



Neighbourhood
Watch **SCOTLAND**

Safer Neighbourhoods Stronger Communities

Health & Safety Policy

Version Number:	1
Written by:	Lynne Symington
Owner:	Board / NWS Director
Approved:	26/08/26
Review Date:	Sept 2027

Contents

1. Policy Statement.....	3
2. Purpose.....	3
4. Roles and Responsibilities	4
4.1 Board of Trustees	4
4.2 Director	4
4.3 Employees	4
4.4 Volunteer Coordinators	5
4.5 Contractors.....	5
4.6 Individual Responsibility.....	5
5. Workplace Arrangements	5
5.1 Home Working	5
5.2 Office Working	6
5.3 Lone Working.....	6
5.4 Display Screen Equipment (DSE)	7
5.5 Equipment and Work Equipment.....	7
5.6 Driving and Business Travel.....	7
5.7 Public Transport.....	7
6. Safety Arrangements.....	8
6.1 Risk Assessments	8
6.2 Operational Activity.....	8
6.3 Dynamic Risk Assessment.....	8
6.4 Violence, aggression, and unacceptable behaviour.....	9
6.5 Personal Safety	9
7. Emergency Procedures	9
7.1 Fire / SFRS Premises	9
7.2 Fire / Home Working.....	9
7.3 Accident/Incident Response	10
7.4 Accident and Incident Reporting	10
8. Our People Matters	11
8.1 Mental Health and Wellbeing	11
8.2 Training and Competence	11
9. Monitoring and Review	12

10. Related Documents	12
11. Consultation	12
12. Conclusion.....	12
Appendix A: Health & Safety Responsibilities Matrix.....	14
Appendix B: NWS Home Working Checklist	16
Appendix C: Lone Working Guidance	20
Appendix D: Generic - Community Engagement Risk Assessment	25
Appendix E: Dynamic Risk Assessment Guidance	32
Appendix F: Incident / Accident Report Form.....	39

1. Policy Statement

Neighbourhood Watch Scotland (NWS) is committed to providing, so far as is reasonably practicable, a safe and healthy working environment for all employees, trustees, volunteers, and anyone affected by our activities.

As a small national charity, NWS recognises that most of its work is conducted through home working and community engagement rather than from a traditional office. Its approach to health and safety is therefore proportionate to the nature of its activities while ensuring compliance with all relevant health and safety legislation.

NWS is committed to:

- protecting the health, safety and wellbeing of all staff and volunteers
- preventing injury and ill health
- assessing and managing workplace risks
- consulting with staff on health and safety matters
- promoting positive wellbeing
- continually improving our health and safety arrangements.

This policy has been developed with reference to the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and other relevant health and safety legislation and guidance applicable to NWS's activities.

The Board of Trustees accepts overall responsibility for ensuring suitable health and safety arrangements are in place.

2. Purpose

The purpose of this policy is to set out how NWS manages health and safety across all aspects of its work. NWS will comply with all relevant health and safety legislation and guidance applicable to its activities and will take all reasonably practicable steps to protect the health, safety and wellbeing of employees, volunteers, contractors, visitors, and members of the public who may be affected by its activities.

This policy complements the NWS Business Continuity Plan and should be read alongside the related organisational policies, procedures and risk assessments that support the safe delivery of NWS activities.

3. Scope

This policy applies to employees, trustees, contractors, and volunteers participating in NWS-managed activities. The policy also applies to visitors whilst attending NWS premises or events.

This policy does not extend to the independent activities of local Neighbourhood Watch Coordinators or local Watch groups operating within their own communities. Those individuals remain responsible for managing the health and safety of activities they organise independently.

It covers work undertaken:

- from home.
- at Scottish Fire and Rescue Service premises.
- at community venues.
- whilst travelling on NWS business.
- online and remotely.

4. Roles and Responsibilities

4.1 Board of Trustees

The Board will:

- ensure suitable health and safety arrangements exist.
- approve this policy.
- monitor significant health and safety issues.
- receive reports of serious incidents where appropriate.

4.2 Director

The Director has overall responsibility for operational health and safety and will:

- implement this policy.
- ensure appropriate risk assessments are completed.
- investigate accidents and incidents where appropriate.
- ensure staff receive suitable information and guidance.
- monitor staff wellbeing.
- monitor annual leave, sickness absence, and TOIL.
- consider reasonable adjustments where required.
- review this policy on an annual basis.

Where the Director is unavailable, responsibilities may be delegated to the Deputy.

4.3 Employees

Employees are expected to:

- take reasonable care of themselves and others.
- follow safe working procedures.
- comply with this policy.
- report hazards promptly.
- report accidents and incidents.
- cooperate with health and safety arrangements.
- participate in relevant training.

These roles and responsibilities are detailed within the Health & Safety Responsibilities Matrix (Appendix A).

4.4 Volunteer Coordinators

NWS supports a network of volunteer coordinators throughout Scotland. Coordinators operate independently within their own communities and are responsible for organising and managing their own local activities. Accordingly, NWS does not direct, supervise, or control these activities and cannot accept responsibility for the health and safety arrangements associated with them.

Where coordinators attend meetings, training sessions, engagement events or other activities organised or managed by NWS, they are expected to comply with the health and safety arrangements applicable to those activities, follow any instructions provided by NWS staff, and take reasonable care for their own health and safety and that of others who may be affected by their actions.

Where appropriate, NWS will provide relevant health and safety information or briefing to volunteers participating in NWS-led activities.

4.5 Contractors

NWS may engage contractors or external organisations to undertake work or provide services on its behalf. Contractors are responsible for carrying out their work safely, complying with all relevant health and safety legislation, and following any health and safety requirements applicable to the premises or activities where the work is undertaken.

