

**Northfields Community Library (NCL)**  
**Health and Safety Policy**

**Part 1: Statement of intent**

This is the health and safety policy statement of Northfields Community Library.

We take the health and safety of our volunteers and customers seriously and this policy set out our approach to ensuring the library is safe for all those who volunteer in it and use it. The purpose of the policy is to:

- Ensure accidents are prevented by managing the health and safety risks in the library
- Provide clear instructions and information and adequate training to volunteers
- Engage and consult with volunteers on day-to-day health and safety matters
- Implement emergency procedures – evacuation in case of fire or other significant incident
- Maintain a safe and healthy library environment and provide and maintain the building, plant and equipment

We have a separate Safeguarding policy that governs how we work with children and vulnerable adults, which volunteers will be required to have DBS checks and how this is managed and how incidents regarding the safeguarding of children and vulnerable adults are dealt with.

**Signed:** Alison Pegg

**Name:** Alison Pegg

**Date Policy Agreed by the Board of Trustees:** 29 June 2020

**Date of Review:** One month after opening (estimated December 2020)

**General Information:**

Health and Safety law poster is displayed at (location): Behind Reception desk

First Aid box is located: Office

Accident book is located: Office

**Part 2: Responsibilities for health and safety**

- 1 Overall and final responsibility for health and safety: Board of Trustees
2. Day to day responsibility for ensuring the policy is put into practice: Alison Pegg, Trustee.
3. To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas:

Board of Trustees

- Monitoring and reviewing the Health and Safety policy
- Ensuring written risk assessments are completed and safety procedures implemented

- Ensuring where reasonably practicable, all defects and hazards are resolved that have been brought to the Board's attention.
- Identify training needs for volunteers
- reviewing the effectiveness of the Health & Safety Policy

#### Trustee with Health and Safety remit (Alison Pegg)

- Complete written risk assessments and implement safety procedures detailing significant hazards likely to be encountered and the corresponding control measures to be adopted
- assess the extent to which the Health & Safety Procedures are being observed by regular inspection and interview, and by leading in the investigation of injuries and incidents
- ensure that adequate arrangements exist for carrying out regular fire drills and that all volunteers participate in and are aware of such arrangements;
- taking corrective action in cases of non-compliance with Health & Safety Procedures

#### Trustee with Training remit (Paul Driscoll)

- Ensure all volunteers receive training and instruction in the Health and Safety policy and procedures

#### 4. All volunteers should:

- Co-operate with the Trustees on health and safety matters;
- Take reasonable care of their own health and safety by performing their duties in a safe manner, paying particular attention to Safety Procedures in operation;
- Report all accidents and injuries and health and safety concerns to an appropriate person (as detailed above) as soon as possible and where appropriate assist in the completion of accident report forms;
  - obtain adequate treatment as soon as practicable if injured;
  - report all defects in equipment and protective clothing and potential hazards to an appropriate person (as detailed above);

### **Part 3: Arrangements for health and safety**

#### **Risk assessment**

We will complete relevant risk assessments and ensure the agreed actions are carried out and reviewed. An overarching risk assessment is set out in Appendix 1. We will review this in consultation with our volunteers before the library opens as a Community Managed Library and after one month of operation and thereafter on a bi-annual basis or as needed for example following a significant change to hazards such as new equipment in the library or an accident/incident.

#### **Training**

We will give all volunteers health and safety induction and provide appropriate training including building safety, emergency evacuation procedures, manual handling, basic first aid, dealing with and reporting accidents/incidents, dealing with difficult customers and managing stressful situations. Training for all volunteers initially will be face-to-face in the library.

Training will be reviewed and undertaken following a significant change to equipment in the library for example if the alarm system is changed or a change in procedures. Refresher training will be undertaken annually and this may be provided on-line.

A copy of this statement will be made available to all volunteers either electronically or in hard copy. It will be reviewed, added to or modified from time to time.

### **Evacuation**

The evacuation procedure will be part of the induction training for all volunteers. We will make sure escape routes are well signed and kept clear at all times.

