



**SUNBEAMS**

# **HEALTH AND SAFETY POLICY**

Revised: June 2025

Next Review: June 2026

# SUNBEAMS

[Introduction](#)

[Sunbeams Health and Safety Policy Statement](#)

[The Law \(and How It Applies to Charities Like Ours\)](#)

[Your Responsibilities](#)

[Sunbeams' Responsibilities](#)

[Named Accountable Persons](#)

[Risk Assessment](#)

[Accident and Incident Reporting](#)

[Emergency Contact Information](#)

[Action in the Event of a Serious Accident or Fatality](#)

[First Aid](#)

[Named First Aiders and Fire Marshals](#)

[Safety Signs](#)

[Fire Safety Plan](#)

[Fire Drills and Alarm Tests](#)

[Smoking Policy](#)

[Good Housekeeping](#)

[Common Areas and Equipment Storage](#)

[Accessibility and Inclusive Safety](#)

[Working with Groups of Young People](#)

[Working Environment and Safe Space Practices](#)

[Manual Handling and Lifting](#)

[Hazardous Substances \(COSHH\)](#)

[COSHH Inventory and Control Log](#)

[Biological Hazards](#)

[Asbestos Statement](#)

[Use of Computers and Display Screen Equipment \(DSE\)](#)

[Safe Use of Electrical Equipment](#)

[Personal Protective Equipment \(PPE\) and Clothing](#)

[Stress and Emotional Wellbeing at Work](#)

[Violence or Aggression Toward Staff or Volunteers](#)

[Lone Working](#)

[Travelling and Driving for Work Purposes](#)

[Staff and Volunteer Code of Conduct](#)

[Activities Risk Profiles](#)

[Staff-to-Young People Ratios](#)

[Safeguarding and Health & Safety Interface](#)

[Health & Safety Training Requirements and Induction](#)

[Roles: Trustees, Freelancers, Volunteers, Guests and Consultants](#)

[Health & Safety Management and Monitoring](#)

[Review Process and Review Frequency](#)

[Document Control Sheet](#)

[Appendices](#)

## Introduction

The Sunbeams Health and Safety Policy is written to ensure that all staff, mentors, sessional workers, volunteers, consultants, and trustees are aware of how health and safety is managed across our Stamford Hill centre and all Sunbeams-led activities, including offsite mentoring and group sessions. It also sets out the legal responsibilities of both individuals and the organisation.

This document contains essential information to help everyone working or volunteering with Sunbeams operate safely and without putting others at risk. The term 'employee' is used throughout for simplicity, but refers to everyone involved in Sunbeams' work — staff, mentors, volunteers, trustees, and freelancers — whether running sessions, supporting trips, or helping behind the scenes.

This guide does not replace specific instructions from your coordinator or project lead, nor does it override specific risk assessments or safety procedures. Instead, it outlines key expectations and good practice that apply across the organisation. Almost everything you do at Sunbeams will be covered by a safety procedure, policy, or instruction — and it is your responsibility to familiarise yourself with these and, if unsure, to speak with your line manager or the Health & Safety Officer.

This document forms part of the induction process for new staff and volunteers, and is reviewed and updated annually. All team members are required to review this document when requested and to sign to confirm that they have read and understood it. This is a mandatory process. If you require support with reading or understanding this policy, please speak to a manager — we are committed to making this information accessible to all.

You are also expected to read and follow any extra safety guidance given to you — whether written, verbal, or as part of a specific session plan, risk assessments, procedures, or verbal instructions provided to you that relate to your area of work or specific activities.

A 1-page safety summary is included as Appendix 15.

This policy will be revised whenever changes are required, and all relevant team members will be informed. The policy statement on the following page sets out Sunbeams' formal commitment to health and safety.

# SUNBEAMS

## Sunbeams Health and Safety Policy Statement

Sunbeams is committed to providing a safe and healthy environment for everyone involved in our work — whether at our Stamford Hill centre or during offsite mentoring and group sessions. We will comply with all relevant health and safety legislation as a minimum standard.

Everyone working or volunteering at Sunbeams is responsible for their own health and safety and for ensuring that their actions do not put others at risk. In addition, all team members must report any health and safety concerns or failings in our safety arrangements to the Project Manager, Volunteer Coordinator, or designated Health & Safety Officer without delay.

This Health and Safety Policy can only be effective if there is collective commitment from staff, mentors, volunteers, trustees, freelancers, consultants, and sessional workers engaged in Sunbeams' work.

As far as is reasonably practicable, Sunbeams will:

- provide and maintain safe equipment, materials, and spaces appropriate to our mentoring and group activities;
- ensure the safe use, handling, storage, and transport of substances covered under COSHH (e.g. cleaning products, art and sensory materials);
- provide clear information, instruction, and supervision to support safe working practices;
- maintain our premises to allow safe access and exit at all times, and promote a clean, accessible, and health-positive working environment;
- supply personal protective equipment (PPE) where identified by risk assessments;
- encourage a culture of safety through clear expectations and role-modelling;
- regularly monitor and review our health and safety arrangements in consultation with staff and trustees;
- ensure trustees are kept informed of safety matters and have access to this policy at all times;
- keep this policy under regular review and issue updates when required.

This statement is issued on behalf of the Board of Trustees and senior leadership of Sunbeams



*Jessica Zweibel*  
Health & Safety Lead Trustee  
June 2025

# SUNBEAMS

## The Law (and How It Applies to Charities Like Ours)

Sunbeams is governed by UK legislation including the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and relevant COSHH and fire safety laws. These apply across all Sunbeams operations — including our premises at 97 Stamford Hill, offsite mentoring activities, group sessions, and administrative work.

These laws aim to minimise risk and ensure that staff, mentors, volunteers, clinical professionals, visitors, and the young people we support are protected from harm. Both individuals and the organisation can be held legally accountable for breaches — with serious consequences for non-compliance under the Health and Safety (Offences) Act 2008.

## Your Responsibilities

Everyone involved in Sunbeams — staff, mentors, volunteers, clinical professionals, and sessional workers — is expected to uphold our health and safety responsibilities and follow the law.

You must:

- Take reasonable care of your own health and safety and that of others who may be affected by what you do or don't do
- Follow all instructions, procedures, and training provided to reduce risk
- Use safety equipment appropriately and never tamper with or misuse it
- Report any hazard, unsafe situation, or concern as soon as possible to the Project Manager, Volunteer Coordinator, or Health & Safety Officer
- Engage fully in health and safety induction, supervision, and reviews as required

Everyone plays a part in creating safe physical and emotional spaces for the young people we support

## Sunbeams' Responsibilities

Sunbeams, as an employer and service provider, has a legal duty to provide a safe environment for all those working in, volunteering for, or accessing our services.

Sunbeams will:

- Maintain a safe, welcoming, and well-managed environment at our Stamford Hill premises
- Put systems in place to ensure safe delivery of offsite activities, including one-to-one mentoring, group sessions, and nature-based or creative interventions
- Regularly assess and manage risks, including those relating to lone working, fire safety, hazardous substances, manual handling, and mental/emotional wellbeing
- Provide information, training, and supervision to ensure all staff, volunteers, and professionals understand how to work safely

# SUNBEAMS

- Ensure appropriate safeguarding, first aid, COSHH, accessibility, and emergency protocols are in place and clearly communicated
- Review, monitor, and act on any incident reports, near misses, or safety concerns
- Make sure all documentation — including risk assessments and health and safety records — are kept up to date and easily accessible

## Named Accountable Persons

Ultimate responsibility for health and safety at Sunbeams lies with the **Board of Trustees**, who ensure that all statutory duties are met and risks are properly managed. Day-to-day responsibility is delegated as follows:

Name & Role	Key Responsibilities
Jessica Zweibel – Lead Trustee for Health & Safety	Strategic oversight of Sunbeams’ legal health and safety compliance. Reviews reports from staff and ensures annual policy approval by the Board.
Ruchi Ostreicher – Health & Safety Officer	Oversees H&S compliance in service delivery, training, and operations. Ensures staff and sessional professionals understand and follow all relevant procedures.
Project Manager	Ensures staff, sessional professionals, and administrative workers are aware of and follow all health and safety policies. Oversees risk management within service delivery, training, and organisational operations.
Volunteer Coordinator	Delivers H&S inductions for mentors and volunteers, reinforces safe working practice, and ensures concerns or incidents raised by volunteers are promptly addressed and recorded.
Clinical Psychologist / Visiting Professionals	Must follow Sunbeams’ H&S policy and procedures. Required to adhere to risk assessments and inform staff of any concerns.
Admin and Office Staff	Follow DSE guidance, report hazards, maintain good housekeeping, and support emergency procedures where appropriate (e.g. fire drills, evacuations).

## Risk Assessment

Sunbeams actively manages risk across all areas of our work — including mentoring, group sessions, trips, and admin operations. This applies to everyone involved in delivering or supporting our services: staff, mentors, volunteers, office staff, clinical professionals, trustees, and sessional workers.

