join Level Trust and are expected to keep training up to date. Training days are provided 4 times per year.
- 4.3 Level Trust provides each worker with a copy of the required leaflet which outlines British health and safety laws and includes a straightforward list that tells workers what they and their employers need to do. This leaflet can be found here: <http://www.hse.gov.uk/pubns/lawleaflet.pdf>
- 4.4 Staff and volunteers, as well as any contractors or self-employed people who may be working for Level Trust, will be provided with the right level of information about:
- hazards and risks they may face, if any
 - measures in place to deal with those hazards and risks, if necessary
 - how to follow any emergency procedures.
- 4.4. It is the responsibility of the Health and Safety Officer to ensure all workers are given relevant health and safety information. Induction training and job-specific training will be provided for members of staff and volunteers by their line manager. Training records are kept on the iHasco portal. Health and safety training will take place during working hours and any external training necessary will be paid for by Level Trust.
- 4.5 Further health and safety training may be necessary for new recruits, people changing jobs or taking on extra responsibilities or comply with specific legislation relating to the protection of young people at work which can be found here: <https://www.hse.gov.uk/youngpeople/law/index.htm>. Young people maybe particularly at risk due to lack of experience, lack of maturity and being unaware of existing potential risks.

- 4.6. Some workers may have specific circumstances which may require an individual risk assessment to be carried out. Those who may require an individual risk assessment may include, but are not limited to, those with health issues, a disability, expectant mothers and under 18's.
- 4.7 Ongoing supervision of staff and volunteers will be undertaken by the staff member to whom they are responsible.

5. Insurance

- 5.1 Level Trust maintains Employers' Liability Insurance and the certificate of insurance stating the minimum level of cover is displayed on the office wall.

6. Premises and facilities

- 6.1 Level Trust will provide adequate workplace facilities for staff and volunteers, including those with disabilities. These include toilets and hand basins, with soap and towels or a hand-dryer, drinking water, a place to store clothing and somewhere to rest and eat meals.
- 6.2 To maintain a healthy working environment, we will make sure there is good ventilation, a reasonable working temperature (usually at least 16°C, or 13°C for strenuous work, unless other laws require lower temperatures), lighting suitable for the work being carried out, enough room space, suitable workstations and seating and a clean workplace with appropriate waste containers.
- 6.3 Level Trust will properly maintain its premises and work equipment, in particular ensuring that floors and traffic routes remain free from obstruction, windows that can be opened and also cleaned safely and that any transparent (e.g. glass) doors or walls are protected or made of safety material.
- 6.4 Level Trust Health and Safety Officer is responsible for ensuring the fire risk assessment is undertaken and implemented, which includes procedures for fire alarm testing, emergency evacuation drills, escape routes and fire extinguisher maintenance.
- 6.5. It is the responsibility of the Health and Safety Officer to carry out risk assessments for the Level Trust premises, 2G and 10G the Mall, and general office work. This should be reviewed annually, or when significant changes are made to the building. A copy is provided on request to users of the building.

7. Personal safety, lone working and working at home

- 7.1 A lone worker is anyone who works in isolation from their colleagues without close or direct supervision. This Policy applies to all Level Trust staff and volunteers.
- 7.2 Where possible Level Trust will ensure that there are sufficient staff available to ensure that employees do not work alone and that a minimum of two people are present in Level Trust offices. However, there may be circumstances where this is not possible.
- 7.3 Where the team are dealing with an individual and feel uneasy about being alone with them, they have the right to refuse to make an appointment or give access if it would put them in that position. For situations regarding the Uniform Exchange, team have the right to 'bar' persons from the

premises.

- 7.4 Where lone working cannot be avoided, the Healthy and Safety Officer or designated manager must identify what safe work practices should be implemented, in line with the findings of a general risk assessment. This is laid out in more detail in the Lone Working Policy.
- 7.5 Employees must report to the Healthy and Safety Officer any unsafe or potentially unsafe situations, and to report incidents in which violence, aggression or threats are used as soon as practicably possible. These incidents must be logged.
- 7.6 As part of our flexible working policy, it is recognised that some employees may work at home as agreed with their line manager. Where working at home is necessary for completion of the person's role, it is the responsibility of Level Trust to provide reasonable equipment and technology required to do so.
- 7.7 Anyone working at home should complete a risk assessment of his or her working environment, to ensure safe working. Line managers will support staff and volunteers to complete this. Level Trust has a responsibility to advise team of safe working from home. Staff and volunteers have a responsibility to follow safety and advice and to act safely whilst working at home. As with all work, any risks staff or volunteers are concerned about whilst working at home should be shared with their line managers.

8. Equipment and substances

- 8.1 The Level Trust Health and Safety Officer is responsible for identifying all equipment needing maintenance, ensuring effective maintenance procedures are drawn up and ensuring that all identified maintenance is implemented. Any problems found with equipment should be reported to the deputy Health and Safety Officer.
- 8.2 All new equipment will be checked by the Health and Safety Officer to ensure it meets health and safety requirements and any new substances can be used safely before they are purchased.
- 8.3 Level Trust stores products that require a COSHH assessment in a locked cupboard. Where appropriate, adequate signage to highlight areas of risk are used.

9. Visual display equipment

- 9.1 Level Trust will conduct health and safety assessments of all workstations staffed by employees who use Visual Display Unit screens as part of their usual work. All workstations must meet health and safety requirements and a workstation risk assessment will identify correct working practices.
- 9.2 Employees must take reasonable care for their own safety and not expose themselves to unnecessary risk.

10. Emergency Procedures

- 10.1 The Health and Safety Officer is responsible for ensuring the premises occupied by Level Trust has a clear Fire Procedure. Line Managers are responsible for briefing new volunteers and staff on the fire

procedure as part of induction.

10.2 Level Trust is responsible for making sure that employees and volunteers receive immediate attention if they are taken ill or are injured at work. The Health and Safety Officer is responsible for ensuring the premises occupied by Level Trust have first aid kits available at all times.

10.3 All accidents and cases of work-related ill health are to be recorded in the Accident Book kept in the Level Trust office.

11. Reporting

11.1 The Health and Safety Officer is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority. Level Trust has a duty under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) to the Health and Safety Executive (www.hse.gov.uk). The responsible person is the Health and Safety Officer who will ensure that reports are made where required and that a record of injuries, incidents and cases of work-related disease are kept in the accident book.

11.2 Level Trust is also required to report any serious incidents to the Charity Commission, explaining how Level Trust is dealing with the matter, even if it has been reported to the police, donors or another regulator. A serious incident is an adverse event, whether actual or alleged, which results in or risks significant loss of the charity's money or assets; damage to the charity's property; harm to the charity's work, beneficiaries or reputation. The most common types of incidents are: frauds, thefts, significant financial losses, criminal breaches, terrorism or extremism allegations, and safeguarding issues.