
Volunteering Service Student-Led Volunteering Health & Safety Manual

This manual is based on the requirements for Students' Union UCL Clubs & Societies, and has been adapted for the Volunteering Service Student-Led Volunteering Programme.

It is essential that all student-led volunteering activity is undertaken within strict guidelines in order to ensure the safety of volunteers and members of the public.

These guidelines have been produced for each Student-Led Project to ensure that recognised good practice is followed, and that leaders are aware of their **Duty of Care**. Certain projects will be required to observe additional requirements, depending upon factors identified in the Risk Assessment process.

All student-led projects are required to submit a Risk Assessment. In submitting the Risk Assessment, you confirming that you have read and understood this Health and Safety Manual.

VOLUNTEERING SERVICE STUDENT-LED VOLUNTEERING HEALTH & SAFETY STATEMENT

SCOPE OF AUTHORITY

Student-Led Volunteering activity is defined as involving one or more of the following:

- Volunteering activities in the local community organised by UCL students, and supported by Volunteering Service staff.
- Preparation for these volunteering activities.
- Travel to and from these volunteering activities.
- Training connected to these activities.

The Project Leader will ensure that all volunteers are familiar with these guidelines.

STUDENT-LED VOLUNTEERING ADMINISTRATION

Students' Union UCL's support of a project's activity is contingent upon the project operating within the Students' Union UCL Constitution and the Student-Led Volunteering Regulations, of which these Good Practice Guidelines are an integral part.

HEALTH AND SAFETY POLICY

Project Leaders must abide by Volunteering Service Health & Safety Policy:

1. All Project Leaders must complete a Risk Assessment/Activity Registration Form, which must be passed on to the Volunteering Manager at least two weeks before any activity occurs.
2. If the Risk Assessment requires the Project Leader or Activity Leaders to complete specific training, then this must be completed before any activities take place.
3. All Health & Safety incidents on Projects must be reported verbally to the Volunteering Service at the earliest possible opportunity. They must be recorded on an Incident Form within 24 hours.
4. All volunteers on Projects will be expected to follow Students' Union UCL Accident & Emergency procedures, which are included in the Volunteering Service Volunteers' Handout (available via studentsunionucl.org/volunteers/project-leader-

[resources](#) and on page 101 of the handbook) and printed in summary on the back of the Emergency Cards. Project Leaders must ensure that Emergency Cards are handed out to all volunteers.

5. Project Leaders must complete a Risk Assessment Form for all activities. If they decide to start a new activity, a new form must be completed.
6. An Activity Log must be submitted to the Volunteering Service every month.
7. The Volunteering Service will hold copies of all Risk Assessments and Activity Logs as well as Accident/Near Miss forms.
8. All volunteers must register with the project via uclu.org. Project Leaders and Activity Leaders must ensure that they have easy access to their current list of volunteers, and that no unregistered students take part in their activities.

RISK ASSESSMENT / ACTIVITY REGISTRATION

The Project Leaders will undertake self-assessment of risk, as required by Students' Union UCL to:

- *Identify Hazards*, i.e. the potential to cause harm
- *Assess the Risk*, i.e. the likelihood or possibility that people will come to harm
- *Decide upon risk control measures*, i.e. the stringency of the measures proportionate to the risk identified
- *Supervise implementation*, i.e. check that control measures are being carried out
- *Implement control measures* i.e. reduce and if possible eliminate the risk to participants.

Completed Risk Assessment/Activity Registration Forms must be submitted via the Volunteering Service Online Platform at least **two weeks before the commencement of activities**.

The Volunteering Manager should be notified of any amendments to the information submitted on the Risk Assessment/Activity Registration Form no less than **48 hours** prior to the start of the activity. Project Leaders must take all reasonable steps to ensure that the Volunteering Manager is notified of any changes made after the start of the project, and where necessary will have to amend the Risk Assessment/Activity Registration Form.

A Student-Led Project may not commence activity without the prior approval of the Risk Assessment /Activity Registration Form by the Volunteering Manager. Students' Union UCL accepts no liability for cancelled activities resulting from the late submission of Activity Registration Forms, and reserves the right to cancel activity that is not registered within the above guidelines.