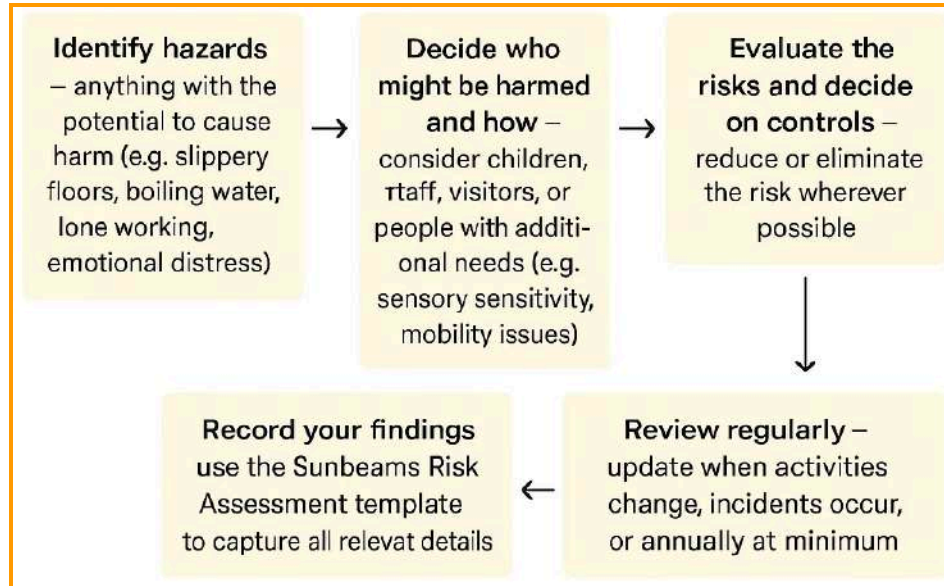
Our aim is to prevent harm to any person — whether team member, young person, parent, or visitor — by identifying potential hazards and taking practical steps to reduce the likelihood or severity of harm occurring.

At Sunbeams, all risk assessments are completed manually by trained staff and reviewed regularly. Activity-specific assessments are written by the **Project Manager, Health & Safety Officer**, or designated staff member, and stored in shared internal folders accessible to relevant team members. Risk assessments are a routine part of our planning and must be reviewed before new projects, sessions, or venues are introduced.

# SUNBEAMS

## Minimum Standards for Risk Assessments at Sunbeams

All Sunbeams risk assessments must follow these five steps:



### Roles and Responsibilities

- The Health & Safety Officer (Ruchi Ostreicher) oversees risk assessment standards and ensures forms are completed and reviewed appropriately.
- The Project Manager is responsible for ensuring new staff, mentors, and sessional workers are trained to understand relevant risks for their role and activity types.
- The Volunteer Coordinator ensures mentors receive clear risk guidance during induction, and that assessments are embedded into session planning.
- All team members are responsible for raising concerns, complying with identified controls, and flagging when a risk assessment needs updating.

### Storage, Links and Review

Each risk assessment must include:

<input checked="" type="checkbox"/>	Date created _____
<input checked="" type="checkbox"/>	Name of person completing it
<input checked="" type="checkbox"/>	Date for next review
<input checked="" type="checkbox"/>	Linked or supporting assessments (e.g. COSHH, lone working, fire safety, PEEP, offsite venue profiles)
<input checked="" type="checkbox"/>	Notes on equipment checks, venue-specific hazards, and any associated procedures

# SUNBEAMS

Risk assessments are kept in the Sunbeams shared digital folder system and printed for relevant team members when required. Blank and filled examples are included in the Appendices of this policy.

## Accident and Incident Reporting

All accidents — no matter how minor — must be reported and recorded. This applies whether the incident takes place at Sunbeams, offsite during mentoring, or during staff activities.

At Sunbeams, all accident and incident records must be entered into the Incident & Accident Logbook held at the front desk. This logbook must be completed by hand, and it is the responsibility of the staff member, mentor, or volunteer involved (or a senior colleague on their behalf) to complete the logbook **within 24 hours** of the event. This is a mandatory safeguarding and compliance requirement.

If you are unsure how to fill in the log, ask the Project Manager, Volunteer Coordinator, or Health & Safety Officer. Additional incident forms are available in the Health & Safety folder and in Appendix 1 of this policy.

If an incident is not recorded within 24 hours, the organisation may acknowledge that something occurred but will not necessarily accept liability for any resulting injury or damage.

### RIDDOR

If a staff member or volunteer is injured and either:

- requires hospital treatment, or
- is absent from work for seven consecutive days or more,

a RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) report must be submitted to the HSE. This will be completed by the Project Manager or Health & Safety Officer.

Visit: [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor)

### What Is an Accident vs. an Incident?

- An accident is an unplanned event that results in personal injury or property damage.
- An incident is an unplanned event that does not result in injury but may involve damage, distress, or serious risk — and must still be recorded.

Type	Outcome	Must be recorded?
Accident	Injury or property damage	Yes – complete logbook
Incident (Near Miss)	No injury, but risk or distress	Yes – complete logbook
Serious Injury	May lead to RIDDOR reporting	Yes – escalate immediately

### Steps to Follow – Accident

1. Inform the Project Manager, Volunteer Coordinator, or most senior person present.

# SUNBEAMS

2. Ensure appropriate first aid is administered if needed.
3. Record the accident in the logbook at reception.
4. If the person is taken to hospital or is off work for more than seven days, notify the Health & Safety Officer, who will arrange RIDDOR reporting.
5. The accident will be reviewed by senior staff, who will assess risks and decide on next steps.

## **Steps to Follow – Incident (Near Miss)**

1. Inform the Project Manager, Volunteer Coordinator, or H&S Officer.
2. Record the incident by completing the logbook form at the front desk.
3. The event will be reviewed and, where necessary, procedures adjusted to prevent recurrence.

All accidents and incidents are reviewed by Sunbeams' leadership team on a rolling basis, and patterns or serious concerns are acted upon.

## **Emergency Contact Information**

### **In Case of Emergency (on-site or off-site)**

Type	Contact
Police / Ambulance / Fire	999 (emergency) / 101 (non-emergency)
Emergency Medical (Local GP)	Stamford Hill Group Practice – 020 8800 1000
Rapid Response (Hatzola)	020 8806 1126 (avg. 3-minute response)
Fire / Gas / Electrical (Landlord)	ZAI 020 8802 3819

All staff must familiarise themselves with:

- The nearest first aid kit
- The names of on-duty Fire Marshals
- How to contact Hatzola and summon help quickly




For all offsite sessions, mentors must carry a mobile phone and know how to access local emergency services, travel routes, and medical facilities.

## **Action in the Event of a Serious Accident or Fatality**

In the rare and tragic event of a serious injury or fatality involving a young person, staff member, or volunteer during a Sunbeams activity, the following protocol must be followed:

# SUNBEAMS

## 1. Serious Injury Examples

	Major bleeding or suspected internal injuries
	Loss of a limb or serious fracture
	Unconsciousness, head injury, or suspected brain trauma
	Severe burns or scalds
	Near drowning where resuscitation is required
	Any injury where complications may develop

## 2. Immediate Actions

- Call 999 or Hatzola immediately — do not delay emergency treatment.
- Notify the Project Manager, Health & Safety Officer, or most senior staff member present.
- That person must immediately contact:

Ruchi Ostreicher – H&S Officer

Jessica Zweibel – Lead Trustee for Health & Safety

Senior leadership contact (e.g. CEO or Designated Safeguarding Lead, if relevant)

## 3. During and After the Incident

<p>DO NOT DISCUSS THE INCIDENT IN THE PRESENCE OF MENTEEES, FAMILIES,</p> 	<p>DO NOT COMMUNICATE EXTERNALLY (INCLUDING TO PRESS, SCHOOLS, OR COMMUNITY) UNTIL THE INCIDENT HAS BEEN INVESTIGATED AND THE FAMILY NOTIFIED.</p> 
<p>CONTINUE OTHER ACTIVITIES ONLY IF IT IS SAFE AND APPROPRIATE TO DO SO.</p> 	<p>FOLLOW UP WITH A FULL WRITTEN INCIDENT REPORT, AND COOPERATE WITH INTERNAL OR EXTERNAL INVESTIGATIONS AS REQUIRED.</p> 
<p>SUPPORT (E.G. DEBRIEFING, EMOTIONAL SUPPORT, SUPERVISION) WILL BE ARRANGED FOR ANY STAFF OR YOUNG PEOPLE AFFECTED</p> 	

# SUNBEAMS

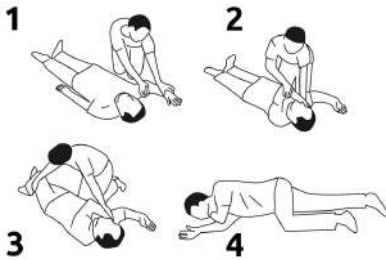
## First Aid

### What to Do If Someone Is Injured

Quick, appropriate first aid can prevent harm and even save lives. At Sunbeams, staff and volunteers are encouraged to train as first aiders, and we provide regular opportunities for basic and full First Aid at Work certification, including refresher training.

If an injury occurs, you must make immediate use of first aid resources available. In serious cases, or if there is any doubt about the individual's condition, In serious cases, call Hatzola immediately (average 3-minute response). For any loss of consciousness, breathing difficulty, severe bleeding, or suspected heart issues, always err on the side of caution and call 999 or Hatzola.

Keep the person warm and calm. If they are unconscious but breathing, place them in the recovery position. Avoid moving a seriously injured person unless it is unsafe to leave them in place. Do not give food or drink, especially in cases of head injury or potential internal damage.



