Clarity
104a Boutport Street
Barnstaple
EX31 1SY
Charity Number 1055224

# Clarity Mental Health Services

| Policy For: | P8 Health and Safety Policy |
|---|---|
| V1 | 08 2021 |
| V2 | 08 2022 |
| V3 | 08 2023 |
| V4 | 01 2024 |
| V5 | 06 2024 |
| V6 | 01 2025 |
| V7 | 08 2026 |

Clarity acknowledges that not all sections of this policy will be relevant due to the nature of the work conducted. We will endeavour to uphold the values and principles set out within this document, and where appropriate, and when circumstances arise, amend our policy to include and reflect changes as required.

Approved By:

| Name | Role | |
|---|---|---|
| Clare Fowler | Charity Manager | 27.08.2026 |

Clarity
104a Boutport Street
Barnstaple
EX31 1SY
Charity Number 1055224

# Health & Safety Policy

Clarity is committed to ensuring the health, safety, and welfare of all employees, volunteers, trustees, beneficiaries, and members of the public who may be affected by our activities. We will comply with all relevant UK health and safety legislation, including the Health and Safety at Work etc. Act 1974.

We recognise that, as a provider of counselling and mental health services, health and safety includes the physical, psychological and emotional wellbeing of employees, volunteers, trustees, service users and visitors.

Clarity will endeavour to comply with all applicable health and safety legislation, regulations and approved codes of practice relevant to its activities.

This policy is to ensure that every member of Staff will co-operate with the charity in establishing and monitoring safe and healthy working conditions to enable all statutory duties to be complied with. The successful implementation of this policy requires commitment from all Staff, at all levels, from the Board of Trustees through to managers, supervisors and volunteers (Staff). The requirement for the full co-operation of all Staff is emphasised in this policy as are their obligations and responsibilities in the health and safety legal framework.

The purpose of this policy is to ensure that clients, external agencies and members of the public are aware of the procedures in relation to Health & Safety at Clarity.

This policy can be read in conjunction with the following:

| | |
|---|---|
| P1 - Anti-Harassment | P12 - Safeguarding |
| P6 - EDI | P15 - Whistleblowing |
| P5 - Disciplinary | T9 – Risk Management |
| P7 - Grievance | Risk Register |
| P8 - Health & Safety | T10 Serious Incident |
| Emergency Cascade | |

**1. Roles and Responsibilities**

- Board of Trustees: has ultimate responsibility for the monitoring and reporting of any health & safety incidents.
- Charity Manager: Will be responsible for implementing and monitoring procedures to enable accurate and timely reporting.
- Staff and Volunteers: All staff and volunteers have a duty to take care of their own health and safety and that of others who may be affected by their actions and so must adhere to this policy and report any concerns regarding practices.

## 2. Clarity's responsibilities

In line with the legislative requirements of the Health & Safety at Work Act 1974 and subsequent regulations, Clarity will do all that is reasonably practicable to promote a healthy working environment and to prevent risk of injury to Staff, service users and anyone else who may be affected by operations taking place on the charity's premises.

There is a commitment to health and safety and fire safety (from here referred to as 'safety') throughout the charity. The charity will commit to carry out their duties in full and to ensure the safety of Staff, service users and 3rd parties who may be affected by the activities of the charity.
In contracting with other organisations, the charity will endeavour to ensure that they comply with the relevant safety legislation and practise safe working procedures.
As far as is reasonably practicable, it is the policy of the charity to protect its assets and activities against fire and to provide a fire-safe environment for all its Staff, service users and 3rd parties.
In particular, Clarity will have regard to:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Health and Safety (First Aid) Regulations 1981
- Workplace (Health, Safety and Welfare) Regulations 1992
- Manual Handling Operations Regulations 1992
- Display Screen Equipment Regulations 1992
- Equality Act 2010 where reasonable adjustments may be required

## 3. Risk Assessments

We will carry out risk assessments to identify hazards, evaluate risks, and implement controls. These will be reviewed annually or following any significant change in our activities, when introducing new services, equipment or premises and following changes in applicable legislation.

## 4. Well-being & Occupational Stress

Clarity is committed to supporting the mental health and wellbeing of employees and volunteers.
Managers will seek to identify workplace factors that may contribute to stress and will take reasonable steps to reduce risks where identified.
Staff are encouraged to raise concerns regarding workload, wellbeing or occupational stress without fear of discrimination or detriment.

### 4a. Display Screen Equipment

Employees and volunteers who regularly use display screen equipment will be encouraged to adopt safe working practices and report any concerns relating to workstation setup, discomfort or work-related health concerns.
Suitable workstation assessments will be undertaken where required.

**5. Service User Safety**

Clarity is committed to providing services in a manner that promotes the safety and wellbeing of service users.

Staff and volunteers will work within the limits of their competence and follow organisational policies relating to safeguarding, risk management, confidentiality and professional conduct.