The Project Leader and Activity Organisers will retain a copy of all the information submitted to Students' Union UCL, which will be kept in an easily accessible place in case of emergency.

ACTIVITY LOGS

Project Leaders must submit a Monthly Activity Log to the Volunteering Service for all volunteering activities. If an Accident/Incident Form needs to be submitted, this must be done within 24 hours.

NEAR MISS OCCURRENCE REPORTING

The reporting of all "Near Miss" occurrences is vital for the future safety of all individuals as such information helps others to plan and prepare in order to avoid possible dangers. If Students' Union UCL is not informed of potential hazards or problems, it is not able to take steps to minimise the risk.

Completed Accident / Incident Report Forms should be submitted to the Volunteering Manager within 24 hours of the incident, or as soon as practicably possible.

TRAINING COURSES

The Project Leaders will ensure that relevant volunteers attend training as required by the Volunteering Service.

All volunteers coming into contact with children or young people under the age of 18 must attend compulsory 'Volunteering with Children' Training, which is organised by the Volunteering Service.

All projects working with vulnerable adults must organise suitable training for their volunteers.

ACTIVITY LEADERS

- At all volunteering activities, a Project Leader or another volunteer must be designated as the Activity Leader.
- The attendance of an Activity Leader will be an absolute requirement of any activity.

The Activity Leader will be responsible for the following:

- They are familiar with the Risk Assessment.
- All volunteers are registered with the Volunteering Service and that their attendance is recorded on the Monthly Activity Log.
- All volunteers have received an adequate induction into their activities.
- All volunteers have been notified of any health & safety risks, and of the accident and near miss reporting procedure.
- Additional Activity Leaders will be appointed where there is more than one group. The designated overall Activity Leader will remain in overall control. They must be completely satisfied that the additional leaders are capable of safely fulfilling their responsibilities.
- Activity Leaders will ensure that volunteers are aware of their responsibilities, and the risks to which they are exposing themselves.
- Activity Leaders will encourage volunteers to express any safety related concerns at the earliest possible opportunity.
- Volunteers will be made aware that they are responsible for their own actions, especially if they choose to disregard advice given by the Activity Leader.

TRANSPORT REQUIREMENTS

If a Project requires use of a vehicle (other than public transport or taxis), then the Clubs & Societies regulations will apply, available on the [website](#)

ACCIDENT AND EMERGENCY PROCEDURE

Students' Union UCL recognises that in spite of all reasonable precautions accidents can still occur during activities. The following procedures are designed to:

- Provide fast and safe help to all concerned
- Supply the Union with the specific information it needs
- Protect the individual(s) concerned, their relatives, the Activity Organiser, Activity Leaders and Union officials, from any media involvement.

Project Leaders must note that:

- There is a legal obligation to record all injuries or accidents.

- The reporting of Near Miss occurrences is vital for the future safety of all activities, as such information helps others to plan and prepare in order to avoid possible dangers.
- In serious circumstances unofficial statements and apparently innocent comments may affect any subsequent legal proceedings, and may lead to relatives being contacted by the media rather than the police.

In the context of the Volunteering Service, a Project Leader is a student who is leading the overall project; an Activity Leader is a student who has taken on responsibility for a particular activity.

STEP 1:

In the event of an incident on College or Union property the Activity Leader will immediately contact a member of staff who will report the incident and locate first aiders.

In the event of an incident at another organisation, the Activity Leader will follow instructions from an official representative of that establishment.

STEP 2:

In the event of an incident that may warrant the use of any of the emergency services the Activity Leader will ensure the following:

- That any intervention/assistance does not jeopardise the safety of other members of the group including the Activity Leader;
- That the treatment of casualties is only administered by those who are qualified to do so, except in cases where the casualty has already stopped breathing.

