

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: It has been reviewed during the various Covid legislative changes and will be reviewed every 6 months

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. This has been reviewed with volunteers at training sessions and with Team Leaders and will continue 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.

Contact for any Health Safety Matters: Alison Pegg via getintouchncl@outlook.com



Appendix 1

Company name: Northfields Community Library

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

Risk Assessment carried out by: Alison Pegg (Trustee)

Date of risk assessment: Reviewed, updated and approved 8 January 2024

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 to be working in a regulated activity (not currently required for volunteers as we are not 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 volunteers have arrived</p> <p>Walkways and fire exits are checked immediately to ensure they are clear</p> <p>The library building is checked prior to closure.</p> <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>The external overhead Library signage is illuminated</p> <p>The Team Leader is responsible for completing the daily checklist</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)
			<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 key safe.</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>	<p>Any defects reported via CML faults to LBE</p>			

<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 via their Team Leader 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>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> <p>See above. Any defects are reported by the TL via CML faults to LBE</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)
			Buggies are parked in designated area away from entrance and exit routes				
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>	<p>Records are kept of daily and regular checks and actions to rectify issues monitored.</p> <p>Usually done by LBE but TL to do if not</p>			

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>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>			
-------------------	------------------------------------	---	--	--	--	--	--



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>Appropriate, commercial stepladder securely stored and available for use. Trustees and volunteers know how to use the stepladder safely</p> <p>Hirers of library know (through hire agreement) that they are responsible for using the stepladder safely</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)
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	<p>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.</p> <p>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</p> <p>Mechanical aids eg trolley are used where possible</p> <p>Unnecessary weight is removed/reduced where possible eg large loads are split into smaller loads</p> <p>The lifting route is walked and planned before the lift is started</p>	<p>Records of training kept.</p> <p>Refresher training provided annually</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)
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 a minimum of 2 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.</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>			
---	---	--	--	--	--	--	--



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>				

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)
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 in children's area.</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>	<p>Council is responsible for electrical checks</p> <p>LBE responsible for PAT testing programme</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	<p>Team Leader and volunteers trained in evacuation procedures – a copy of which is on the noticeboard behind the desk.</p> <p>Volunteers sign in and out of their session.</p> <p>Fire alarm and extinguishers are checked weekly by the Saturday morning team and the results recorded on the daily check list.</p> <p>Evacuation procedure is regularly reviewed at Team Leader meetings</p>	<p>LBE responsible for Fire Risk Assessment of the structure and annual check of the fire alarm system</p> <p>Any faults are reported via CML faults to LBE for action</p>			
Asbestos	Ill health and fatality if asbestos fibres inhaled	<p>Volunteers, and others, carrying out normal activities at very low risk. Asbestos only poses a risk if fibres are released into air and inhaled.</p> <p>Maintenance workers are most at risk.</p>	NCL staff do not drill or pierce walls etc without permission from LBE	LBE responsible for maintaining asbestos records			

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)
Cash and personal belongings	Theft	Volunteers and users whilst in the library	<p>Volunteers store personal items in the lockers that are provided</p> <p>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</p> <p>Payments for book fines, retail, donations are encouraged to be cashless.</p> <p>Small amounts of cash are put into the lockable cash till and locked up at the end of the session. The cash till be emptied regularly so limited cash is stored on the premises</p>	Volunteers regularly reminded that personal belongings must be stored away securely from public access			
Hazardous substances	Damage to person either from direct contact with chemicals or from inhalation	Volunteers, users and/or cleaners/caretaker	<p>Cleaning materials kept in cupboards in kitchen.</p> <p>Cleaners to be aware of appropriate use of cleaning materials.</p> <p>Only use eco-friendly least hazardous products</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)
Removal of sanitary material eg nappies	Exposure to unsanitary matter	Volunteers/cleaning staff/environment	Sanitary waste to be regularly removed by an approved contractor - Sanitary waste removal contract in place				
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			
Legionella	Illness caused by legionella	Volunteers	Taps and toilets are run for 5 mins every week to limit standing water in pipes and risk of legionella Weekly check is noted in the log book – carried out by the Sat am teams	LBE responsible for legionella testing			



<p>Use of library during a pandemic/during winter months/other issues eg bed bugs</p>	<p>Risk of contracting Covid-19 or other notifiable disease,</p>	<p>Volunteers and library users</p>	<p>Team Leaders/volunteers to open windows and/or the main doors if additional ventilation is required.</p> <p>Volunteers can choose to continue wearing face masks.</p> <p>Volunteers should only come to work if they are well. If unwell they should arrange cover and not undertake their shift.</p> <p>If a volunteer becomes ill shortly after being on shift they should leave. The Library can remain open with 2 volunteers including a Team Leader.</p> <p>The Safety screen at the reception desk will remain in place</p> <p>Volunteers are reminded of the need to regularly wash hands especially when serving drinks and food.</p> <p>Volunteers will check each session to make sure there is soap in the toilet. Signs in</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)
			<p>toilets to encourage hand washing.</p> <p>Cleaning of staff toilet, self service kiosk, floor and surfaces, computer terminals, desks etc will continue to be done at the end of each session by the cleaning team.</p> <p>Advice/procedures issued by LBE communicated to all Team Leaders and cascaded to all volunteers.</p>				
Operating as a Warm Space	Provision of hot drinks	Children or other customers scalded by spillage of hot drinks	<p>Volunteers to fill up vacuum jug with hot water and place at the drink station at the front of the Library.</p> <p>If hot drinks are made by volunteers and void carrying them over other customers and be aware of young children. Hot drinks not to be left near young children.</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)
Operating as a Warm Space	Dealing with customers who are ill	Volunteers	Team Leaders briefed on how to deal with emergencies and information available on nearest A&E, local taxi companies etc				
Hiring of Library	Fire, injury from Library equipment	Event attendees	<p>Hiring Agreement has been approved by LBE and used for all hires.</p> <p>Hirer has relevant insurance and provides own Risk Assessment.</p> <p>Hirer is advised of our health and safety procedures and signs Hiring Agreement.</p> <p>Volunteer opens and closes the Library and runs through the evacuation procedure before the event with the Hirer.</p> <p>Volunteers set up and down any Library equipment – movement of book shelves, projector etc</p>				



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