Where contractors are working alongside NWS employees or participating in NWS-managed activities, appropriate information will be shared regarding identified hazards, emergency arrangements, and any site-specific requirements. Contractors are expected to cooperate with NWS in maintaining a safe working environment and to report any hazards, accidents or incidents arising during their work.

4.6 Individual Responsibility

Every person involved in NWS activities has a personal duty to work safely, cooperate with health and safety arrangements and report hazards or unsafe situations. This responsibility applies regardless of role.

5. Workplace Arrangements

5.1 Home Working

As NWS staff operate through home working, staff are responsible for maintaining a safe home working environment.

Staff should:

- maintain a suitable workstation.
- minimise trip hazards.
- ensure electrical equipment is used safely.
- take regular breaks from screen work.
- protect confidential information.

- report any concerns affecting their ability to work safely.

NWS will provide:

- suitable ICT equipment
- guidance on workstation set-up
- support for staff wellbeing
- regular management contact.

An NWS Home Working Checklist has been developed for use by staff (Appendix B). This should be completed and sent to the Director (or Deputy) by email. All completed forms will be treated as confidential and stored electronically in a secure, access-controlled folder maintained by the Business Support Officer.

5.2 Office Working

The NWS office is co-located within Scottish Fire and Rescue Service (SFRS) premises at: **21 Claylands Road, Newbridge, Edinburgh, EH28 8LF.**

Whilst working from these premises, all NWS staff must comply fully with all relevant SFRS policies and procedures, including:

- Health and Safety
- Fire Safety
- Emergency Evacuation
- First Aid
- Security
- Visitor Management
- Accident Reporting
- Local site rules.

SFRS is responsible for the safe management of the premises.

NWS remains responsible for the health, safety and wellbeing of its own employees whilst undertaking their duties.

5.3 Lone Working

Due to the nature of NWS's work, employees may work alone, including when working from home, travelling on NWS business, attending meetings or community engagement events, or undertaking administrative duties outside the office. NWS is committed to ensuring that the risks associated with lone working are assessed and managed appropriately.

NWS will provide employees with appropriate guidance, maintain regular communication where necessary, and provide suitable support where risks have been identified.

Full guidance on lone working arrangements, responsibilities and safe working practices is contained within the NWS Lone Working Guidance (Appendix C).

5.4 Display Screen Equipment (DSE)

As most NWS employees use display screen equipment (DSE) as a significant part of their work, the organisation is committed to reducing the risk of work-related musculoskeletal disorders, eye strain, and fatigue. Employees are expected to set up and maintain a safe and comfortable workstation, whether working from home or from the office, using suitable seating and equipment where available. Staff should take regular breaks from prolonged screen work, vary their activities where practicable, and report any concerns relating to their workstation, equipment or any discomfort experienced whilst working.

Where appropriate, DSE assessments will be undertaken by the Director, and reasonable adjustments or additional equipment will be considered to support the health, safety, and wellbeing of employees.

5.5 Equipment and Work Equipment

All staff are issued with NWS-owned laptops and associated equipment for business use. Staff are responsible for taking reasonable care of the equipment provided, keeping it secure, reporting faults promptly and using equipment only for its intended purpose. Technical support, maintenance, cyber security, and ICT resilience are provided by **BlackFrog IT**. Any defective equipment should not be used until repaired or replaced.

5.6 Driving and Business Travel

Where employees are required to travel on NWS business, they are responsible for ensuring that journeys are undertaken safely and in accordance with all relevant legislation. Staff using their own vehicle for business purposes must ensure that it is roadworthy, has a valid MOT (where required), is appropriately taxed and insured, and that their motor insurance policy includes **business use** where this is required for work-related travel.

Employees must always comply with the Highway Code, plan journeys appropriately, allow sufficient time for travel, and adapt their driving to prevailing weather, traffic, and road conditions. Staff should not drive when tired, unwell, or otherwise unfit to do so and should take appropriate breaks on longer journeys. Employees should not drive while using medication that may impair concentration or reaction times.

Staff must not use hand-held mobile phones or other hand-held devices while driving. Where communication is necessary, calls should only be made or received when it is safe and lawful to do so, using appropriate hands-free technology or when the vehicle is parked with the engine switched off.

5.7 Public Transport

Where public transport is a suitable and practical option, employees are encouraged to use it where appropriate. Travel arrangements should be approved in advance with the Director (or the Deputy in the Director's absence).

6. Safety Arrangements

6.1 Risk Assessments

Risk assessment is a fundamental part of NWS's approach to managing health and safety. Suitable and sufficient risk assessments will be completed for activities undertaken on behalf of NWS where there is a foreseeable risk of harm. The extent of each assessment will be proportionate to the nature of the activity and the level of risk involved.

Risk assessments will identify significant hazards, evaluate the associated risks, and determine appropriate control measures to eliminate or reduce those risks so far as is reasonably practicable. Where appropriate, NWS will establish safe working procedures to ensure activities are undertaken consistently and safely.

Risk assessments will be reviewed:

- before new activities or working practices are introduced.
- following any notable change to an activity, venue, or working arrangements.
- after an accident or incident where lessons can be learned; and
- periodically to ensure they remain suitable and effective.

Employees are expected to follow the control measures identified within risk assessments and to undertake dynamic risk assessments where circumstances change during an activity. Where risks cannot be adequately controlled, the activity should be modified, postponed, or stopped, and the matter reported to the Director.

6.2 Operational Activity

Community based activity forms a significant part of the Engagement Team's work and includes attendance at community events, exhibitions, meetings, open days, and partnership activities.