We will test evacuation plans from time to time and update them if necessary.



## Appendix 1

**Company name: Northfields Community Library**

**Address: 255A, Northfields Avenue, London, W5 4UA**

**Risk Assessment carried out by: Alison Pegg (Trustee) and approved at a Trustee meeting on the 29 June 2020**

**Date of risk assessment: 29 June 2020**

Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
General	Poor service to the public  Stress  Illness	Volunteers	Volunteers are assessed for ability to complete volunteer duties.  DBS certificate provided or sought if volunteer expected if working in a regulated activity.  Training given in health & Safety/fire safety and expectations during emergency situations. (see specific details below)	New volunteers buddied with experienced volunteers  Team Leaders regularly have informal discussions with team members to check they are ok  Record kept			



<p>Opening and closing the library</p>	<p>Assault/theft</p>	<p>Volunteers opening the library are targeted by thieves</p>	<p>At least 2 volunteers are present to open the library observe the library surroundings and note any potential threat before opening the key safe.</p> <p>The key is accessed from the key safe and one volunteer is vigilant whilst the other retrieves the key</p> <p>Volunteers switch on the lights on entry, turn off alarm and secure the entrance door until ready to open and all 3 volunteers have arrived</p> <p>Walkways and fire exits are checked immediately to ensure they are clear</p> <p>Announcement given to customers informing them of branch closure half hour before actual closure of branch. Further warnings are given at 15, 10 and, 5-minute intervals. During this time the library building is checked prior to closure.</p> <p>Toilets are locked 15 minutes before closure</p>	<p>A safety light is installed to illuminate the entrance and key safe in the winter months</p>			
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			<p>Volunteers follow close down procedure ensuring equipment is switched off, walkways and fire exits are clear</p> <p>Fire Exits are secured and lights turned off whilst volunteers make their way to the exit door</p> <p>Volunteers observe the library surroundings and check there are no threats outside</p> <p>The Alarm is set, and exit made. The door is locked while waiting for the alarm to engage and the volunteers remains aware of their surroundings throughout the process</p> <p>The key is returned to the keysafe.</p> <p>If any threat is detected during the opening/closing process the Police should be called.</p> <p>External lighting is checked regularly</p>				
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<p>Slips, trips and falls (inside)</p>	<p>Sprains and other injuries</p>	<p>Volunteers and visitors may be injured if they trip over objects such as trailing cables, worn or torn flooring or slip on spillages.</p>	<p>General good housekeeping is carried out by volunteers daily and by regular inspection.</p> <p>Volunteers maintain awareness of their environment ( floors, slopes, lighting) and refrain from walking backwards.</p> <p>Volunteers report issues beyond their personal control to the responsible trustee.</p> <p>All areas well lit, including entrance. Lighting is checked regularly and repaired/replaced/cleaned as necessary</p> <p>Volunteers ensure there are no trailing leads or cables. Flooring checked regularly for hazards</p> <p>Volunteers keep Fire exits and pedestrian areas of library clear, eg no boxes left in walkways, deliveries stored immediately and regular checks are made to ensure they are maintained correctly</p> <p>Buggies are parked in designated area</p>	<p>Records are kept of daily and regular checks and actions to rectify issues monitored.</p> <p>Team Leaders ensure the daily checks are carried out and periodically walk round the library to maintain Health and Safety standards.</p>			
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Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
Slips, trips and falls (outside)	Sprains and other injuries	Volunteers and visitors may be injured if they trip or slip on the pathway or entrance	<p>Volunteers check daily that level access entrance is kept clear and by regular inspection</p> <p>Notice warning of step down from emergency exit clearly visible</p> <p>Path to main entrance is gritted in icy weather</p>	Records are kept of daily and regular checks and actions to rectify issues monitored.			