Everyone must know the location of their nearest first aid kit and who the trained First Aiders are on-site at the time.

## Named First Aiders and Fire Marshals

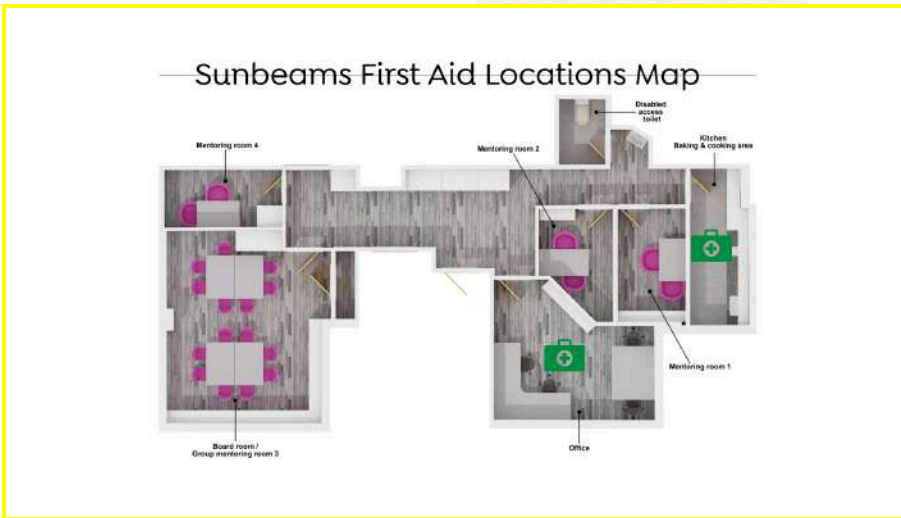
At Sunbeams, the following trained staff members are responsible for first aid and fire marshal duties during specific times:

Name	Role	Shift Cover
Suri Lamm	First Aider & Fire Marshal	09:00–15:00 and 16:00–18:00
Sheindy Weiss	First Aider & Fire Marshal	18:00–20:00
Blimi Posen	First Aider & Fire Marshal	20:00–22:00

### First Aid Kits





- Located in the main hallway near reception and the Kitchen Cupboard
- Checked monthly by the Health & Safety Officer
- If supplies are low or missing, notify Ruchi Ostreicher immediately

# SUNBEAMS



## Safety Signs

All safety signs at Sunbeams comply with the Health and Safety (Safety Signs and Signals) Regulations 1996. These use colour and symbols to give clear safety instructions:

Colour	Meaning	Example	Sample Sign
● Red	Prohibition – Do not do	“No entry” / “Do not touch”	
● Yellow	Warning – Risk of danger	“Hot surface” / “Slippery floor”	
● Green	Safe condition – The safe way	Fire exit signs, first aid symbols	
● Blue	Mandatory – Must do	“Wear gloves” / “Keep locked”	

These signs may be pictorial, text-based, or both.

## Fire Safety Plan

Fire safety is a core part of how we protect everyone at Sunbeams — staff, volunteers, and the girls we support. We adhere to the Regulatory Reform (Fire Safety) Order 2005 and have robust procedures in place to ensure both prevention and an effective response in the event of an emergency.

Fire safety at Sunbeams is coordinated by our Health & Safety Officer, Ruchi Ostreicher, who oversees regular alarm testing, visual equipment checks, fire drills, and induction training. Throughout the week, named Fire Marshals are on shift to guide evacuations and support any girls or team members who may need extra

# SUNBEAMS

assistance, including those with sensory, cognitive, or physical needs. Their names and hours are listed in the earlier section of this policy.

**If the fire alarm sounds, evacuate immediately using the nearest fire exit.**

Do **not** use the lift. Do **not** collect personal belongings.

Go directly to the assembly point (corner of Stamford Hill & Colberg Place). A Fire Marshal will take a roll call and ensure everyone is accounted for. Re-entry to the building is only permitted once the all-clear has been given.



## Fire Equipment on Site



Weekly visual checks are conducted by the Health & Safety Officer, and the alarm system is tested in full every six months.

All team members — including mentors, volunteers, and admin staff — receive fire safety guidance as part of their induction. This includes escape routes, the role of Fire Marshals, the safe use of extinguishers (where relevant), and procedures for supporting service users during an evacuation. Additional refreshers are provided whenever procedures change or new equipment is introduced.

Everyone should take a moment to familiarise themselves with this layout, as speed and clarity are vital in an emergency. A printed floorplan (Appendix 12) is displayed in common areas

# SUNBEAMS

At Sunbeams, we believe safety is a shared responsibility. By understanding the plan and remaining calm and informed, we can protect ourselves and others in the rare event of a fire.

Extinguisher Type	Colour Label	Use On	Do Not Use On
Water	● Red	Paper, wood, textiles	Electrical fires
CO <sub>2</sub>	● Black	Electrical equipment	Fabric, paper
Foam	● Cream	Flammable liquids	Electrical fires (unless specified)



All fire equipment is checked monthly. Any faults or discharges must be reported immediately to the Health & Safety Officer.

## General Fire Safety Checks and Precautions

Fire prevention is a shared responsibility. All staff, mentors, and volunteers must be alert to fire hazards and ensure working areas are kept safe and accessible.

**Good Fire precautions at Sunbeams**

-  Keep escape routes completely clear – no bags, boxes, trolleys or clutter
-  Ensure fire doors are kept closed, not propped open with furniture or equipment
-  Promptly remove waste, especially cardboard or flammable packaging materials
-  Store any hazardous or flammable substances (e.g. cleaning products, art materials) securely and away from heat sources
-  Make sure electrical items are switched off when not in use
-  Include individuals with mobility or sensory needs in all practice drills and ensure there is an agreed Personal Emergency Evacuation Plan (PEEP) if needed

Any fire hazard or unsafe condition must be reported immediately to the Health & Safety Officer, who will take action or escalate as appropriate.

# SUNBEAMS

## Fire Drills and Alarm Tests

Fire drills take place every 6 months, led by the Health & Safety Officer and logged in the Fire Drill & Alarm Test Log (Appendix 8).



All staff, mentors, and volunteers are expected to take fire drills seriously and evacuate immediately. Do not assume it is a test unless you are specifically informed in advance.



## Smoking Policy

Sunbeams is committed to maintaining a healthy, safe, and respectful environment for the young people and families we serve. In line with national health regulations and our safeguarding responsibilities, the entire Sunbeams site is designated as a strictly smoke-free environment. This includes all internal spaces, stairwells, lifts, and the external perimeter of the building — such as entrances, fire exits, and communal outdoor areas.

All staff and volunteers must avoid smoking in view of any mentee, family member, or community contact — whether on-site or offsite. Whether accompanying a mentee to a park, café, or museum, adults must avoid smoking at any point where they may be seen or associated with the charity's activities.

Smoking is also prohibited inside any vehicle used for Sunbeams purposes — whether privately owned, hired, or shared.

# SUNBEAMS

If someone does wish to smoke, they may only do so during a scheduled break, well away from the building and out of sight of participants. We expect everyone representing Sunbeams to uphold this standard consistently.

This policy covers all types of smoking and vaping products, including:



By keeping Sunbeams smoke-free, we help ensure that our centre remains a place of physical safety, emotional security, and community respect for all who walk through our doors.

Sunbeams recognises that some staff or visitors may need accommodations or support regarding nicotine use, and such requests can be raised confidentially with the Project Manager.

## Good Housekeeping

### Keeping the Environment Safe and Tidy

A clean, tidy and well-organised space helps everyone at Sunbeams feel safe and supported — staff, volunteers, and the girls we work with.



# SUNBEAMS

If you identify a hazard or risk (e.g. broken flooring, blocked exit), report it immediately to the Health & Safety Officer or Project Manager — do not assume someone else will.

Routine checks are recorded using the log in Appendix 9

## Common Areas and Equipment Storage

At Sunbeams, all shared spaces — including hallways, stairwells, group rooms, and the kitchen — must remain clear, safe, and accessible to all users, including those with physical, sensory, or cognitive needs. Staff and volunteers are expected to walk calmly through these areas, keeping to the left on stairways and corridors, and must never run, even in urgent situations.

Any hazards such as loose floor tiles, worn stair treads, dim lighting, or damaged handrails must be reported immediately to ensure swift remedial action.

All session equipment, including art supplies, sensory tools, and baking trays, must be stored securely after use. Items should be returned promptly and placed in clearly labelled cupboards, ensuring nothing is stacked precariously or stored near heaters or fire exits.

Fire exits must remain fully unobstructed at all times. Fire doors must stay closed unless held open by approved magnetic systems that automatically release when the alarm sounds.

## Accessibility and Inclusive Safety

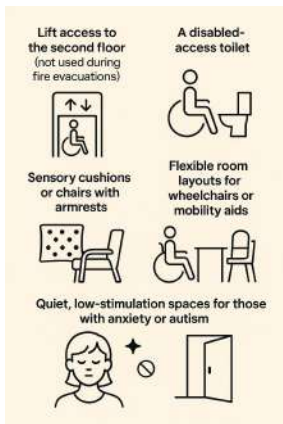
### Making Sunbeams Safe and Accessible for All

Everyone deserves to feel safe and included at Sunbeams — including those with physical, sensory, or cognitive needs.