Before any NWS-organised event or activity takes place, appropriate planning must be undertaken to ensure risks are managed. This includes:

- completing or reviewing a suitable risk assessment.
- considering venue-specific hazards and arrangements.
- identifying emergency procedures and first aid arrangements.
- ensuring safeguarding procedures are followed where applicable; and
- providing appropriate information and briefing to staff, volunteers, and partners, where required.

NWS maintains a Generic Community Engagement Risk Assessment (Appendix D) for routine engagement activities. Where an event, venue or activity presents additional or unusual risks, an event-specific risk assessment will be completed.

6.3 Dynamic Risk Assessment

During all engagement activities, NWS staff are responsible for continually monitoring their surroundings and undertaking dynamic risk assessments. Where circumstances change or new hazards arise, appropriate action must be taken to

reduce risk, including modifying or stopping the activity if necessary. Dynamic Risk Assessment Guidance is contained within Appendix E.

This section applies only to events and activities organised, funded or managed by NWS. It does not apply to independent activities organised by local Neighbourhood Watch groups or Volunteer Coordinators.

6.4 Violence, aggression, and unacceptable behaviour

NWS is committed to providing a safe working environment and has a zero-tolerance approach to violence, aggression, threatening behaviour, abuse, harassment or intimidation towards its employees, volunteers or anyone acting on its behalf. Any such behaviour, whether from members of the public, partners, contractors or other third parties, will be taken seriously.

Staff should not place themselves at risk and, where they feel threatened or unsafe, should withdraw from the situation immediately, seek assistance where necessary, and report the incident to the Director as soon as practicable. All incidents will be recorded, investigated where appropriate, and any necessary action taken to protect staff and prevent recurrence (section 7.4).

6.5 Personal Safety

NWS is committed to promoting the personal safety of all staff while undertaking their duties. Employees are expected to take reasonable care of their own safety and that of others by following risk assessments, safe systems of work and any relevant procedures. Staff should wear suitable clothing and footwear appropriate to the activity, location and prevailing weather conditions, remain aware of their surroundings, and avoid placing themselves in situations where they may be at unnecessary risk. Any concerns relating to personal safety should be reported to the Director, and staff should cease work where they believe there is a serious and immediate risk to their health or safety.

7. Emergency Procedures

7.1 Fire / SFRS Premises

As the NWS office is located within SFRS premises, all staff are required to comply with SFRS fire safety policies and emergency procedures. Staff must familiarise themselves with the location of fire exits, evacuation routes, assembly points, fire alarm procedures, and any local instructions provided for the building. The SFRS Emergency Fire Action Plan is retained in the Personnel folder maintained by the Business Support Officer and should be made available to new employees at initial induction. In addition, an introductory briefing using the SFRS template form will be delivered in situ by the Business Support Officer (or rep) or the SFRS office manager (or rep).

7.2 Fire / Home Working

While working from home, staff should:

- keep escape routes clear.
- avoid overloading electrical sockets.

- ensure smoke alarms are tested regularly, where they are responsible for doing so; and
- follow good domestic fire safety practices.

Employees should report any home working arrangements or circumstances that could significantly affect their ability to work safely so that appropriate advice or support can be considered.

7.3 Accident/Incident Response

In the event of a medical emergency or other serious incident, staff must prioritise the safety of themselves and others. Where necessary, the emergency services should be contacted immediately, and any venue-specific emergency procedures should be followed.

Where an accident or incident occurs during an NWS activity, employees should:

- make the area safe where it is safe and practical to do so.
- provide or arrange appropriate first aid, where available and competent to do so.
- contact the emergency services where required.
- utilise the first aid / medical room located within the SFRS premises at Newbridge (if appropriate).
- inform the Director (or the Deputy in the Director's absence) as soon as reasonably practicable; and
- complete an Accident/Incident Report Form (Appendix F) following the event.

7.4 Accident/ Incident Reporting

NWS is committed to learning from accidents, incidents and near misses to help prevent recurrence and continually improve its health and safety arrangements.

All employees have a responsibility to report accidents, incidents, hazards and near misses to the Director (or Deputy in the Director's absence), as soon as reasonably practicable. An Accident/Incident Report Form (Appendix F) should be completed as soon as possible following the event and sent to the Director by email.

The Director will ensure that reported incidents are appropriately recorded and, where necessary, investigated to establish their causes and identify any lessons learned. Appropriate corrective or preventative action will be implemented where required to reduce the likelihood of recurrence.

Completed Incident Report Forms and associated records will be treated as confidential. They will be stored electronically in a secure, access-controlled folder or system approved by NWS, with access limited to the Director, the Deputy when acting in the Director's absence, and any other person who requires access for a

legitimate reason. Records must not be stored in general shared folders, on personal devices or in personal email accounts.

Individual forms do not require separate password protection where the approved storage system provides appropriate password-controlled access and other suitable security measures. Where a record is transferred or stored outside that system, appropriate encryption or password protection must be used, and any password must be communicated separately.

Incident records will be retained only for as long as required by applicable legal, insurance and operational requirements and NWS's records-retention arrangements, after which they will be securely deleted.

Where applicable, the Director will determine whether an incident is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and will ensure that all statutory reporting and record-keeping requirements are met.

The Board of Trustees will be informed of serious incidents, significant health and safety issues, and matters requiring strategic oversight. Information provided to the Board will be limited to what is necessary and, wherever practicable, will be anonymised to protect the privacy of the individuals concerned.

8. Our People Matters

8.1 Mental Health and Wellbeing

NWS recognises that the health, safety, and wellbeing of its employees are fundamental to delivering effective services and supporting the communities we work with. As a home-working organisation, NWS is committed to fostering a supportive, inclusive, and respectful working environment where staff feel valued, connected, and able to raise concerns openly.