Working at height	Falls resulting in physical injury	Volunteers working at any height could fall when cleaning windows, putting up posters, information and decorations, returning books to the higher shelves	<p>Shelving is within reach from floor using a step stool and volunteers are aware they should use the step stool if they cannot comfortably reach the highest shelf, window etc.</p> <p>Step stools are checked regularly for defects - if there are any defects then remove from use</p> <p>Step stools are used on level floor only especially when climbing onto it Do not jump on to the step stool - climb on one foot at a time</p> <p>Do not use step stool if you feel your balance is impaired</p> <p>Do not overreach for items either to the side or over head</p> <p>Ensure that stool is used and stored safely to reduce trip hazard risk to public eg Do not leave by shelves or in walkways</p> <p>Appropriate, commercial stepladder securely stored and available for use.</p>	<p>Volunteers are trained in how to reach the top shelves /put up posters and in using the step stool safely and records kept of the training</p> <p>Training refreshed periodically</p>			
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Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
			Trustees, volunteers and caretaker know how to use the stepladder safely  Hirers of library know (through hire agreement) that they are responsible for using the stepladder safely				
Manual handling	Physical injury	Users may suffer back pain and other musculoskeletal disorders if they try to lift objects that are too heavy or awkward, over reaching and stretching and lack of aids	All volunteers trained in manual handling relevant to working in a library – including how to lift properly, use trolley to move large numbers of books etc.  Volunteers assess task and continue only if they have the necessary support (eg mechanical aids) or can share the task to minimize the weight lifted  Mechanical aids eg trolley are used where possible  Unnecessary weight is removed/reduced where possible eg large loads are split into smaller loads  The lifting route is walked and planned before the lift is started	Records of training kept.  Refresher training provided annually			



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Storage	Falling objects resulting in physical injury	Volunteers or library users may suffer crush/impact injuries as a result of books and other items falling from shelves/displays	<p>Heavy items to be kept at low level</p> <p>Shelves and displays to be secure, stocked correctly and fixed to wall (if against a wall). Shelving to be of adequate construction and design for the storage of books.</p> <p>Routine inspections carried out to check stability of shelves and displays</p> <p>Books stored in an orderly manner and shelves inspected regularly for poor book placement.</p> <p>Surplus books stored in an ordered manner until adequate space is available.</p>				



<p>Violence and threatening behaviour</p>	<p>Abuse, threats and assaults from library users and other members of the public</p>	<p>Volunteers if a library user is unhappy with the service, refuses to leave the library when asked etc</p>	<p>There will always be 3 volunteers present in the library during opening hours including a team leader</p> <p>Training provided to all volunteers on providing good customer care service so as not to antagonize customers, how to avoid confrontation and on managing difficult situations including awareness of mental health issues</p> <p>Volunteers follow training and advice provided</p> <p>Volunteers report incidents of abuse for the Trustees who will investigate and review procedures where necessary</p> <p>Difficult customers banned from the library if necessary. Will we have access to the council's Cautionary Contacts database?</p> <p>Team Leader calls Police if threat is putting volunteers and other users in danger</p> <p>Team Leader asks other library users to remove themselves from the</p>	<p>Training records kept Refresher training provided periodically</p> <p>Incident book maintained and regularly reviewed</p>			
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Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
			<p>immediate vicinity if needed to reduce risk to themselves</p> <p>In the worst case scenario, volunteers relocate to the staff office which is secure once all other users have left the library to wait for the Police to arrive</p>				
Electrical safety	Unsafe equipment or installations	Volunteers and users risk electric shocks or burns from faulty equipment or installation caused by overloaded sockets, faulty electrics or insulation, taped cables	<p>Fixed installation correctly installed by qualified electrician, and inspected regularly.</p> <p>All repairs by qualified electrician.</p> <p>Sufficient sockets installed to prevent overloading</p> <p>Safety plugs in sockets.</p> <p>Portable equipment PAT tested annually and checked for visual signs of damage before use.</p> <p>Library hirers know they are responsible for any equipment used on site.</p>				

Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
Fire	injuries and fatality from smoke inhalation/burns	Volunteers and library users could be trapped in the library if there is no means of escape	Fire risk assessment to be done, see <a href="http://www.communities.gov.uk/fire">www.communities.gov.uk/fire</a> and necessary action taken.				
Asbestos	Ill health and fatality if asbestos fibres inhaled	Volunteers, and others, carrying out normal activities at very low risk. Asbestos only poses a risk if fibres are released into air and inhaled.  Maintenance workers are most at risk.	Await information from the council on records of asbestos etc to assess risk				
Cash and personal belongings	Theft	Volunteers and users whilst in the library	Volunteers store personal items in the lockers that are provided  Notice in library reminds users to keep personal belongings with them at all times and to be vigilant and that NCL is not responsible for any thefts within the library  All payments for book fines or retail are cashless and no cash is stored on the premises	Volunteers regularly reminded that personal belongings must be stored away securely from public access			

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Hazardous substances	Damage to person either from direct contact with chemicals or from inhalation	Volunteers, users and/or cleaners/caretaker	Cleaning materials kept in a locked cupboard only accessible to the cleaner/caretaker.  Cleaners to be trained and insured in use of cleaning materials.  Only use eco-friendly least hazardous products				
Removal of sanitary material eg nappies	Exposure to unsanitary matter	Volunteers/cleaning staff/environment	Sanitary waste to be regularly removed by an approved contractor				
Ergonomic hazards	Risk of pain in neck, back or arms or musculoskeletal disorders such as carpal tunnel syndrome caused by use of computers, over reaching or stretching to obtain books	Volunteers	Volunteers receive training in manual handling and lifting and how to shelve correctly,  Volunteers receive training in use of library computers and other equipment.  Appropriate chairs and other equipment provided as per DSE assessment for volunteers who may be using the computer for a significant period of time during their shift	Records of training kept			



Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
Legionella	Do we need to keep records/check for this? Implications if we install a water fountain						

<p>Use of library during a pandemic</p>	<p>Risk of contracting Covid-19 or other notifiable disease</p>	<p>Volunteers and library users contracting Covid-19 through contact with other volunteers/users and from materials in the library</p>	<p>Taking advice from LBE/PHE re opening/closure and arrangements for social distancing. We will only reopen when government advice allows this. A stand alone Covid-19 Risk Assessment will be completed before opening. We will publish a Covid-19 opening plan which will cover the following:</p> <p>Volunteers who are self isolating will not be able to work in the library but will be offered the opportunity to contribute to on-line activity etc</p> <p>Volunteers reminded daily to only come to work if they are well and no one in their household is self isolating</p> <p>There will be a phased approach to reopening eg initially a limited service operates eg only open for dropping off and collection of books, use of public computers by appointment, possible click and collect? No browsing allowed initially.</p>				
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			<p>Safety screen installed at reception desk as a barrier between volunteers and users</p> <p>Books dropped off are quarantined in identified area for 72 hours before being shelved. Volunteers use disposable gloves to handle dropped books.</p> <p>Volunteers wash hands regularly for 20 seconds, wipe down equipment after each use</p> <p>Volunteers use face covering and disposable gloves (if handling books) during shift (provided by NCL)</p> <p>Social distance markers on floor in library, number of users restricted to ensure required social distancing can be observed</p> <p>Provision of hand sanitizer at entrance/exit to the library</p> <p>Public toilet locked and not available</p> <p>Daily cleaning of staff toilet, self service kiosk, floor and</p>				
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Task/Activity Area	What are the hazards?	Who might be harmed and how?	What are the existing controls?	What further action is necessary?	Priority	Action by when?	Action completed (Date)
			surfaces, computer terminals, desks and chairs.  Areas to be cleaned? (Not an exhaustive list) Desk surfaces Telephones Computer keyboards and mouse/mouse pad Photocopier controls Printers Chairs/arms Door handles Light switches Window handles Credit card swipe/Contactless swipe areas Any touch surfaces!  Deep cleaning of premises if notified of any volunteer/customer contracting the virus				

We will review the risk assessment if it might no longer be valid (eg following an accident in the workplace or if there are any significant changes to hazards, such as new work equipment or work activities).

Priority rating:



- 1 = Immediate action required
- 2 = Action required within 1-3 months
- 3 = Action required within 3-6 months