Our centre occupies the second floor of 97 Stamford Hill and is accessible by both stairs and a lift. The lift must not be used during fire alarms, as it is not part of the evacuation route. If someone might need support to evacuate in a fire, a Personal Emergency Evacuation Plan (PEEP) should be created with the Project Manager.

A disabled-access toilet is available near the main hallway, and all doorways and corridors (except the kitchen) are suitable for standard wheelchairs and mobility aids. Group and mentoring rooms can be rearranged to improve access, and we can provide chairs with arms or sensory cushions as needed.

### Adjustments we offer include:



# SUNBEAMS

Staff are trained to support girls who experience anxiety, trauma, or neurodivergence, including autism. Where possible, we reduce environmental triggers by minimising background noise, offering low-stimulation spaces, and avoiding sudden loud alarms unless part of a scheduled drill.

If you, or a mentee, need additional adjustments to access the building or take part in sessions safely, please speak to the Volunteer Coordinator or Project Manager.

## Working with Groups of Young People

At Sunbeams, we believe that health and safety is most effective when young people themselves are aware of and engaged with it.

At the start of programmes, mentors and facilitators introduce simple ground rules for safe participation, such as keeping corridors clear, respecting equipment, and knowing where to go in the event of an evacuation. Fire procedures are explained in age-appropriate terms and reinforced during regular drills, with particular care for those who may require additional support.

During sessions that involve higher risks, such as baking, arts with sharp tools, or outdoor activities, young people are reminded of the specific safety measures in a calm and encouraging way.

Visual prompts are displayed in every room, and staff highlight these to build familiarity. Young people are also encouraged to raise any safety concerns they notice, helping to create a culture where safety is shared and normalised. This approach not only reduces risk but also strengthens the sense of trust and responsibility within our groups.

## Working Environment and Safe Space Practices

A calm, well-maintained environment is essential for the safety, comfort, and emotional wellbeing of both staff and service users. While the Sunbeams centre is designed to support this, it is the responsibility of all team members to uphold standards and report any concerns.

Rooms must be well lit to prevent eye strain and accidents. Any flickering bulbs or dim areas should be reported to the Health & Safety Officer. Where appropriate, blinds or softer lighting may be used to support girls who are light-sensitive.

Temperatures must be kept comfortable for all users, with a legal minimum of 16°C. If any room feels too hot or cold, this should be raised with the Project Manager. Ventilation panels must not be obstructed, and radiators should remain free from bags or furniture.

While some background noise is expected, particularly in groups, all staff and volunteers should be mindful of noise levels in shared areas. If noise becomes disruptive or distressing, it should be addressed respectfully. Quiet space should always be made available for any girl who needs time to decompress.

All Sunbeams spaces must feel physically and emotionally safe. Staff and volunteers are expected to model respectful, calm behaviour, and ensure that mentoring and group rooms remain tidy, welcoming, and appropriately equipped for the activities taking place.

## Manual Handling and Lifting

### Safe Manual Handling

# SUNBEAMS

Lifting incorrectly — even light items — can cause back, shoulder, or neck injuries. At Sunbeams, staff, mentors, and volunteers occasionally handle resources for activities (e.g. arts materials, kitchen items, sensory tools), and should always use safe practices.



If you regularly move equipment or run physical sessions, ask the Project Manager about manual handling training



## Hazardous Substances (COSHH)

### Managing Hazardous Substances (COSHH)

Some cleaning, art, and sensory products used at Sunbeams fall under the Control of Substances Hazardous to Health (COSHH) regulations. These substances can pose health risks if misused and must always be handled with care.

COSHH at Sunbeams is managed manually, with a printed inventory and control log kept at the front desk. All staff and volunteers are expected to follow safe practice: only use substances for their intended purpose, read labels carefully, follow manufacturer instructions, and ensure good ventilation. Gloves or PPE must be worn where advised.

Substances must never be mixed — especially bleach or other strong cleaners — and any spills, fumes, or unexpected reactions should be reported immediately to the Health & Safety Officer. Only the smallest necessary amount should be in use at any time, and all products must be kept in clearly labelled original containers, stored securely in designated cupboards.



## COSHH Inventory and Control Log

Sunbeams maintains a COSHH Inventory and Control Log to ensure that all hazardous substances used within the building are properly recorded, risk assessed, and managed. This log monitors how substances are stored, handled, and disposed of, and sets out the control measures required to keep everyone safe.



The Health & Safety Officer, Ruchi Ostreicher, is responsible for maintaining and updating the log. **Staff and volunteers must report any new substances or unusual usage so that the log and relevant risk assessments can be updated.** All staff whose roles involve using cleaning or art materials receive basic COSHH awareness training as part of their induction.

Each entry in the COSHH log details the product name and type, relevant hazard symbols, any required personal protective equipment (PPE), first aid guidance, and storage and disposal notes. Every entry is reviewed regularly to ensure information remains accurate and up to date.

A sample COSHH sheet is provided in Appendix 7. Full log available on staff drive [📄 COSHH Master Log](#)

## Biological Hazards

### Biological Hazards (e.g. lice, bodily fluids, sharps)

During mentoring and group activities at Sunbeams, staff and volunteers may occasionally encounter biological hazards, particularly when working in close contact with children or supporting those with complex needs.

# SUNBEAMS

Common examples include head lice, bodily fluids (such as vomit or used tissues), or the discovery of sharps like needles in public areas during offsite sessions.

## Head Lice

If lice are suspected, staff should inform the parent or carer sensitively and discreetly. No child should be excluded from Sunbeams services solely due to head lice, but safeguarding procedures may be followed if necessary.

## Bodily Fluids (vomit, blood, used tissues)

Any bodily fluid spills should be handled with gloves and appropriate disinfectant wipes. All contaminated materials — including gloves and wipes — should be sealed in a plastic bag and disposed of in general waste. Hands must be thoroughly washed afterwards.



## Sharps (e.g. needles in public spaces)

If you find a sharp object (e.g. a needle in a park), do **not** touch it. Mark the area and inform the Project Manager or venue staff immediately. If the sharp is discovered during an offsite session, staff should contact the relevant authority (e.g. local council or park staff) for safe disposal.

All biological hazard incidents must be logged in the Incident Logbook and flagged to the Health & Safety Officer without delay.

## Asbestos Statement

### Asbestos Safety

**There is no known asbestos in the Sunbeams premises at 97 Stamford Hill.**

If any renovation, repair, or structural work is undertaken, an asbestos survey will be requested from the landlord, and precautions will be taken in line with the Control of Asbestos Regulations 2012.

# SUNBEAMS

If you see any damaged ceiling tiles, wall panels, or insulation materials, do **not** touch them. Report it to the Health & Safety Officer immediately.

## Use of Computers and Display Screen Equipment (DSE)

### Using Computers and Screens Safely (DSE)

Office and admin staff, as well as any regular computer users at Sunbeams, must follow safe DSE practices to reduce the risk of eyestrain, back/neck pain, or repetitive strain injuries.

All desk-based staff must complete a DSE Self-Assessment during induction and update it when moving to the workstation.

### DSE Setup Tips:

- Adjust your chair to support your lower back
- Keep your screen at eye level
- Rest your arms comfortably on the desk
- Use a footrest if your feet don't touch the floor
- Avoid glare — close blinds or reposition the screen
- Take short breaks every 45–60 minutes

If you have concerns about your workstation setup, or require an adjustment, contact the Project Manager.



# SUNBEAMS

## Eye Health:

If you use a screen regularly, you're entitled to a free eye test every 2 years. If your optician prescribes glasses specifically for work, Sunbeams may contribute to the cost — speak to the Project Manager.

## Safe Use of Electrical Equipment

### Electrical Equipment Safety

At Sunbeams, electrical equipment is part of everyday activity — from computers and printers in the office to blenders in the kitchen or sensory tools used during sessions. While these items are essential to the smooth running of our work, they must always be used safely and appropriately to reduce the risk of fire, electric shock, or personal injury.

All staff, mentors, and volunteers are expected to check equipment before use, and to report any damage or faults to the Project Manager or Health & Safety Officer immediately. Any item with a frayed cable, missing plug pin, exposed wire, or strange smell should be switched off, labelled 'Out of Order', and removed from service until inspected by a qualified electrician. Never attempt to repair electrical equipment yourself.



If any issue is found, switch off the item, label it 'Out of Order', and inform the Health & Safety Officer.

Sunbeams ensures that all appliances undergo regular Portable Appliance Testing (PAT), with items labelled to show when they were last tested and when the next check is due. If you notice equipment without a PAT label, or with an expired date, inform a senior team member before use. The building's fixed electrical systems are the responsibility of the landlord, who arranges mandatory 5-year inspections.

Extension leads may be used, but only if surge-protected and not overloaded. Plug sockets must not be daisy-chained, and all leads should be kept tidy and out of walkways to prevent tripping. Keep liquids away from devices. If a spill happens, turn off power at the socket **before** doing anything else.

In the event of electric shock, no one should touch the casualty until contact with the source is broken. If safe to do so, unplug the item or use a wooden or plastic object to push the equipment away from the person. Emergency services must be called, and a trained first aider should be summoned immediately.