The Director will maintain regular contact with employees, monitor workload, annual leave, sickness absence, and TOIL balances, and promote a healthy work-life balance. Where appropriate, flexible working arrangements and reasonable adjustments will be considered to support individual wellbeing and enable staff to work safely and effectively.

Employees are encouraged to take responsibility for their own wellbeing, maintain appropriate boundaries between work and home life, and raise any concerns about their health, workload, or wellbeing at an early stage so that appropriate support can be considered. NWS is committed to working collaboratively with employees to promote wellbeing and reduce the risk of work-related stress.

8.2 Training and Competence

NWS will ensure that employees receive appropriate health and safety information, instruction, and guidance relevant to their role and responsibilities. Training will be proportionate to the nature of the work undertaken and reviewed periodically to ensure it remains appropriate.

Employees are expected to participate in any health and safety training identified as necessary and to work in accordance with NWS policies, procedures, and guidance.

Additional information or refresher training will be provided where working practices change or where new risks are identified.

The Director is responsible for identifying health and safety training requirements and maintaining appropriate records of training undertaken.

9. Monitoring and Review

This policy will be reviewed annually to ensure it remains current, effective, and compliant with relevant health and safety legislation, guidance, and organisational requirements. It will also be reviewed sooner where there has been a significant incident or near miss, changes in legislation, organisational structure, or working practices, or where monitoring, audit findings or other circumstances indicate that revisions are necessary.

Responsibility for reviewing and updating this policy rests with the Director, in consultation with employees and the Board of Trustees where appropriate. All employees will be informed of any significant changes, and the most up-to-date version of the policy will be made available to all staff.

The Director will monitor compliance with this policy through routine management oversight, review of accident and incident reports, risk assessments, staff feedback, and periodic review of working practices. Significant findings, trends, or recommendations arising from monitoring activities will be reported to the Board of Trustees where appropriate.

10. Related Documents

This policy and associated appendices should be read alongside:

- NWS Business Continuity Plan
- NWS Risk Register
- Data Protection Policy
- Safeguarding Policy
- Equality, Diversity, and Inclusion Policy
- SFRS Health and Safety Procedures (Newbridge)

11. Consultation

NWS recognises the importance of consulting employees on health and safety matters. Staff are encouraged to raise concerns, identify hazards, and suggest improvements at any time. Health and safety matters may also be discussed during team meetings and one-to-one supervision sessions where appropriate.

12. Conclusion

NWS is committed to maintaining a safe, healthy, and supportive working environment for its employees, trustees, volunteers involved in NWS-led activities and others who may be affected by its work.

As a small charity operating through home working and community engagement, NWS adopts a proportionate and practical approach to health and safety,

recognising that effective risk management is integral to the successful delivery of its services. The organisation is committed to identifying and managing risks, promoting staff wellbeing, encouraging the prompt reporting of hazards and incidents, and continually improving its health and safety arrangements.

All employees, trustees and those undertaking activities on behalf of NWS share responsibility for implementing this policy by working safely, following agreed procedures, and contributing to a positive health and safety culture.

This policy should help ensure that NWS continues to deliver its services safely, responsibly and in the best interests of the communities it serves.

Appendix A: Health & Safety Responsibilities Matrix

Health & Safety Activity	Board of Trustees	Director	Employees	Contractors
Approve Health & Safety Policy	✓	Support	–	–
Review Health & Safety Policy annually	Oversight / Approve	✓	–	–
Promote a positive health & safety culture	✓	✓	✓	✓
Implement Health & Safety Policy	–	✓	Support	Comply
Monitor compliance with policy	Oversight	✓	–	–
Complete risk assessments for NWS activities	Oversight	✓	Assist / Dynamic Assessments	Where applicable
Undertake dynamic risk assessments during engagement activities	–	Monitor	✓	Where applicable
Report hazards and accidents	Oversight of significant incidents	✓	✓	✓
Investigate incidents where appropriate	Oversight (serious incidents)	✓	Assist	Assist
Ensure suitable home working arrangements	Oversight	✓	✓	N/A
Maintain a safe home working environment	–	Support	✓	N/A
Comply with SFRS Health & Safety procedures when working at Newbridge	–	✓	✓	✓
Ensure appropriate staff information and training	Oversight	✓	Participate	Where applicable
Monitor staff wellbeing, annual leave, sickness, and TOIL	–	✓	Raise concerns where appropriate	N/A
Ensure NWS work equipment is used safely	–	✓	✓	✓ (where equipment provided)
Maintain safe working practices whilst travelling	–	Monitor	✓	✓
Report defects in equipment	–	Receive reports	✓	✓

Health & Safety Activity	Board of Trustees	Director	Employees	Contractors
Determine whether incidents are reportable under RIDDOR	–	✓	–	–
Review lessons learned following incidents	Oversight	✓	Contribute	Contribute

Key Responsibilities

Board of Trustees - The Board has overall responsibility for ensuring that appropriate health and safety arrangements are in place. The Board provides strategic oversight, approves this policy, and monitors significant health and safety matters.

Director - The Director has day-to-day responsibility for implementing the Health & Safety Policy, ensuring suitable risk assessments are completed, supporting staff wellbeing, monitoring incidents, and ensuring appropriate action is taken where risks are identified.

Employees - Employees are responsible for taking reasonable care of their own health and safety and that of others who may be affected by their work. They must follow NWS policies and procedures, undertake dynamic risk assessments where require, report hazards and incidents promptly, and work safely at all times.

