

New Dialogue Health and Safety Policy and Procedures

On 28 November, New Dialogue became the new home of Healthwatch Kingston upon Thames.

Since its creation, our organisation has been registered as the charitable company 'Healthwatch Kingston upon Thames', established to deliver the Healthwatch statutory service for the Royal Borough of Kingston upon Thames.

Following careful consideration, the Healthwatch Kingston Board agreed to change the charitable company name to 'New Dialogue'.

This change relates solely to our organisation's name. The legal entity remains the same, and there is no change to governance, staff, or the delivery of the Healthwatch Kingston upon Thames statutory service.

1. Scope (last updated 02.02.26)

This policy applies to

Employees	x
Contractors	x
Volunteers	x
Partners	x
Suppliers	x
Consultants	x

Unless otherwise stated, this policy and procedure is non-contractual, does not form part of any contract of employment, and may be adapted or amended at any time by the Board.

2. External Standards

- [The Health and Safety at Work etc. Act 1974](#) places general duties on employers and employees under Sections 2–9.
- [The Management of Health and Safety at Work Regulations 1999](#) require employers to make suitable and sufficient assessments of risks to their employees.

- [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013](#) states employers must notify their enforcing authority in the event of an accident at work to any employee resulting in death, listed injury or incapacity for normal work for over 7 days.
- [Safety Representatives and Safety Committees Regulations 1977](#) require employers to consult with their workforce, either directly or through safety representatives.
- [The Health and Safety \(First Aid\) Regulations 1981](#) require the employer to provide access to First Aid.

3. General Policy and Arrangements

New Dialogue/Healthwatch Kingston Board		has overall and final responsibility for health and safety
New Dialogue/Healthwatch Kingston Chief Executive Officer		has day-to-day responsibility for ensuring this policy is put into practice
Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the workplace	Chief Executive Officer and all staff	<p>Relevant risk assessments are completed and actions arising out of those assessments are implemented.</p> <p>Risk assessments are reviewed annually or whenever there is a significant change in working habits or conditions.</p>
Provide clear instructions and information, and adequate training, to ensure employees are equipped to work safely	Chief Executive Officer and all staff	The health and safety arrangements are part of the induction plan for all new staff.

		<p>Staff are provided with appropriate health and safety training as and when needed.</p> <p>Contractors working in the New Dialogue/Healthwatch Kingston offices are informed of the health and safety arrangements.</p> <p>Clear instructions are provided for staff working alone in the office in the Lone Working Policy and Procedures.</p> <p>There are arrangements in place for recording when and where staff are working off-site and ensuring safe return.</p> <p>Staff do not meet individuals (other than board members and employees of other organisations) in locations where they cannot be seen by other people.</p>
Engage and consult with employees on day-to-day health and safety conditions	The Board	<p>The board will consult the staff on any proposed changes to the health and safety arrangements.</p> <p>(See also the final point in the last box below.)</p>
Implement emergency procedures – evacuation in case of fire or other significant incident.	Chief Executive Officer	<p>Regular checks are made to ensure that copies of the Siddeley House 'Fire Emergency Plan' are displayed around the building, including one copy in the New Dialogue/Healthwatch Kingston office.</p>

		Kingston Any blockages of escape routes are reported immediately to Siddeley House.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	The Chief Executive Officer and all staff	<p>There are no trailing wires in the office.</p> <p>Filing cabinet doors are not left open. Electrical equipment is tested annually.</p> <p>Action is taken to repair, or if necessary decommission, any faulty equipment.</p> <p>Self-assessment work station assessments are undertaken annually by all staff (both in office and working from home)</p> <p>Toilets, washing facilities and drinking water are provided.</p> <p>An Incident Book is used to record any health and safety issues that become apparent with the lead member on the board being notified of any entries made.</p>

Health and safety law poster is displayed at (location)	On the inside of the door to the New Dialogue/Healthwatch Kingston office.
First-aid box is located:	In the shelving unit in the office.
Accident book is located:	In the shelving unit in the office.

Accidents and ill health at work will be reported, where required, under [RIDDOR \(Reporting of Injuries, Diseases and Dangerous Occurrences Regulations\).](#)

4. Supporting Documents

[HSE Risk Assessment and Policy Template](#)