Risks to service users identified during service delivery will be managed in accordance with safeguarding procedures, clinical governance arrangements and risk management processes.

**5a. Contractors & Visitors**

Clarity will take reasonable steps to ensure contractors, visitors and partner organisations operate safely whilst undertaking activities on its premises or on its behalf.

**6. Training and Supervision**

We will provide appropriate training to staff and volunteers to ensure they are competent to carry out their roles safely. Refresher training will be provided as necessary.

**7. Accident and Incident Reporting**

All accidents, incidents, and near misses must be reported and recorded in our Accident Book as soon as possible. Reportable incidents will be notified in accordance with RIDDOR requirements.

Appropriate reviews and investigations will be conducted to identify where improvements can be made.

**8. Emergency Procedures**

Emergency contact information will be maintained and kept up to date.

Emergency evacuation procedures will be clearly displayed at all venues used by the charity. All staff and volunteers will be made aware of emergency plans, including fire safety and first aid arrangements.

**9. First Aid**

Appropriate first aid arrangements will be maintained for all premises under Clarity's control.

First aid equipment will be available and regularly checked.

Staff and volunteers will be informed of first aid arrangements and emergency contacts.

**10. Violence, Aggression & Personal Safety**

Clarity operates a zero-tolerance approach to violence, threatening behaviour, harassment or abuse towards staff, volunteers, service users and visitors.

Incidents will be reported, recorded and investigated, and appropriate action taken.

**11. Review and Monitoring**

Clarity will regularly monitor, review and evaluate the effectiveness of this policy.
Clarity will update the policy as and when it is required.

## Health and safety objectives

The charity has agreed to adopt the following objectives in relation to ensuring the health, safety and welfare of any person working, or otherwise involved, with the charity's activities:

- Create, as far as is reasonably practicable, an accident-free working environment for all.
- Report all major injuries and dangerous occurrences to any person or premises, as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), without delay and always within 24 hours of notification. All other accidents/incidents will be reported within 48 hours.
- Investigate all RIDDOR reportable accidents and record an investigation summary. This will ensure that all necessary measures to prevent a recurrence of a similar incident are implemented as soon as possible.
- Provide health and safety information to all Staff.
- Ensure that new Staff do not undertake potentially hazardous activities until provided with suitable training and that they are supervised until such training has been provided.
- Carry out risk assessments of all work tasks presenting a significant risk to health and/or safety as required by the Management of Health and Safety at Work Regulations 1999 and ensure that these are reviewed at every premises. The identified controls are always implemented and maintained by management.
- Ensure that standard operating procedures (SOPs) are implemented to support all controls defined in risk assessments.
- Monitor the effectiveness of the health and safety policy and its associated arrangements and review and alter any of the policies or associated documentation, wherever deemed necessary.
- Ensure that adequate financial provision is made by the charity to address health and safety and fire safety issues.

## Staff & Management Responsibilities

Management includes

- The Board of Trustees
- Charity Manager
- Clinical Support Managers
- Clinical Supervisors

All of whom have responsibility for implementing, controlling, monitoring and reviewing safety. Management is responsible for ensuring that the charity fulfils its statutory duties under the Regulatory Reform (Fire Safety) Order 2005 and any other legislative requirements in relation to fire safety.

In relation to safety, the role of Management will have been met when:

- standards laid down in all safety policies and associated procedures have been adopted, implemented and maintained
- sufficient funds and resources are made available to ensure that the charity can fulfil its legal obligations in relation to safety management.
- serious incidents are notified and investigated to reduce the risk of reoccurrence.
- the fire safety policy and fire safety management plan are available.
- all safety policies and SOPs are fully adopted and implemented, and Staff are aware of their safety responsibilities.
- That all Staff are advised of any changes to safety policies and SOPs.
- They must put a stop to any activity which they consider may give rise to a risk of danger, until appropriate controls have been implemented.

Staff includes

- Employees
- Sessional Workers
- Volunteers
- Contractors

All Staff have duties under health and safety law to assist and co-operate with the charity in meeting its duties relating to safety. Staff will have met their duties, in terms of safety, when:

- behaviour while at work is responsible, safe and does not pose a risk of injury to the individual or to other Staff, service users or 3rd parties.
- any accident, incident, near miss or personal injury which occurs to them is reported to a manager as soon as possible.
- any hazard or defect which becomes known to them is reported immediately to a manager or other responsible person.
- immediate action is taken, where possible, to remove any hazard which poses an immediate risk to the health or safety of anyone. Any action taken must be reported to a manager as soon as possible.
- anything done in the interest of health, safety or welfare is not interfered with or misused.
- any protective clothing or safety equipment provided by the charity is worn appropriately and when required.
-

## References

RIDDOR – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations - HSE (accessed 26.06.2025)

Introduction to managing health and safety - HSE (accessed 26.06.2025)

HSE: Information about health and safety at work (accessed 26.06.2025)