Contractors - Contractors engaged by NWS are responsible for carrying out their work safely, complying with relevant legislation and following any applicable health and safety requirements while undertaking work on behalf of NWS.

Volunteer Coordinators - Volunteer Coordinators operate independently within their own communities and are responsible for the health and safety arrangements associated with activities they organise locally. Where Coordinators attend or participate in activities organised by NWS, they are expected to comply with the health and safety arrangements applicable to those activities and to take reasonable care for their own health and safety and that of others.

Individual Responsibility - Regardless of role, every person involved in NWS activities has a responsibility to take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. Individuals are expected to follow relevant policies and procedures, cooperate with health and safety arrangements, report hazards, accidents and near misses promptly, and raise any concerns that may affect health, safety, or wellbeing.

Appendix B: NWS Home Working Checklist

Neighbourhood Watch Scotland (NWS) - Home Working Checklist

Employee Name: _____

Job Title: _____

Date Completed: _____

Review Date: _____

Introduction

Neighbourhood Watch Scotland (NWS) operates predominantly through home working. Employees are responsible for maintaining a safe and suitable working environment within their home and should notify the Director if they experience any issues that may affect their health, safety or wellbeing.

This checklist is designed to help employees assess whether their home working environment is safe, comfortable and suitable for undertaking their role.

1. Work Area	Yes	No	N/A
I have a dedicated workspace suitable for my work.	☐	☐	☐
My work area is tidy and free from unnecessary clutter.	☐	☐	☐
There are no obvious trip hazards around my workstation.	☐	☐	☐
My workspace has adequate lighting.	☐	☐	☐
My workspace is adequately heated and ventilated.	☐	☐	☐

2. Workstation	Yes	No	N/A
My chair provides suitable support.	☐	☐	☐
My screen is positioned comfortably.	☐	☐	☐
My keyboard and mouse can be used comfortably.	☐	☐	☐
I can work without excessive twisting or stretching.	☐	☐	☐
I take regular breaks from screen work.	☐	☐	☐

3. Electrical Safety	Yes	No	N/A
NWS equipment appears to be in good condition.	☐	☐	☐
Power cables are safely positioned.	☐	☐	☐
Extension leads are used safely and not overloaded.	☐	☐	☐
Any damaged equipment would be reported immediately.	☐	☐	☐

4. Display Screen Equipment (DSE)	Yes	No	N/A
My monitor is at a comfortable height.	☐	☐	☐
I can comfortably read my screen.	☐	☐	☐
I regularly change position throughout the day.	☐	☐	☐
I take short breaks from prolonged screen work.	☐	☐	☐

5. Fire Safety	Yes	No	N/A
I know how to leave my home safely in an emergency.	☐	☐	☐
Escape routes are kept clear.	☐	☐	☐
Electrical equipment is switched off when appropriate.	☐	☐	☐
I have a working smoke alarm within my home.	☐	☐	☐

6. Health and Wellbeing	Yes	No	N/A
I take regular breaks during my working day.	☐	☐	☐
I maintain regular contact with colleagues.	☐	☐	☐
My workload is manageable.	☐	☐	☐
I know who to contact if I have wellbeing concerns.	☐	☐	☐

7. Information Security	Yes	No	N/A
I store NWS information securely.	☐	☐	☐
I lock my computer when away from my workstation.	☐	☐	☐
I keep passwords secure.	☐	☐	☐
Confidential information cannot easily be viewed by others.	☐	☐	☐

8. Lone Working	Yes	No	N/A
I understand the NWS Lone Working Guidance.	☐	☐	☐
I know how to report concerns or incidents.	☐	☐	☐
I know how to contact my manager if I need assistance.	☐	☐	☐

Employee Declaration

I confirm that I have completed this checklist and believe my home working environment is suitable for undertaking my duties safely.

I will notify the Director if my home working arrangements change significantly or if I identify any issue that may affect my health, safety or wellbeing.

Employee Signature

Date

Manager Review

Any actions required:

Completed by:

Date:

Review completed:

- ☐ No further action required
 - ☐ Actions identified (see above)
-

Guidance Notes

If you answer **"No"** to any question, this does not necessarily mean your home working environment is unsuitable. It may simply indicate that further discussion, advice or support is required. Employees should discuss any concerns with the Director so that appropriate adjustments or assistance can be considered.

Completed forms should be submitted to the Director by email and stored securely in accordance with the NWS Data Protection Policy and Records Retention Schedule.

Appendix C: Lone Working Guidance

1. Purpose

Neighbourhood Watch Scotland (NWS) recognises that lone working forms a normal part of many employees' roles. This guidance sets out the arrangements in place to help ensure employees can undertake their duties safely when working alone.

Lone working does not automatically place an individual at greater risk. However, effective planning, communication and ongoing dynamic risk assessment are essential to minimise foreseeable risks and protect the health, safety, and wellbeing of employees.

This guidance should be read alongside the NWS Health & Safety Policy, Business Continuity Plan, and relevant risk assessments, including Community Engagement Risk Assessments.

2. Scope

This guidance applies to all NWS employees who undertake work alone, including when:

- working from home.
- travelling on NWS business.
- attending meetings, community engagement events, or partnership activities.
- setting up or dismantling display equipment, exhibition stands or promotional materials.
- visiting partner organisations or community venues.
- working outside normal office hours where authorised.

This guidance does not apply to activities organised independently by local Neighbourhood Watch Coordinators or local Watch groups that are not organised, managed, or authorised by NWS.

3. Responsibilities

Director

The Director is responsible for ensuring that:

- appropriate lone working arrangements are in place.

- suitable risk assessments are undertaken where required.
- employees receive appropriate information, guidance, and support.
- employees' wellbeing is monitored.
- incidents relating to lone working are investigated where appropriate and any lessons learned are implemented.

