

## Activity Leader Guidance

### Using St Faith's Centre safely and considerately

Your group's license sets out the basis of your terms of hire of space in the Centre, including that all users must abide by our Health & Safety; Safeguarding; Equality, Diversity & Inclusion and Complaints & Whistleblowing policies. Acquaint yourself with those documents (<https://www.stfaithscentre.org/resources>). This short guidance is intended to summarize your core responsibilities for using the building safely and considerately.

#### **Part a) Core policies and safety on site**

##### **1. Health & Safety on site**

You are ultimately responsible for the wellbeing of all your leaders, helpers and participants in an emergency. You should have completed a risk assessment for your activity. Below are details of what should happen in an emergency. During office hours, the staff member on duty will always assist in dealing with emergencies. Outside office hours, you are responsible for dealing with the issue yourself.

##### **1.1. Fire**

In the event of a fire or suspected fire, you must act to ensure the safety of your staff, volunteers and participants:

- If you suspect a fire, call 999 directly and activate the alarm
- If the fire alarm sounds, ensure your group leave the building, proceed to the assembly point (vicarage garden) and check everyone is accounted for
- Fire Extinguishers should only be used to fight a fire that is blocking your exit or if you are trained to use them and are not in danger or putting anyone else in danger by doing so. Otherwise, leave the building and await the fire brigade
- Please see the appendix for a copy of the fire drill notice which is displayed in all rooms

During office hours:

- The staff member on duty is Safety Leader and so is responsible for giving the all clear, resetting the alarm and inviting you back in to the building when it is safe
- Do not re-enter the building until they tell you it is safe

Outside office hours:

- You are the Safety Leader for your group
- You will need to try to reach one of the emergency contacts, to give the all clear, reset the alarm and permit you to re-enter the building
- Do not re-enter the building while the alarm is sounding

##### **1.2. Accident or injury**

If there is an accident or injury in your group you must ensure it is dealt with either until it has been resolved, or until you have handed responsibility to a medical professional:

- Apply first aid as appropriate
- Assess if the injury requires further medical attention
- Suspected fractures, large cuts and head injuries always require A&E
- If in doubt, phone 111

If further medical attention is required:

- If the injury requires paramedics or an ambulance, dial 999 and request Ambulance
- Otherwise, you or someone from your group must accompany the individual immediately to A&E at Kings
- Ensure a parent/ carer/ family member etc is contacted as appropriate. If the injury is a child, a parent/ carer must be contacted

During office hours:

- Report the accident or injury to the staff member, who can record it in the Incident Log

Outside office hours:

- Contact the Office by email to report the accident or injury so that the Incident Log can be updated

### 1.3. Incidents

In the event of another incident – e.g. conflict between users, or an intruder – you must assess what response is required:

- Is there an ongoing risk?
- If the incident involves aggressive behaviour by one person towards another, is the aggression ongoing?

If so:

- Do not leave the incident unattended
- Endeavour to de-escalate and as appropriate ask people to leave the site
- If necessary dial 999 and request Police

During office hours:

- Notify the staff member, who can assist in resolving the incident and recording it in the Incident Log

Outside office hours:

- Contact the Office by email asap to report the incident so that the Incident Log can be updated

Once the immediate issue has been addressed:

- Encourage any user with a complaint to submit a complaint via the complaints procedure
- If there is a safeguarding issue, ensure that your Safeguarding Officer is being notified. Also, directly notify the Foundation's Safeguarding Officer that an incident has occurred

### 1.4. Emergency contacts

Most contact should go via the office (020 7733 7896 [office@stfaithscentre.org](mailto:office@stfaithscentre.org)). If you contact us out of hours we will respond as soon as we can. Only use emergency contact numbers for genuine emergencies:

- **Fire Alarm** has sounded and/or there is a fire in the building
- **Intruder Alarm** has sounded and/or there is an intruder
- **Access Control** has denied you access to the building
- there is an urgent safeguarding issue
- You have **dialled 999** for any reason

Emergency contact numbers: Alex Bicknell (078 7293 8667)

## 2. Safeguarding

Safeguarding is the process by which we ensure everyone, especially vulnerable adults and children, is protected from abuse and harm (which could be physical, emotional, sexual, financial or spiritual).

If you have a concern for an individual's safety and wellbeing, or if someone raises a concern with you, you have a duty to act. This may be a concern relating to during your activity, or elsewhere in the Centre, or outside the Centre.

If your group has its own nominated Safeguarding Officer and safeguarding process:

- Any safeguarding concern should be directed to them to lead and resolve
- You must report to it to the Centre's Safeguarding Officer too, so that they are aware. They will not normally need to be involved in the safeguarding process, as long as they are satisfied that your own safeguarding procedures are being followed

If your group does not have a nominated Safeguarding Officer:

- You must direct your safeguarding concern to the Centre's Safeguarding Officer to lead and resolve

Once the relevant Safeguarding Officer has been informed:

- Contact the Office by email asap to report that a safeguarding concern has been raised and is being addressed, so that the Incident Log can be updated
- You should merely inform of the existence of a safeguarding concern. For confidentiality reasons you should never give out details. The Incident Log will merely record "Safeguarding concern notified to ..."
- Treat everything you have been told or suspected as highly confidential. Once the relevant Safeguarding Officer is involved, let them lead the process. Do not share any information more widely

## 3. Equality, Diversity & Inclusion

You are primarily responsible for making sure participation in your group and activity is inclusive, accessible and offers an equal opportunity to any participant, regardless of their background or identity. This means avoiding any discrimination based on ethnicity, race, racial group, colour, nationality, ethnic/national origin, religious or political beliefs, age, disability, caring responsibilities, status as an ex-offended, sex, gender, sexual orientation, gender identity or assignment, marital/ partnership status, pregnancy, maternity/paternity.