# SUNBEAMS



Personal or borrowed electrical items must not be used without prior approval from the Project Manager or H&S Officer

## Personal Protective Equipment (PPE) and Clothing

### When to Use PPE (Protective Clothing)

While most activities at Sunbeams are low-risk, there are times when staff and volunteers may need to wear protective clothing to safeguard themselves or others. This could include gloves during cleaning, aprons for baking or arts sessions, or protective sleeves when handling potentially messy or irritating materials.

Where Personal Protective Equipment (PPE) is required, it will be provided by Sunbeams, along with clear instructions on when and how to use it. The Project Manager and Health & Safety Officer are responsible for ensuring PPE is available and in good condition. If PPE is required by a risk assessment or session plan, it must be used correctly — this is a safety and safeguarding requirement.

PPE must be worn correctly and discarded safely after use if it is single-use (e.g. disposable gloves). If you are unsure about whether protective clothing is required for a specific task, or how to use it, speak to a senior team member before beginning.

We rely on everyone to use PPE respectfully and responsibly. It is a key part of keeping both yourself and others safe — especially when working with young people who may be vulnerable to infection, distress, or allergic reaction.



# SUNBEAMS

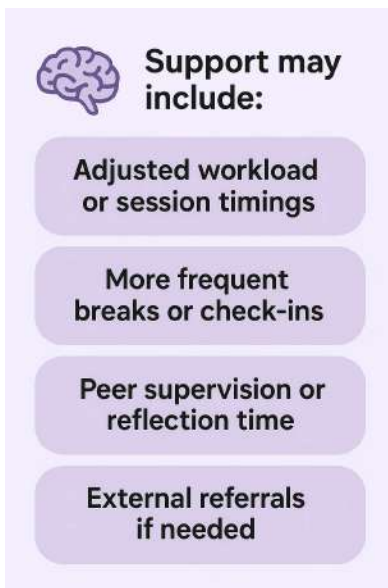
## Stress and Emotional Wellbeing at Work

### Looking After Your Emotional Wellbeing

Working at Sunbeams can be incredibly rewarding — but it also brings emotional demands. Supporting girls and families through complex challenges, safeguarding concerns, or intense personal experiences can impact your mental and physical wellbeing.

Sunbeams recognises that stress can manifest in many ways, including irritability, exhaustion, anxiety, headaches, difficulty concentrating, or simply feeling overwhelmed. Stress might be related to your role, wider team dynamics, workload, or personal circumstances — and whatever the cause, it is important not to ignore it.

**If you're feeling overwhelmed, anxious, or stressed — speak confidentially to the Project Manager or Volunteer Coordinator.** You will be listened to without judgment, and together we can look at practical adjustments such as adapting your workload, allowing for more breaks or debrief time, or offering support through peer reflection or external supervision.



The infographic features a purple brain icon on the left. To its right, the text reads 'Support may include:'. Below this, four rounded rectangular boxes are stacked vertically, each containing a support option: 'Adjusted workload or session timings', 'More frequent breaks or check-ins', 'Peer supervision or reflection time', and 'External referrals if needed'.

We do not expect staff or volunteers to 'carry on' at the expense of their wellbeing. You may also choose to speak to your GP or seek external support — and in many cases, early recognition of stress and support from the team can prevent more serious difficulties from developing.

Creating a workplace culture where wellbeing is valued is everyone's responsibility. Please look out for each other — and if you're struggling, let someone know. You are never expected to cope alone.

## Violence or Aggression Toward Staff or Volunteers

### Responding to Aggression or Threatening Behaviour

Although extremely rare, there is always a possibility that staff or volunteers at Sunbeams may encounter aggression or hostility from a service user, parent, or member of the public — either on site or during an offsite session.

If you ever feel threatened, the most important thing is to stay calm and prioritise your safety. Where possible, remove yourself from the situation. You are never expected to defend property or physically intervene. If you feel at risk, call Hatzola or the police, or alert other staff immediately.

# SUNBEAMS

## If someone is aggressive or threatening:

- Stay calm – prioritise your own safety
- Remove yourself from the situation if possible
- Call Hatzola or police if at risk
- Alert other staff or managers on-site
- Never try to restrain someone physically

We define violence not only as physical assault but also as threatening gestures, verbal abuse, intimidation, or aggressive behaviour — including online or by phone. All of these must be taken seriously and reported to the Project Manager or Health & Safety Officer without delay.

All aggression or threatening behaviour must be recorded using an Incident Form and reviewed by senior staff.

Sunbeams do not tolerate aggression in any form. Where a mentee or family member has a known history of challenging behaviour, staff and volunteers will be briefed and provided with a clear plan for de-escalation and safety. Your wellbeing is our priority — and no one should be left to manage risk alone.

## Lone Working

### Lone Working (on-site and off-site)

At Sunbeams, many of our team members work one-to-one with girls either offsite or outside typical working hours. Whether you're a mentor meeting a girl in a café, a project manager leading a late group, or a staff member staying after hours to prep the centre, working alone brings both flexibility and risk.

Mentors must complete the plan in Appendix 14 before offsite sessions.

We have clear safety expectations to protect everyone.



If you are working alone onsite, you must ensure someone knows you're there. Signing in and out at the front desk is essential — not just for safeguarding and accountability, but also for fire safety.

In the event of an alarm or evacuation, our Fire Marshals and emergency services must be able to account for everyone inside. Staff working alone must be familiar with both escape routes, know the location of fire extinguishers and the assembly point, and be confident in how to exit quickly and safely. If you're staying late,

# SUNBEAMS

inform your line manager or a colleague of your expected departure time, and check in with them once you get home safely.

If an alarm sounds while you are working alone, leave the building immediately using the nearest fire exit. Never use the lift. Once outside, contact a Fire Marshal or your manager to confirm you are safe. Do not attempt to fight a fire alone unless trained and it is clearly safe to do so.



For offsite mentoring, similar care applies. All mentors must log session plans and locations in advance and update us if anything changes. If you're meeting in a public place — such as a museum, park, or café — keep your phone on you, fully charged and switched on. Share live location with your project manager if agreed in your safety plan. Stay in populated, well-lit areas where you can easily access support if needed.

We never expect mentors to enter a family's private home or take girls into their own homes or cars. If an unplanned change arises — for example, a mentee wants to walk home with you, or the session venue closes early — call the project manager to discuss next steps. You should never be left to manage a safety concern alone.

Lone working can be quiet and rewarding — but you should never feel unsupported. If you're unsure or feel unsafe at any point, pause and contact a manager. You are never alone — Sunbeams is a team, and your safety is as important as the young person's.

## Travelling and Driving for Work Purposes

### Travel and Transport for Work

Sunbeams encourages outings, trips, and creative activities — and many of our sessions take place offsite. If you are travelling during work (whether for mentoring or attending training), your safety starts before you even step outside.

### Travel and Transport for Work

Always let your manager know where you're going and how you're getting there. If you're using public transport, keep your phone on and let someone know your estimated arrival time. If you're walking a mentee, ensure it's a safe, agreed-upon route, ideally along well-lit public paths.

### Driving for Sunbeams work

# SUNBEAMS

If you're driving for work purposes (e.g. to an offsite venue or school), you must have a full UK driving licence and appropriate insurance that covers business use. You must never transport a mentee in your personal vehicle — this is a strict safeguarding rule. For joint travel with other adults (e.g. attending an external event together), car sharing is permitted with prior agreement and where safeguarding is not compromised.

## If travelling for work (on foot, bus, train)



Tell your manager  
where you're going



Keep your phone charged  
and accessible



Use safe, well-lit routes



Let someone know  
when you arrive



Call your manager if  
delayed, lost, or uncomfortable

Take breaks when travelling long distances and avoid rushing — especially on wet roads or late evenings. Make sure you have enough phone battery and credit to call if needed. If you're ever delayed, lost, or involved in an incident while en route, contact your project lead as soon as it's safe to do so.

## Staff and Volunteer Code of Conduct

### How We Work: Code of Conduct for Staff & Volunteers

Everyone at Sunbeams — staff, volunteers, trustees, and freelance practitioners — is expected to uphold our values: safety, dignity, trust, and compassion. These aren't just words on a poster; they are the foundation of how we interact with young people, families, and each other.

### Professionalism and Respect

You are expected to act professionally at all times — whether mentoring, answering phones, attending events, or simply chatting in the kitchen. Respect confidentiality, listen attentively, and be mindful that even informal moments can shape how safe someone feels.

### Boundaries with Mentees

Boundaries are essential. Mentors and staff must never form personal, private relationships with girls outside the scope of their Sunbeams role. No private messaging, gift-giving, or sharing of personal contact details is allowed unless specifically agreed in a care plan and logged by the Project Manager. This protects everyone involved.

### Safeguarding Responsibility

# SUNBEAMS

All concerns — whether about a young person, a colleague, or something you've seen — must be reported through our safeguarding process, not kept private. You are not expected to fix problems alone.

## Inclusive Practice

Finally, staff and volunteers must model inclusive, respectful behaviour. That means speaking kindly, dressing appropriately for the setting, and upholding Jewish cultural norms with sensitivity — including modesty, kashrus, and the importance of gender-appropriate practice in everything we do.



## Activities Risk Profiles

### Activity Safety: Risk Profiles for Common Session

Sunbeams offers a rich variety of sessions — baking, crafts, drawing and talking, gardening, nature outings, and even watersports at Lee Valley. Each of these activities carries different risks, and every session is planned with this in mind.