Employees

Employees are responsible for:

- taking reasonable care of their own health and safety.
- complying with this guidance and other relevant NWS policies.
- undertaking ongoing dynamic risk assessments during lone working activities.
- reporting hazards, incidents, and concerns promptly.
- withdrawing from any situation where they reasonably believe their safety may be compromised.

No employee is expected to place themselves at unnecessary risk in order to complete any work activity.

4. Home Working

As most NWS employees work from home, employees should:

- maintain a safe and suitable working environment.
- ensure workstations are appropriately set up.
- minimise slips, trips, and other domestic hazards within the work area.
- use work equipment safely and in accordance with relevant guidance.
- take regular breaks from display screen equipment.
- maintain regular communication with colleagues and their line manager.

The Director maintains regular contact with employees through Microsoft Teams, email, telephone, and scheduled meetings to support operational resilience, wellbeing, and effective communication.

A Home Working Checklist has been produced for use by staff.

5. Travelling on NWS Business

Employees travelling alone on NWS business should:

- plan journeys in advance.
- allow sufficient travel time.
- ensure mobile telephones are fully charged before travelling.
- inform colleagues of significant changes to travel arrangements where appropriate.
- avoid unnecessary travel during severe weather or hazardous conditions where possible.
- stop driving if tired or if road conditions become unsafe.

Employees should never feel under pressure to continue a journey were doing so may place themselves or others at risk.

6. Community Engagement Activities

Community engagement activities may occasionally be undertaken by a single employee.

Before attending an event, employees should:

- review the relevant event or activity risk assessment.
- familiarise themselves with the venue and its emergency procedures.
- identify foreseeable hazards.
- ensure appropriate equipment has been provided and is safe to use.
- consider arrangements for communication and personal safety.

Employees should continually assess changing circumstances throughout the event and adapt their approach where necessary. Where a situation becomes unsafe, employees should withdraw and inform the Director as soon as reasonably practicable.

7. Dynamic Risk Assessment

Employees are expected to undertake continuous dynamic risk assessments while carrying out lone working activities. Please refer to the Dynamic Risk Assessment Guidance document for further information (Appendix E).

8. Communication

To support lone working, NWS maintains a few communication methods, including:

- Microsoft Teams.
- Microsoft Outlook email.
- mobile telephone.
- the shared NWS WhatsApp Business channel, where appropriate.

Employees should maintain appropriate communication with colleagues during working hours, particularly where plans change, travel is delayed or unforeseen circumstances arise.

9. Emergency Situations

In the event of an emergency, employees should:

1. Prioritise their own safety.
2. Contact the emergency services where immediate assistance is required.
3. Notify the Director (or nominated deputy) as soon as reasonably practicable.
4. Complete an Incident/Accident Report Form following the event.

Employees should never place themselves at unnecessary risk to protect property, equipment or continue an activity.

10. Reporting Concerns

Employees should promptly report:

- unsafe working environments.
- aggressive, abusive, or threatening behaviour.
- accidents and incidents.
- near misses.
- defective equipment.
- health, safety, or wellbeing concerns.
- any circumstances that may increase future risk.

Concerns should be reported to the Director (or nominated deputy) as soon as reasonably practicable. Where appropriate, an Incident/Accident Report Form should be completed.

11. Review

This guidance will be reviewed periodically alongside the NWS Health & Safety Policy, or sooner where there are significant changes to legislation, working practices or following any incident that identifies the need for improvement.

12. Conclusion

Lone working is an established part of the way NWS delivers its services. Through effective planning, sensible precautions, good communication and ongoing dynamic risk assessment, NWS aims to ensure employees can undertake their duties safely and confidently.

All employees share responsibility for maintaining a positive health and safety culture by following this guidance, reporting concerns promptly and supporting one another. No employee is expected to place themselves at unnecessary risk, and NWS will support decisions made in the interests of personal safety.

Appendix D: Generic - Community Engagement Risk Assessment

Assessment Owner: Director

Review Date: Annually (or following any significant incident)

This Generic Risk Assessment covers routine community engagement activities undertaken by Neighbourhood Watch Scotland employees. It should be read alongside the NWS Dynamic Risk Assessment Guidance. Where an event presents unusual hazards or higher levels of risk, an additional event-specific risk assessment should be completed before the activity takes place.

Description of Activity

Attendance at pre-arranged community engagement events to promote Neighbourhood Watch Scotland (NWS), provide crime prevention and community safety advice, engage with members of the public and partner organisations, and distribute information and promotional materials.

Typical venues include:

- Community halls
- Libraries
- Hospitals
- Shopping centres
- Schools and colleges
- Local authority buildings
- Police stations
- Scottish Fire and Rescue Service premises
- Community open days
- Agricultural shows
- Public events
- Partner organisation events

Activities typically involve:

- transporting display materials
- setting up tables, banners, and promotional displays

- speaking with members of the public
- distributing literature and merchandise
- demonstrating crime prevention products (where appropriate)
- dismantling and transporting equipment following the event.

Staff will normally attend in pairs unless working alongside partner organisations such as Police Scotland or the Scottish Fire and Rescue Service.