STEP 3:

In the event of a death or serious injury the following procedure must be followed:

- The Activity Leader will **contact the appropriate emergency service**, and provide them with any personal details, including next of kin if these are available.
- The Activity Leader will contact the police (by calling 999), who will advise the next of kin of the fatality. The Activity Leader will ensure that no member of the group advises the next of kin of the fatality.
- The Activity Leader must also report the incident to the **University College London Communications Centre** (020 7679 3333) who will ensure that the appropriate senior staff are notified. The Activity Leader must provide the casualty's name and College ID Card number, details of the incident, and details of the hospital to which the casualty has been taken. The Activity Leader will also provide a telephone number where s/he can be contacted by the College.
- The Activity Leader must contact the Volunteering Service at the earliest available opportunity.
- The Activity Leader must ensure that media enquiries are referred to the **UCL Media Relations Department** and the **Students' Union UCL Marketing & Communications Manager**, and that no statements are made to the media.

- UCL Media Relations - 020 7679 9041
- Students' Union UCL Marketing & Communications Manager - 020 7679 7902
- Volunteering Services Unit - 020 7679 2512 / 0145
- University College London Communications Centre (020 7679 3333)

STEP 4:

In all accidents, injuries or near miss cases, Activity Leaders must complete the UCL Incident Form – the link is at studentsunionucl.org/services/volunteering-at-ucl/student-led-projects/Volunteering-Service-accident-emergency-procedure

Activity Leaders must also notify the Volunteering Service that they have completed this form.

**Please ensure that you and your volunteers
carry a Volunteering Service emergency card during activities**

Duty of Care

Individuals in any student activity face a risk of injury as part of the normal participation. However, if a person has been injured because of another person's negligence, and that negligence can be proved, financial compensation may be sought under civil law.

To establish negligence, three factors must exist:

- a) A Duty of Care must be owed.
- b) There must be a breach of that Duty of Care.
- c) Actual damage must have resulted from that breach of Duty of Care.

A Duty of Care is owed to persons who:

'...are so closely and directly affected by an individual's acts that the individual ought reasonably to have had these people in contemplation as being affected, when directing his or her mind to the acts or omissions that are called into question.'

This means that every individual has a Duty of Care to ensure that his/her actions do not adversely affect someone else, irrespective of whether there is a relationship between the two parties.

The following factors are relevant to the nature of the Duty of Care:

- The experience, expertise, or any other relevant characteristics, of the persons concerned, (e.g. greater care would be expected when dealing with a beginner than with an expert.)
- The dangers of the particular activity.
- The risks of the injury occurring.
- The degree to which the particular accident could have been foreseen.
- The suitability of the equipment or premises.

Project Leaders must ensure that those taking part in activities are aware of and accept the risks of participation. Nonetheless it is recognised that the nominal or actual leaders of others (amateur or professional), may be held responsible in the event of an accident. The Project Leader has a responsibility to inform prospective Activity Leaders of their Duty of Care in order that they have the opportunity to decide whether:

- they are capable of providing the same level of care that a qualified leader would do in the same circumstances - given that this is what a court would seek to establish.
- they wish to accept that responsibility.

Handling and Transporting Goods/Equipment

- (a)** The manual movement of loads constitutes a potential hazard.

Project and Activity Leader will assess the manual handling tasks required. The assessment will take into account

- (a) the weight of the object
- (b) the distance the object is to be carried
- (c) the capability of the person(s) carrying the object.

If manual handling is inappropriate or in the event of doubt, guidance will be sought from the Manual Handling Guidance Book from the Departmental Safety Officer.

- (b)** If manual handling is appropriate the Project Leaders will ensure that:
- manual handling is avoided where there is a risk of injury
 - the risk of injury from any hazardous manual handling that can't be avoided is assessed
- (c)** Where manual handling is unavoidable the risk of injury must be reduced by ensuring that:
- loads are made smaller/lighter or easier to grasp
 - changing the system of work to reduce the effort required
 - improving the layout of the workplace to make the work more efficient
 - ensure the use of protective equipment e.g. for hands and feet
- (d)** The Project Leaders will ensure that when manual handling tasks are undertaken:
- there is sufficient help on hand
 - the area is free of obstruction
- (e)** The Project Leaders will ensure that those involved handle loads correctly, in particular that they:
- stop, think and plan the lift.
 - place the feet apart, leading leg forward
 - get a firm grip - keeping arms inside the boundary formed by the legs
 - don't jerk
 - keep a straight back
 - do not twist the body when lifting/moving the load
 - keep close to the load
 - put down the load before adjusting grip, position etc.