Before any new activity begins, the project lead completes a risk assessment which outlines the likely hazards (e.g. burns during baking, allergies to ingredients, sharp tools in art sessions, travel risks on trips), and the controls in place to reduce them.

For example, during baking sessions, mentors are not expected to manage hot oven trays alone with their mentees. Girls may go to fetch a utensil or ingredient, but all heat-related steps must be supervised and take place in a room suitable for safe cooking.

In arts and crafts, we check for allergies (e.g. latex in gloves, specific paints or clays), and ensure sharp tools like scissors or craft knives are used only with appropriate supervision. Mentors are briefed on how to manage mess and spills in shared rooms and how to store materials safely.

Trips require extra care. Whether visiting a park, museum, or eatery, we risk assess the journey, venue, supervision plan, emergency contacts, and possible health concerns. Some mentees may need ear defenders, snacks that meet dietary requirements, or quiet space if they become overwhelmed.

Sample risk assessments are available in Appendices 4–7.

# SUNBEAMS

Activity	Key Risks & Controls
Baking	Hot ovens – staff supervise all heat steps. Girls do not handle trays. Allergies checked in advance.
Arts & Crafts	Sharp tools – only used under supervision. Allergies to materials flagged beforehand.
Trips (e.g. museum, café)	Travel risks – journey pre-checked, mobile phone carried, quiet space prepared for overwhelm.
Lee Valley Watersports	Drowning/impact – signed-off RA required, emergency plans in place, venue safety briefings followed.

All staff and volunteers are expected to read and follow the risk profile relevant to the session they're supporting. If you're unsure what safety measures apply, **always ask before starting the session**. You are never expected to manage risk alone. Risk awareness is part of what makes Sunbeams feel safe and enjoyable for every girl we support.

Use the template in Appendix 2 when completing new RAs

## Staff-to-Young People Ratios

Sunbeams applies clear standards for staff-to-young people ratios to ensure safe supervision in all activities. One-to-one mentoring always operates on a strict one adult to one young person basis, with sessions planned and logged in advance.

For centre-based group mentoring, the standard ratio is one adult to every six to eight young people, adjusted to one to four or six where sessions carry higher risks such as baking, craft with sharp tools, or physical activities.

Trips and offsite outings always require a minimum of two adults, regardless of group size, with ratios maintained at one to four or six depending on the activity.

For higher-risk environments such as watersports, ratios are enhanced and confirmed through the risk assessment process.

Where young people have additional needs, ratios are further reduced to ensure participation is safe and fully supported. No activity goes ahead unless the required ratios are met, and this is monitored as part of planning, registers, and risk assessments.

## Safeguarding and Health & Safety Interface

### How Safeguarding and Health & Safety Work Together

At Sunbeams, safeguarding and health & safety are not two separate departments — they are deeply interconnected in everything we do. Keeping a girl emotionally safe, and keeping her physically safe, are part of the same story.

# SUNBEAMS

## **Everyday Safety = Safeguarding**

A cracked floor tile, a locked door, or a fire exit blocked by a buggy might seem like minor concerns — but for a frightened child, or someone with sensory or mobility needs, these can become moments of distress. Equally, when we plan sessions that promote wellbeing, we also plan to ensure safe ratios, appropriate materials, and emotional aftercare.

## **When Triggers and Risk Overlap**

This interface is especially important when working with girls who've experienced trauma. Triggers may not just be words — they can be smells, sounds, or even chaotic spaces. That's why our Health & Safety planning always includes quiet spaces, sensory awareness, gender-appropriate spaces, and trauma-informed room layouts.

## **Responding to Disclosures or Incidents**

If a girl discloses something during a session that requires a safeguarding referral, health & safety procedures still apply — e.g. recording in writing, logging your concern discreetly, or ensuring the space is safe while you take action. Likewise, if an incident occurs that poses physical danger (e.g. accident, aggression), it may also trigger safeguarding concerns and must be recorded accordingly.

Health & Safety and Safeguarding policies sit side by side. Staff and volunteers are trained in both. And in every emergency, we follow the same principle: protect the child, act calmly, and report clearly.

## **Health & Safety Training Requirements and Induction**

### **How We Train Our Team on Health & Safety**

Every staff member, volunteer, and freelancer at Sunbeams receives health & safety training as part of their induction — because safety is not just the job of managers. It's everyone's responsibility.

### **What Everyone Learns at Induction**

Training includes how to evacuate the building, how to record an incident, how to assess risks in a session, and how to support a child in distress. Fire safety and lone working are covered in detail. Cultural considerations — such as when it's appropriate to touch a child (e.g. to assist in a fire), or how to respect modesty and personal boundaries — are also discussed.

### **Ongoing Training by Role**

Practical training is ongoing. Mentors are guided in how to store art supplies safely, use hot water in baking, or accompany girls on public transport. Admin staff are supported to carry out DSE self-checks, and those handling COSHH items are briefed on how to store and log them.

### **Tracking and Review**

We also use a visual training matrix to track what each staff member or volunteer has completed. New team members receive the right information, at the right time, in the right way for their role.

See Appendix 10 for a full training requirements overview.

No one is expected to remember everything on day one — but everyone is expected to take safety seriously, ask questions, and speak up if unsure.

# SUNBEAMS

## Roles: Trustees, Freelancers, Volunteers, Guests and Consultants

### Who's Responsible for What

Sunbeams relies on a wide circle of people — not only our core staff team, but also trustees, volunteers, guest artists, freelance facilitators, SEND specialists, consultants, and external therapists. Each plays a different role, and each carries responsibilities for safety.

**Trustees**, including our Health & Safety lead trustee Jessica Zweibel, hold ultimate accountability for overseeing risk and compliance. They review policies annually, check our risk registers, and help ensure safety is embedded into our strategic planning.

**Volunteers and mentors** are at the heart of what we do. They receive thorough induction and supervision, and they must follow all risk assessments, codes of conduct, and safeguarding protocols. They are not expected to lead emergency responses — but they must report any concerns immediately.

**Freelancers and guest facilitators**, such as art therapists or animal-assisted therapy providers, must be DBS checked and provided with the relevant risk profiles before working with any girls. Their activity plans must be approved in advance. They are expected to follow Sunbeams policies while onsite.

**Consultants**, including our clinical psychologist, may offer supervision, guidance or planning support. While not directly responsible for daily safety operations, they play a key role in ensuring that our work is emotionally safe, trauma-informed, and adapted to complex needs.

**Visitors and guests** (e.g. funders, journalists, building contractors) must always be signed in, supervised, and briefed on basic safety protocols such as evacuation and safeguarding sensitivity.

Whatever their role, every adult entering a Sunbeams space must know: this is a place where safety, respect, and confidentiality come first.

## Health & Safety Management and Monitoring

### How We Monitor Health & Safety

Sunbeams takes a proactive approach to Health & Safety. Our system is based on live review, not paperwork alone — we walk the floor, check the details, and respond quickly when things change.

### Daily and Weekly Checks

Our Health & Safety Officer, Ruchi Ostreicher, oversees daily monitoring — supported by the Project Team and in collaboration with our Clinical Psychologist and Operations Lead. We carry out weekly walk-throughs, termly reviews, and live logging of any concerns raised during mentoring or group work.

### Live Risk Ownership

A key part of our model is risk ownership. Every new activity — whether it's an animal therapy group, a visit to Lee Valley, or a special needs art session — is signed off by a relevant lead, with risks identified, mitigated, and logged.

### Incident Logging & Review

We maintain a manual COSHH log, a live incident file, an accident book, and a training matrix showing who is trained in what. Any incidents are logged promptly and reviewed monthly for patterns or concerns. We also

# SUNBEAMS

record 'near misses' — because learning from what *nearly* went wrong is just as important as learning from what did.

## Trustee Oversight

Our Trustee Board receives a termly report highlighting any incidents, new risk types, and compliance checks (fire alarm tests, PAT testing, etc.). In the spirit of continual improvement, we welcome suggestions from anyone — mentors, families, even girls themselves — to make our spaces safer and calmer.

## Review Process and Review Frequency

### Reviewing This Policy

Sunbeams' Health & Safety policies and procedures are reviewed on a **rolling annual basis**, led by the Health & Safety Officer in partnership with the Trustee lead. High-risk activities or major incidents may trigger an immediate review.

Reviews include:

- Policy content and legal changes
- Risk assessments (e.g. groups, trips, COSHH)
- Training matrix and logs
- Incident/accident records
- Fire drills, PAT testing, evacuation feedback

The date of last and next review of this policy is listed in the Document Control Sheet (see final page) and stored visibly in the shared Health & Safety folder.

Use Appendix 11 to track control actions after risk assessments.

Feedback from mentors, staff, and service users is welcome and used to improve practice. Safety is everyone's responsibility.