Persons at Risk

- NWS employees
 - Partner organisations
 - Volunteers assisting NWS.
 - Members of the public
 - Venue staff
 - Contractors
-

Existing Control Measures

- Generic Risk Assessment in place
 - Dynamic Risk Assessment undertaken on arrival.
 - Event-specific assessment completed where appropriate.
 - Staff aware of lone working and dynamic risk assessment.
 - Mobile phones available
 - First Aid Kit carried.
 - Incident reporting arrangements in place
 - Public Liability Insurance maintained.
 - Staff normally attend in pairs.
-

Risk Assessment

Hazard	Who May Be Harmed	Existing Controls	Further Action
Manual handling when unloading equipment	Staff	Use lightweight equipment where possible. Lift correctly. Ask for assistance if required. Avoid overloading.	None
Slips, trips, and falls	Staff, visitors, public	Keep walkways clear. Secure cables. Store boxes safely. Maintain tidy display area.	Dynamic assessment
Setting up pull-up banners	Staff	Ensure banners are stable. Position away from busy walkways. Remove damaged equipment from use.	None
Display tables collapsing	Staff, public	Check tables before use. Do not overload. Position safely.	None
Electrical hazards (if equipment used)	Staff, public	Use PAT-tested equipment where applicable. Check cables. Avoid trailing leads.	Dynamic assessment
Fire or emergency evacuation	Everyone	Familiarise yourself with fire exits and emergency procedures on arrival. Follow venue instructions.	None
Aggressive or abusive behaviour	Staff	Remain calm. Avoid confrontation. Withdraw if necessary. Seek assistance from venue staff or partners. Report incident.	Dynamic assessment
Lone working	Staff	Normally attend in pairs unless working with partners. Maintain regular communication. Carry mobile phone. Follow Lone Working Guidance.	None
Adverse weather (outdoor events)	Staff, public	Monitor weather. Secure displays. Postpone or relocate if unsafe.	Dynamic assessment

Hazard	Who May Be Harmed	Existing Controls	Further Action
Vehicle movements during unloading	Staff	Park safely. Wear high visibility clothing where appropriate. Be aware of moving vehicles.	None
Manual handling of display materials	Staff	Use trolley where available. Split loads. Seek assistance.	None
Public interaction	Staff	Maintain professional behaviour. Avoid handling cash unless authorised. Safeguard confidential information.	None
Infection or illness	Staff, public	Follow current public health guidance. Maintain good hand hygiene. Do not attend work if unwell.	Review guidance as required
Fatigue	Staff	Take regular breaks. Remain hydrated. Share workload.	Monitor throughout event
Working with partner agencies	Staff	Maintain clear communication regarding responsibilities and emergency arrangements.	None
Child or vulnerable adult safeguarding concerns	Public	Follow NWS Safeguarding Policy. Report concerns appropriately.	None
Theft or loss of equipment	Staff	Do not leave equipment unattended. Secure valuables. Maintain awareness of surroundings.	None

Personal Protective Equipment (Where Required)

Depending upon the event, staff may require:

- NWS identification badge
- High visibility vest (where appropriate)
- Appropriate outdoor clothing

- Weather protection (sun cream, waterproofs etc.)
 - Comfortable footwear
-

Equipment Checklist

Before leaving for an event, staff should ensure they have:

- ☐ Mobile phone
 - ☐ Fully charged phone
 - ☐ First Aid Kit
 - ☐ NWS ID Badge
 - ☐ Event paperwork
 - ☐ Display table (if required)
 - ☐ Pull-up banner(s)
 - ☐ Leaflets and publications
 - ☐ Merchandise
 - ☐ Table covering
 - ☐ Pens
 - ☐ Hand sanitiser
 - ☐ Drinking water
 - ☐ Weather protection (if applicable)
 - ☐ Vehicle keys and sat nav (if required)
-

On Arrival

Employees should:

- Introduce themselves to the event organiser.
- Confirm location of allocated stand.
- Identify emergency exits.
- Identify first aid arrangements.
- Confirm welfare facilities.

- Carry out a Dynamic Risk Assessment.
 - Ensure display does not obstruct walkways or fire exits.
 - Check that banners and displays are secure.
 - Report any concerns to the organiser before commencing.
-

During the Event

Employees should:

- Remain aware of changing conditions.
 - Keep the stand tidy.
 - Avoid creating trip hazards.
 - Stay hydrated.
 - Take breaks where appropriate.
 - Be courteous and professional.
 - Withdraw from any situation that becomes unsafe.
-

At the End of the Event

Employees should:

- Pack equipment safely.
 - Check that nothing has been left behind.
 - Remove any waste.
 - Report incidents or near misses.
 - Notify the Director of any issues requiring follow-up.
-

Residual Risk

Following implementation of the above control measures, the overall residual risk for routine community engagement activities is: **LOW**, provided that:

- this Generic Risk Assessment is followed.
- a Dynamic Risk Assessment is undertaken throughout the event.

- employees follow the NWS Health & Safety Policy and Lone Working Guidance.
-

Authorisation:

Assessment Completed By:

Approved (Director):

Date:

Next Review:

Appendix E: Dynamic Risk Assessment Guidance

1. Purpose

Neighbourhood Watch Scotland (NWS) is committed to ensuring that employees can carry out their duties safely whilst remaining flexible and responsive to changing circumstances.

A dynamic risk assessment is the process of continuously identifying hazards, assessing risks, and taking appropriate action whilst undertaking work activities. It complements formal written risk assessments by recognising that circumstances can change unexpectedly.

This guidance should be read alongside the NWS Health & Safety Policy, Lone Working Guidance and any event-specific or generic risk assessments.

2. Scope

This guidance applies to all NWS employees when undertaking work on behalf of the organisation, including:

- community engagement events
 - meetings with partners or stakeholders
 - travelling on NWS business
 - office working
 - home working
 - any activity where unforeseen hazards arise.
-

3. What is a Dynamic Risk Assessment?

Unlike a written risk assessment completed before an activity, a dynamic risk assessment is undertaken throughout the activity. Employees should continually ask themselves:

- Has anything changed?
- Are new hazards present?
- Has the level of risk increased?
- Can the activity continue safely?