The Centre's Equality, Diversity & Inclusion Policy sets out in more detail our approach to preventing discrimination, harassment, bullying and victimisation. Read the policy for more details. Many of the situations where this is relevant occur outside the activity itself (e.g. membership applications, staff recruitment etc.)

## 4. Complaints & Whistleblowing

The Centre's Complaints & Whistleblowing policy provides guidance on handling verbal complaints. It is useful to acquaint yourself with these so you are prepared should a complaint arise.

If there is any complaint that cannot be adequately resolved and addressed on the spot, you should put it through a formal complaints procedure, either your group's own procedure if you have one, or following the Centre's procedures if you don't. At this point, consult the policy and follow the instructions laid out.

## **Part b) Using the building with consideration for others**

### **5. User code of conduct**

St Faith's Centre is a multi-use community space, offering activities for many different groups of people. While we're here, all of us are very likely to come into contact with other users. It is the responsibility of all of us (Staff, Activity Leaders and Participants) to use the Centre in a way which does not negatively impact anyone else.

There is a one page User Code of Conduct setting out our behaviour expectations for every person on site:

- Make sure you draw it to the attention of your participants. It is displayed in the Centre, and available on the Centre's website
- If you are aware of participants in your activity who are not abiding by the code of conduct, it is your responsibility to address this with them
- If you are aware of other users not abiding by the code of conduct, please use the complaints procedure to raise the issue with Centre staff

### **6. Respect for other users**

Please respect the building and other users by only using the rooms and spaces in the building which are specified in your license:

- Do not enter and use **other spaces**, even if they are unoccupied. Do not allow your participants (or waiting parents, carers etc) to use other spaces in the building
- Do not allow users (or waiting parents, carers etc) to wait or congregate in the **corridor or stairwells**. This is both a health & safety risk and a safeguarding risk
- Please be quiet in **communal spaces** in the building, and ensure your participants are quiet in communal spaces, to avoid disruption to other activities
- The **kitchen** is not a storeroom. Never let items be stored on top of the worktops or hob as this is dangerous for you and may pose a hygiene risk to the next user
- **Buggies** should be left in the buggy park, not in the corridors or kitchen

Please do not spoil the space for others:

- Make sure you tidy the space properly before you leave – this is a particular issue as poor discipline by one group always impacts those in next, and tends to lead to further poor discipline. If we all tidy up then we can all expect to find the Centre tidy
- Do not touch, use or move any equipment belonging to other users (e.g. the piano, the microwave) unless you have been given permission to do so
- Do not leave lost property in the building. If one of your participants leaves something behind, please take it away with you so that you can return it to them at the next meeting

### **7. Storage**

Only store things in places you have agreed with the Centre staff. Due to space constraints, on-site storage can only ever be offered for things that are used regularly (i.e. most weeks):

- Cupboards in kitchens are for crockery and pans, and for long shelf life items stored in animal proof containers
- Do not store food anywhere on site as this might attract rodents
- Do not store paperwork etc in the kitchen cupboards, as this constitutes an extra fuel hazard in case of fire

**8. Use of the Centre’s furniture and equipment**

You are welcome to use the plastic chairs, trestle tables and armchairs located in your room:

- You must store them away exactly in their place. Each storage location has a sign indicating what and how should be stored there.

What furniture	Where does it belong?
Brown trestle tables	Hall, street end – 2 trolleys of 7 tables, in window alcove Hall, stage end – 10 tables stacked and secured under the stairs
Grey plastic chairs	In stacks of 5 in the alcove on the car park side of the hall, stage end
Blue plastic chairs	In stacks of 5 in the alcove on the car park side of the hall, street end
Arm chairs (blue/green)	In stacks of 4 in the lounge
Small coffee tables	In the lounge
Broom, sweeper, extension flex	In the stairwell
Banqueting (black) chairs	In stacks of 10 in the stairwell – but see note below

- Please do not use the banqueting chairs (without express permission) as this results in them being dirty and damaged when we need them for events
- Please do not move furniture from one room to another, and if for any reason you do, please put it back

There are brooms, a dustpan and an extension flex in the stairwell

- If you use them, put them back

There are water dispensers in the hall and in the stairwell, for use by users

- If you turn the dispense off (e.g. to avoid tampering by small children), then please switch it back on when you finish

**Trestle tables**

10 stacked beneath the stairs

14 stacked in 2 trolleys (7 per trolley)



**Blue padded chairs**

10 can be left in 2 stacks in the hall alcove

All the rest in stacks of 4 in the lounge



**Banqueting chairs**

In 15 stacks of 8 facing the wall, under the stairs (**Brooms** live her too)  
Please stack tidily and avoid blocking the doorways as otherwise they create a hazard



**Plastic chairs**

25 grey ones in 5 stacks in the alcove

10 blue ones in 2 stacks next to the partition