## Document Control Sheet

<b>Document Title</b>	Health & Safety Manual – Sunbeams London
<b>Version</b>	1.0 (Initial Rebuild)
<b>Approved By</b>	Jessica Zweibel (Trustee H&S Lead)
<b>Compiled By</b>	Ruchi Ostreicher (Health & Safety Officer)
<b>Date of Approval</b>	June 2025
<b>Review Frequency</b>	Annually or after any major incident
<b>Next Review Due</b>	June 2026
<b>Document Status</b>	Live SBP4
<b>Distribution</b>	All staff, volunteers, freelancers, trustees
<b>Storage</b>	Shared Staff Drive + Paper Copy at Front Desk
<b>Version History</b>	v1.0 – Full rebuild (March 2025)

# SUNBEAMS

## Appendices

[Appendix 1: Accident and Incident Reporting Form](#)

[Appendix 2: Blank Risk Assessment Template](#)

[Appendix 3: Filled Risk Assessment – Group Mentoring Session at Sunbeams](#)

[Appendix 4: Filled Risk Assessment – 1:1 Mentoring Outing \(e.g. Café, Park\)](#)

[Appendix 5: Filled Risk Assessment – Creative Arts Session](#)

[Appendix 6: Filled Risk Assessment – Offsite Watersports or Outdoor Trip \(e.g. Lee Valley\)](#)

[Appendix 7: COSHH Inventory and Control Log Template](#)

[Appendix 8: Fire Drill & Alarm Test Log](#)

[Appendix 9: Maintenance & Housekeeping Log](#)

[Appendix 10: Training Matrix \(Staff & Volunteer Requirements\)](#)

[Appendix 11: Control Measures Tracker](#)

[Appendix 12: Building Evacuation Floor Plan \(with Fire Routes, Assembly Point, Equipment\)](#)

[Appendix 13: Personal Emergency Evacuation Plan \(PEEP\) Template](#)

[Appendix 14: Lone Working Safety Plan Template](#)

[Appendix 15: Health & Safety Quick Reference Poster](#)

# SUNBEAMS

## Appendix 1: Accident and Incident Reporting Form

(Scan of relevant form entry in the Accident and Incident Logbook located at the front desk)

### + Accident Record

#### 1. About the person who had the accident

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_  
Occupation \_\_\_\_\_

#### 2. About you, the individual filling in this record

If you did not have the accident write your address and occupation.

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Postcode \_\_\_\_\_  
Occupation \_\_\_\_\_

#### 3. Details of the accident (Continue on the back of this form if you need to)

When it happened. Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time \_\_\_\_\_

Where it happened. State location \_\_\_\_\_

How did the accident happen? \_\_\_\_\_

Give the cause if possible \_\_\_\_\_

If the person who had the accident suffered an injury, give details \_\_\_\_\_

#### 4. Sign and date

Person filling in the record.

Print Name \_\_\_\_\_

Sign \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Person who has had the accident (as confirmation they agree the accident has been recorded accurately).

Print Name \_\_\_\_\_

Sign \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

#### 5. For the employer only

Complete this box if the accident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

How was it reported? \_\_\_\_\_

Print Name \_\_\_\_\_

Sign \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# SUNBEAMS

## Appendix 2: Blank Risk Assessment Template

### Sunbeams Risk Assessment Form

**STEP 1: What are the hazards?** (Think about environment, tools, space, behaviour, travel, allergies)

Hazard	Who might be harmed and how?	What are you already doing?	What further action is needed?	Risk Level (Low/Med/High)	Action by whom?	Action by when?

### **STEP 2: Emergency Considerations**

Nearest fire exit / extinguisher	
Location of first aid kit	
Any mentees with known needs (e.g. medical / SEND)	
External support required (e.g. lifeguard, security)	

Activity / Location	
Assessor Name	
Date Completed	
Review Date	

Assessor Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Approved by H&S Officer: \_\_\_\_\_ Date: \_\_\_\_\_

# SUNBEAMS

## Appendix 3: Filled Risk Assessment – Group Mentoring Session at Sunbeams

### Sunbeams Risk Assessment Form

**STEP 1: What are the hazards?** (Think about environment, tools, space, behaviour, travel, allergies)

Hazard	Who might be harmed and how?	What are you already doing?	What further action is needed?	Risk Level (Low/Med/High)	Action by whom?	Action by when?
Trip hazards (bags, chairs, wires)	Mentees, staff – potential injury from tripping	Ensure clear walkways; regular room setup checks	Reminder to mentees to keep belongings tidy	Low	Session lead	Before each session
Emotional distress during discussion	Mentees – may become upset or dysregulated	Trained mentor present; safe space established	Have quiet room and spare staff on standby	Medium	Project Manager	Ongoing
Allergic reaction to snacks	Mentees with allergies – risk of reaction	No food brought in; allergy info collected in advance	Remind all staff of allergy policy	Low	Volunteer Coordinator	Start of term

### **STEP 2: Emergency Considerations**

Nearest fire exit / extinguisher	Exit opposite Boardroom or via lift lobby stairwell
Location of first aid kit	Front Desk
Any mentees with known needs (e.g. medical / SEND)	Y.G. (asthma), C.K. (auditory sensitivity)
External support required (e.g. lifeguard, security)	N/A

Activity / Location	Group Mentoring in Boardroom, Sunbeams Centre
Assessor Name	Ruchi Ostreicher
Date Completed	05/06/2025
Review Date	05/12/2025

**Assessor Signature: RO Date: 05/06/2025**  
**Approved by H&S Officer: JZ Date: 07/06/2025**

# SUNBEAMS

## Appendix 4: Filled Risk Assessment – 1:1 Mentoring Outing (e.g. Café, Park)

### Sunbeams Risk Assessment Form

**STEP 1: What are the hazards?** (Think about environment, tools, space, behaviour, travel, allergies)

Hazard	Who might be harmed and how?	What are you already doing?	What further action is needed?	Risk Level (Low/Med/High)	Action by whom?	Action by when?
Travel incident (public transport)	Mentor and mentee – risk of injury or getting lost	Planned route; contactable mobile; mentor experienced	Ensure mentee has mentor's number	Medium	Mentor	Before trip
Emotional dysregulation in public	Mentee – risk of overwhelm	Mentor trained in de-escalation	Choose quiet venues; brief mentee beforehand	Medium	Mentor	Before trip
Stranger engagement	Mentee – inappropriate contact from public	Mentor remains present and alert at all times	Review safeguarding procedures	Low	Volunteer Coordinator	Monthly

### STEP 2: Emergency Considerations

Nearest fire exit / extinguisher	N/A – location dependent
Location of first aid kit	Mentor carries mini kit
Any mentees with known needs (e.g. medical / SEND)	S.F. (anxiety)
External support required (e.g. lifeguard, security)	N/A

Activity / Location	Mentoring at Victoria Park
Assessor Name	Ruchi Ostreicher
Date Completed	05/06/2025
Review Date	05/12/2025

Assessor Signature: RO Date: 05/06/2025  
Approved by H&S Officer: JZ Date: 07/06/2025

# SUNBEAMS

## Appendix 5: Filled Risk Assessment – Creative Arts Session

### Sunbeams Risk Assessment Form

**STEP 1: What are the hazards?** (Think about environment, tools, space, behaviour, travel, allergies)

Hazard	Who might be harmed and how?	What are you already doing?	What further action is needed?	Risk Level (Low/Med/High)	Action by whom?	Action by when?
Use of scissors and art tools	Mentees – potential cuts or injury	Age-appropriate tools; supervision	Demonstrate correct usage	Low	Session Lead	Start of session
Paint/Glue spillages	Slipping hazard; clothing damage	Aprons provided; table covers used	Paper towels and cleaning kit on hand	Low	Mentor	Before session
Allergic reaction to materials	Mentees – potential skin irritation	Hypoallergenic products sourced	Check for new allergies termly	Low	Volunteer Coordinator	Start of term

### STEP 2: Emergency Considerations

Nearest fire exit / extinguisher	Exit opposite Boardroom or via lift lobby stairwell
Location of first aid kit	Front Desk
Any mentees with known needs (e.g. medical / SEND)	None declared for this session
External support required (e.g. lifeguard, security)	N/A

Activity / Location	Arts session in Room 2, Sunbeams
Assessor Name	Ruchi Ostreicher
Date Completed	05/06/2025
Review Date	05/12/2025

Assessor Signature: RO Date: 05/06/2025  
 Approved by H&S Officer: JZ Date: 07/05/2025

# SUNBEAMS

## Appendix 6: Filled Risk Assessment – Offsite Watersports or Outdoor Trip

### Sunbeams Risk Assessment Form

**STEP 1: What are the hazards?** (Think about environment, tools, space, behaviour, travel, allergies)

Hazard	Who might be harmed and how?	What are you already doing?	What further action is needed?	Risk Level (Low/Med/High)	Action by whom?	Action by when?
Water-related injury	Mentees – risk of drowning or injury	Qualified instructors; life jackets provided	Confirm parental consent and swim ability	High	Trip Lead	Before trip
Sun exposure	All – risk of sunburn or heatstroke	Reminders for hats/sunscreen; shaded rest breaks	Monitor weather forecast	Medium	Trip Lead	Day before trip
Travel to/from site	Mentors/mentees – risk of accident	Minibus with seatbelts; experienced driver	Emergency contact sheet printed	Medium	Admin Team	1 day before trip

### STEP 2: Emergency Considerations

Nearest fire exit / extinguisher	Venue-dependent staff to advise
Location of first aid kit	Carried by trip leads and on-site staff
Any mentees with known needs (e.g. medical / SEND)	: T.W. (epipen), B.Y. (sensory support)
External support required (e.g. lifeguard, security)	Activity Team

Activity / Location	Watersports trip
Assessor Name	Ruchi Ostreicher
Date Completed	05/06/2025
Review Date	05/12/2025

Assessor Signature: RO Date: 05/06/2025  
 Approved by H&S Officer: JZ Date: 07/05/2025

# SUNBEAMS

## Appendix 7: COSHH Inventory and Control Log Template

Sunbeams COSHH Inventory and Control Log Template

Substance Name	Location Stored	Quantity	Hazard Type	Control Measures	PPE Required	First Aid Measures	Disposal Method	Date Checked	Checked By

## Appendix 8: Fire Drill & Alarm Test Log

Fire alarm tests and fire drills are logged centrally in our digital Fire Safety Logbook.