If the answer is **No**, work should stop until the situation has been reassessed.

4. When Should You Carry Out a Dynamic Risk Assessment?

Employees should undertake a dynamic risk assessment whenever:

- arriving at a venue.
- setting up or dismantling equipment.
- engaging with members of the public.
- travelling between locations.
- weather conditions deteriorate.
- the behaviour of others changes.
- the environment changes.
- something unexpected occurs.

Dynamic risk assessment should be an ongoing process throughout every activity.

5. Dynamic Risk Assessment – THINK

Before and during any activity, consider the following:

T – Task

- What am I trying to do?
 - Has the activity changed?
 - Can it still be completed safely?
-

H – Hazards

Consider whether there are any hazards such as:

- slips, trips, or uneven ground
- traffic
- adverse weather
- manual handling
- faulty equipment

- aggressive behaviour
 - lone working
 - poor lighting
 - overcrowding
-

I – Individuals

Consider:

- your own wellbeing
 - members of the public
 - volunteers assisting at the event.
 - vulnerable individuals
 - children
 - people requiring additional support.
-

N – Necessary Controls

Ask yourself:

- Can the risk be reduced?
 - Do I need assistance?
 - Should equipment be repositioned?
 - Should the activity be modified?
 - Should the activity stop?
-

K – Keep Reviewing

Continue monitoring the situation.

If circumstances change, reassess immediately.

6. If Something Changes

If you identify an increased level of risk:

- pause the activity.
- consider available control measures.
- seek assistance where appropriate.
- inform the Director (or Deputy) if necessary.
- stop the activity if it cannot be undertaken safely.

Employees are fully supported by NWS if they decide that an activity cannot continue safely.

7. Examples of Dynamic Risk Assessment

Example 1 – Severe Weather

A planned community engagement event is due to take place outdoors.

During set-up strong winds develop.

You should consider:

- Can display equipment remain secure?
 - Is there a risk of injury?
 - Can equipment be relocated?
 - Should the event move indoors?
 - Should the event be postponed?
-

Example 2 – Aggressive Behaviour

A member of the public becomes confrontational.

You should:

- remain calm.
- avoid confrontation.
- maintain personal space.
- leave the situation if necessary.
- seek assistance if required.
- report the incident afterwards.

Example 3 – Unsafe Venue

On arrival you notice:

- trailing cables
- blocked fire exits
- unstable tables
- poor lighting

You should:

- raise concerns with the organiser.
 - remove hazards where safe to do so.
 - modify the activity if necessary.
 - stop the activity if risks remain unacceptable.
-

Example 4 – Lone Working

You arrive at a venue and discover it is isolated with very few people present.

Consider:

- Is this what you expected?
 - Can the activity continue safely?
 - Should someone be informed?
 - Is there another safer location?
 - Should the visit be rearranged?
-

8. STOP – Simple Dynamic Risk Assessment

Before starting any activity, ask yourself:

S Situation What has changed?

T Threat What could cause harm?

O Options What can I do to reduce the risk?

P Proceed Is it safe to continue?

If the answer is **No**, stop and seek advice.

9. Reporting

Employees should report:

- accidents
- incidents
- near misses
- hazards
- unsafe conditions
- aggressive behaviour
- concerns affecting future safety.

to the Director (or Deputy) as soon as reasonably practicable.

Where appropriate, an Incident / Accident / Near Miss Report Form should be completed.

10. Key Principles

All employees should remember:

- ✓ Your personal safety comes first.
- ✓ Never place yourself at unnecessary risk.
- ✓ Stop work if circumstances become unsafe.
- ✓ Trust your judgement.
- ✓ Ask for assistance when required.
- ✓ Report concerns promptly.

Conclusion

Dynamic risk assessment is an essential part of safe working at NWS. By remaining aware of changing circumstances, identifying hazards, and taking appropriate action, employees can help protect themselves, colleagues, volunteers, and members of the public.

NWS encourages employees to use their judgement; act proportionately and always prioritise safety. Staff will always be supported where they make reasonable decisions to modify, postpone or stop an activity because of genuine health and safety concerns.

Appendix F: Incident / Accident Report Form

NWS Incident / Accident Report Form

1. General Information

Date of Incident:

Time:

Location:

Report completed by:

Job title / Role:

Date report completed:

2. Type of Event

- ☐ Accident (someone injured)
 - ☐ Incident (no injury but event occurred)
 - ☐ Property Damage
 - ☐ Vehicle Incident
 - ☐ Aggressive / Abusive Behaviour
 - ☐ Other (please specify)
-

3. Person(s) Involved

Name:

Role:

Contact Details:

4. Details of the Incident

Please provide a clear description of what happened.

5. Injury Details (if applicable)

Was anyone injured?

☐ Yes

☐ No

If yes, describe the injury.

Was first aid provided?

☐ Yes

☐ No

If yes, by whom?

Were emergency services contacted?

☐ Yes

☐ No

Reference Number (if known)

6. Immediate Action Taken

Describe any action taken to make the situation safe.

7. Witnesses

Name Contact Details

8. Damage to Property or Equipment

Please provide details.

9. Follow-up Action Required

- ☐ No further action required
- ☐ Further Investigation Required
- ☐ Risk Assessment / Policy Review
- ☐ Equipment Repair / Replacement
- ☐ Additional Staff Guidance / Training
- ☐ Other

Details:

10. Manager's Review

Reviewed by (Director / Deputy)

Date:

Completed forms should be submitted to the Director by email and stored securely in accordance with the NWS Data Protection Policy and Records Retention Schedule.