Working at Height

The Project Leaders in complying with the Workplace Regulations and the use of Work Equipment Regulations 1992, will ensure that:

- (a) Using Ladders**

- Ladders are normally only used for short jobs. For longer jobs mobile towers or scaffolds will be used. Ladders used for access or as a place of work will be secured to prevent movement.
- Ladders are checked prior to use; ladders which are damaged or defective will not be used. Painted ladders will not be used as defects may not be apparent.
- Ladders are angled, (four unit up to each one out from the base), so that the bottom will not slip outwards.
- Ladders are rested on a firm level surface; ladders will not be placed on material or equipment to gain extra height.
- The top of the ladder is rested against a solid surface; ladder stays will be used to spread the load if the surface is brittle.
- Ladders longer than 6m are fixed or tied.
- Ladders extend at least 1m above the landing place unless there is a suitable hand hold to provide equivalent support.
- Extending ladders are overlapped a minimum three rungs.
- Heavy items or long lengths of material are not carried up ladders.
- Light tools are carried in a shoulder bag or holster attached to a belt to ensure that the ladder can be held with both hands.
- The top step of a step ladder is not used to work from unless it has specially designed hand holds.
- Those using ladders do not overreach.

(b) Using Mobile Towers/Scaffolds

- Manufacturer's instructions concerning erection of the tower are observed.
- The base: height ratio of 1:3 is observed.
- Components from different types of scaffold are not to be mixed.
- The structure rests on firm, level ground, and that any wheels are securely fixed.
- The tower is secured rigidly to the structure if it is likely to be exposed to strong winds, or if heavy materials are lifted up the outside of the tower.
- There is a safe way to get to and from the work platform, e.g. by an internal ladder. Climbing up the outside of the tower will not be permitted and that guard-rails and toe-boards are provided.
- The working platform is not overloaded and that those working do not apply pressure which could overturn the tower, e.g. By working off a ladder placed on top of the working platform.

When moving the tower:

- There are no power lines in the way or obstructions, holes etc. in the ground.
- Persons or materials are not allowed to remain on the tower.
- That additional care is taken when moving towers down or across slopes.

Electrical Safety

The Project Leaders in complying with the Electricity at Work Regulations 1989, will ensure that:

- All appliances are subject to a visual inspection before use. Worn or defective equipment will be taken out of use, kept secure, and labelled 'do not use' until checked by a qualified person. Appliances with flexible cables will be fitted with a proper plug, with the flex firmly clamped to stop the wires (particularly the earth) pulling out of the terminals.
- All appliances and power sockets are switched off before plugging in or unplugging.
- All appliances are unplugged before cleaning or making adjustments.

(a) Maintenance, Inspection and Testing of Equipment

- All electrical equipment, wiring installations, generators or battery sets and everything connected to them is maintained to prevent danger.
- All equipment is inspected on an annual basis. Records of inspection will be maintained in the equipment inspection log.
- All repair and maintenance work on equipment must be recorded. Records must be forwarded to the departmental safety officer and noted with the equipment inventory.

(b) Insulation, Protection, and Earthing

- Double insulation tools (having only neutral and live connections) are properly connected.
- Plugs, sockets and fittings are sufficiently robust and adequately protected for the working environment.
- Frayed and damaged cables are replaced completely; lengths in good condition will only be joined using proper connectors or cable couplers.
- Light bulbs or other items which may be easily damaged in use are adequately protected.
- Power cables to machines are insulated, e.g. sheathed and armoured or installed in conduit, and earth connections are in good condition.

(c) Safe Operation

- No-one is permitted to work on or near live equipment or access isolators and fuse boxes; anyone carrying out electrical work is a registered NICEIC contractor.
- Fuses are replaced with ones of the appropriate rating.
- That residual current circuit-breakers are tested regularly to ensure proper operation.
- That special maintenance requirements of waterproof or explosion-protected equipment have been written down and that someone is made responsible for carrying out the work without damaging the protection.

(d) Electric Shock

All Project Leaders and designated Activity Leaders are familiar with the procedures and first aid arrangements in the event of electric shock.