 [Sunbeams\\_Fire\\_Safety\\_Logbook\\_Dates\\_Only.xlsx](#)

This log includes test dates, call points tested, outcomes, staff initials, and any follow-up actions.

## Appendix 9: Maintenance & Housekeeping Log

Routine checks, maintenance tasks, and housekeeping issues are recorded centrally in the Maintenance & Housekeeping Log.

 [Maintenance & Housekeeping Log](#)

This log captures the date, area checked, issue noted or task completed, follow-up actions (if needed), and the initials of the staff member responsible. It is reviewed regularly by the Health & Safety Officer to ensure all spaces remain safe, clean, and fully functional.


## Appendix 10: Training Matrix (Staff & Volunteer Requirements)

Role	H&S Induction	Safeguarding	Fire Safety	First Aid	COSHH	Lone Working	Manual Handling	DSE
Project Manager	✓	✓	✓	Optional	✓	✓	✓	✓
Mentor / Volunteer	✓	✓	✓	Optional	✗	✓	✓	✗
Admin Staff	✓	✓	✓	✗	✗	✗	✗	✓
Freelancers / Artists	✓	✓	✓	✗	If relevant	✓	If relevant	✗
Trustee Lead	✓	✓	✓	✗	✗	✗	✗	✗

# SUNBEAMS

## Appendix 11: Control Measures Tracker

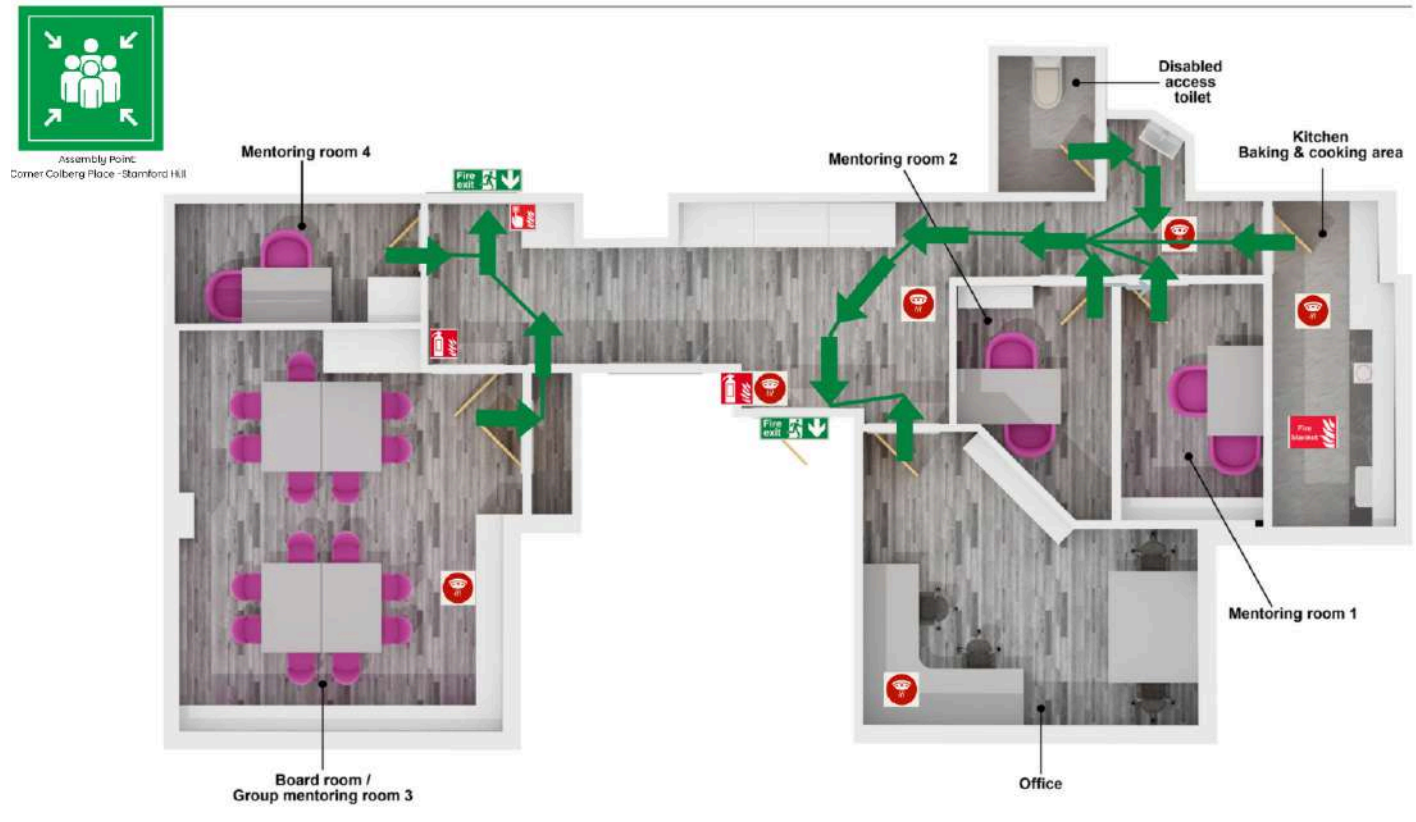
When risks are identified through a risk assessment, incident report, or safety observation, follow-up actions must be recorded and monitored.

 [Control Measures Tracker](#)

The Control Measures Tracker allows managers to log required actions, assign responsibility, and monitor completion. This ensures that all risks are not only documented but actively reduced or eliminated in practice.

## Appendix 12: Building Evacuation Floor Plan (with Fire Routes, Assembly Point, Equipment)

### Sunbeams Fire Evacuation Plan



## Appendix 13: Personal Emergency Evacuation Plan (PEEP) Template

### Personal Emergency Evacuation Plan (PEEP) Template

*This form is completed by the Project Manager or Volunteer Coordinator in consultation with the individual or their parent/carer. Only required for individuals who may need assistance during evacuation (e.g. due to mobility, sensory, or cognitive needs).*

**Name of Individual:**

---

**Date Created:**

---

**Reason for PEEP (e.g. mobility, sensory, cognitive):**

---

**Nature of Assistance Required:**

---

**Agreed Evacuation Method (e.g. buddy system, manual assistance):**

---

**Location of Refuge Point or Support Person:**

---

**Communication Needs (e.g. visual instructions, reassurance):**

---

**PPE or Equipment Required (if any):**

---

**Review Date:**

---

**Completed By (Name & Role):**

---

**Agreed By (Individual / Parent / Carer):**

---

# SUNBEAMS

## Appendix 14: Lone Working Safety Plan Template

### Lone Working Safety Plan Template

This is designed for **mentors doing 1:1 offsite sessions**, where risk needs to be actively managed.

Field	Example / Notes
<b>Name of Mentor:</b>	
<b>Date of Session:</b>	
<b>Name of Mentee (Initials Only):</b>	
<b>Activity / Location Planned:</b>	
<b>Session Start &amp; End Time:</b>	
<b>Mobile Phone Number:</b> Mentor's contact during session	
<b>Emergency Contact Point:</b> Usually Project Manager or On-Call Lead	Usually Project Manager or On-Call Lead
<b>Live Location Sharing Set Up?</b>	Yes / No
<b>Planned Safety Controls:</b>	
<b>Known Risks / Needs (if any):</b>	
<b>Signed (Mentor):</b>	
<b>Approved By (Manager):</b>	



# SUNBEAMS

## Appendix 15: Health & Safety Quick Reference Poster

### SUNBEAMS – HEALTH & SAFETY QUICK GUIDE

---

#### If there's a fire:

- Leave immediately by the nearest **fire exit**
- **Do not** use the lift
- Fire exits:  by Office and  opposite Boardroom
- Assembly point: Corner of Stamford Hill & Colberg Place
- Fire Marshals:  
Suri Lamm (9:00–15:00 & 16:00–18:00)  
Sheindy Weiss (18:00–20:00)  
Blimi Posen (20:00–22:00)
- Call **Hatzola (020 8806 1126)** or **999** in emergencies

#### Accident or Incident?

- Give First Aid if needed
- Log it in the **Incident/Accident Book** within 24 hours
- Notify Ruchi Ostreicher (H&S Officer) for serious cases
- Use [Appendix 1 or 2 forms] as needed

#### Spot a safety issue?

- Tell your **Project Manager or Volunteer Coordinator**
- Use the **Incident Form** for anything significant
- **Near misses matter too** – don't ignore them

#### Top 5 Things to Remember

1. Know both fire exits and that the lift is **not for evacuation**
2. Lone workers must log in/out and carry phones
3. COSHH products (cleaning/art) must be stored safely
4. Everyone is entitled to a safe working environment
5. If in doubt, **ask before you act**

#### Questions? Contact:

Ruchi Ostreicher (Health & Safety Officer)  
Jessica Zweibel (Trustee Lead – H&S)

# SUNBEAMS