Harmful Substances

The Project Leaders in complying with the Control of Substances Hazardous to Health Regulations will ensure that:

- the only chemicals used are those approved by the Departmental Safety Officer following a Risk Assessment (as required under the Control of Substances Hazardous to Health regulations).
- no additional chemicals are introduced without the express written approval of the Departmental Safety Officer.
- no flammable liquids can be stored in any Students' Union UCL premises without prior agreement with the Departmental Safety Officer.

(a) Storage

- harmful or flammable substances are kept in secure cabinets and the cabinets are kept locked.
- chemicals are not stored in open containers such as bottles or jam jars.

(b) Exposure

- the number of harmful or flammable substances used is minimised and exposure to these substances is limited.
- closed transfer handling systems are used.

(c) Ventilation

- the operation of the local exhaust ventilation system is monitored and that any malfunction is reported to the Departmental Safety Officer.
- in the event of minor contamination there is a good supply of fresh air.

(d) Housekeeping

- labels are not removed or covered up, and that containers with damaged labels are not used.
- spillages are cleared up quickly and safely.
- work surfaces are kept uncluttered to allow easy cleaning.
- the workspace is cleaned regularly using a 'dust free' method.
- dusty materials, waste and dirty rags are kept in covered containers.
- paste or drips are not permitted to dry out.

(e) Good personal hygiene

- there is no smoking, eating or drinking in chemical handling areas.
- pump or hand-operated siphons are used to siphon hazardous chemicals.
- transfer contamination, e.g. by putting pens and pencils in the mouth is minimised.

(f) Personal protective clothing and equipment

Appropriate personal protective equipment is worn, as indicated in the COSHH risk assessment for the substance used.

(g) Information and Training

The Project Leader is responsible for providing volunteers with appropriate information and training concerning:

- the hazards.
- how they could be affected.
- what to do to keep themselves and others safe, i.e. how the risks are to be controlled.
- how to use control equipment and personal protective equipment.
- how to check and spot when things are wrong.
- the results of any exposure monitoring or health surveillance.
- emergency procedures.

Consumption of Alcohol

Students must not be allowed to volunteer whilst under the influence of alcohol under any circumstances, nor must they be allowed to consume alcohol whilst volunteering.

Provision of Food

Any Student-Led Projects wishing to provide food for attendees at their events that is not provided by Students' Union UCL or UCL catering must ensure the following:

Any food ordered from restaurants must be transported by the restaurant to the venue and delivered at the time it is required for serving, not before. Any such food must be maintained at the temperature prescribed by the restaurant until the time of consumption. No food can be prepared, and if hot IT CANNOT BE served by anyone other

than the restaurant. The name and address of the restaurant providing the food must be supplied.

Any food that is bought or home-made must be suitable for storage and serving at room temperature and must have a disclaimer on display with special reference to possible nut content. All those preparing and/or serving the food need to ensure that proper Health & Safety guidelines are followed in the preparation, transport and serving of food. All those preparing food must be sure about the ingredients and ensure that any food/drink containing or prepared near nuts has notice of such prominently displayed with the food/drinks.

No food may be made, handled or finished on the premises. All those consuming food must be made aware that Students' Union UCL is not liable for any food/drink consumed at the event.

Cash Handling Procedures

Care must be taken when moving/counting any substantial amounts of cash. Where possible cash should not be counted in public view. All money collected must be banked with the Students' Union UCL Cashiers' office by the end of the next working day.

When carrying money the following limits must be adhered to:

	Outside 25 Gordon St	Within 25 Gordon St
Up to £1000	2 project members	2 project members
£1001 - £2000	3 project members	2 project members

Project Leaders and Volunteers should never be in a situation where it is necessary to carry over this amount to the Students' Union UCL Cashiers' Office. All monies should be banked regularly to ensure this does not happen.

Banking routines should be varied as much as possible, the timing and the route. A security escort can be requested from the Finance Department. There is CCTV both outside and inside the Students' Union UCL Cashiers' office and the drop safe electronically records each bag banked.

Cheques must be made payable to Students' Union UCL, and if posted, must be addressed to Volunteering Service, Students' Union UCL, 25 Gordon Street, London, WC1H 0AY.