

Warwickshire County Council Volunteers Induction Programme



Workbook

Section A - Case Study - Home Fire Safety Check



The council delivers a fire home safety check service to those most at risk from fire. The service ensures that people understand the fire safety issues relevant to them and their family, that they understand risks of fire and how to prevent them and that they have a plan for leaving the house in the event of fire.

So, how does the service ensure that the programme is delivered equitably to everyone?



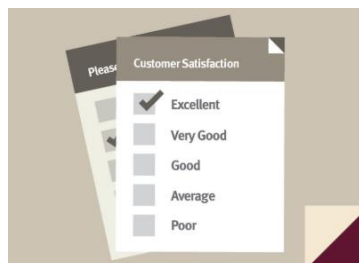
Step 1 - The service trains all staff/volunteers on the relevant equality issues in relation to visiting people in their own homes. For example, ensuring that they understand cultural issues in BAME and LGBT households and are aware of communication techniques to overcome any barriers to communication with disabled and older people.



Step 2 - The service ensures that the information that the team can give to people is accessible and appropriate. For example, provided in alternative formats and in different languages.



Step 3 - The service ensures that the team are able to give appropriate advice to older and disabled people who may find it difficult to leave the house unaided in event of fire.



Step 4 - The service ensures that the team explores how customer satisfaction monitoring can be obtained in the most cost effective, and least obtrusive way, to enable feedback from protected groups to be received.

Group Discussion Points

- What cultural issues may need to be considered?
- What sort of communication barriers may they come across?
- What sort of different communication methods and formats could be used?

Have you booked your free Home Safety Fire (also known as the Safe and Well Check)?

Call: 01926 466282.or book online <https://www.warwickshire.gov.uk/safeandwellvisit>

A safe and well visit (previously called a home fire safety check) is a free service to help you stay safe and reduce the risk of fire in your home.

During the visit we will provide you with fire safety advice, check that your smoke alarms are working and replace/install new ones if needed.

We will also provide advice on:

- Preventing slips, trips and falls
- Giving up smoking
- Winter warmth, and
- Home security.

The visit will be carried out by the Warwickshire Fire and Rescue Service.

Section B - Group Discussion - Safe Working Practice



Thinking about the places you will be carrying out your volunteer role, what sort of health and safety issues do you think you may need to consider and take action to ensure your own safety but also that of anyone else who may be with you , i.e. WCC staff, other volunteers, contractors, members of the public?

Section C - Fire Safety - Do you know which one to use?



There are six classes of fire: Class A, Class B, Class C, Class D, 'Electrical', and Class F.

Class A fires – combustible materials: caused by flammable solids, such as wood, paper, and fabric

Class B fires – flammable liquids: such as petrol, turpentine or paint

Class C fires – flammable gases: like hydrogen, butane or methane

Class D fires – combustible metals: chemicals such as magnesium, aluminum or potassium

Electrical fires – electrical equipment: once the electrical item is removed, the fire changes class

Class F fires – cooking oils: typically a chip-pan fire

No single type of extinguisher is totally effective on every kind of fire. So before buying a fire extinguisher, it is vital to look carefully at what type of fire it has to be used on.

Five main types of extinguisher for home use are:

- Water
- Foam
- Dry Powder (ABC rated)
- Carbon Dioxide (CO₂)
- Dry Water Mist

Also, with the emergence of smaller wet chemical fire extinguishers, households are starting to use these for deep fat fryer fires etc, although wet chemical fire extinguishers were originally used only in a professional kitchen environment.

Type Extinguisher	Fire	CLASS A	CLASS B	CLASS C	CLASS D	Electrical	CLASS F	Comments
		Combustible materials (e.g. paper & wood)	Flammable liquids (e.g. paint & petrol)	Flammable gases (e.g. butane and methane)	Flammable metals (e.g. lithium & potassium)	Electrical equipment (e.g. computers & generators)	Deep fat fryers (e.g. chip pans)	
Water		✓	✗	✗	✗	✗	✗	Do not use on liquid or electric fires
Foam		✓	✓	✗	✗	✗	✗	Not suited to domestic use
Dry Powder		✓	✓	✓	✓	✓	✗	Can be used safely up to 1000 volts
CO2		✗	✓	✗	✗	✓	✗	Safe on both high and low voltage
Wet Chemical		✓	✗	✗	✗	✗	✓	Use on extremely high temperatures

The different types of extinguisher tackle different types of fire

But do remember that the best practice advice is for you to

leave the building immediately, walking quickly (not running) following directional exit signs and proceed to the designated assembly point, closing all doors and windows behind you

Section D - Who is legally responsible for health and safety at the sites where you will be volunteering? - Quiz 2

Tick each of the following you think apply

Elected Members

Corporate Board

Managing Director

Executive Director

WCC staff

Other volunteers

You

Your Volunteer Supervisor

Who do you think is responsible in this example?

A young volunteer left unsupervised, in charge of a garden shredding machine. The volunteer does not wear the goggles supplied and sustains an eye injury.

See the answer at the back of this workbook

Section E - Accident or Near Miss - Quiz 3



Take a look at this picture and do a quick risk assessment - how many potential hazards can you see and what can be done to avoid an accident or a near miss?

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Display Screen Equipment Workstation Setup Guide



Display Screen Equipment Quick Workstation Set-up Guide



This is the 1st step
Set up your chair to suit you!
Ensure your arms are horizontal in the normal typing position with your elbows at a 90° angle. Use the desk to support your lower arm and wrist when typing or using the mouse.



The top of your screen should be about level with your eye line. Your screen may be slightly above or below your eye level dependant on your typing ability and comfort.



Your screen should be approximately your arm's length away (if you were to reach out in front of you).



Your keyboard and screen should be directly in front of you to avoid unnecessary twisting, stretching or awkward postures.



Try to avoid glare and reflections when positioning the monitor.



Avoid stretching to reach the mouse, keyboard and phone. They should be close to you.



Ensure your back is supported upright, with the spines natural 'S' curve maintained (i.e. your lower back is supported). Use the levers to adjust the back rest and seat pan as required.



Ensure your thighs are slightly angled downwards with some space directly between the back of the knee and the front edge of the seat pan.



Feet must be flat on the floor or on a foot rest.



Make sure there is space under the desk to move freely and sit comfortably.





Section F - Managing Information Securely - Quiz 4

Which of the following items should be kept confidential?

- Data showing the number of children in a school receiving free school meals
- Information shared between a social worker and client
- Bank Details
- Employee Records
- A newspaper article about a WCC service user involved in a serious domestic abuse situation
- A list of the names of children in a school who qualify for free school meals
- Contract/Supplier information that's held internally
- Information shared on WCC's website

Answers to Quiz 1

Your **volunteer supervisor** is responsible for the health, safety and wellbeing of all volunteers. To achieve this, risk assessments will be undertaken for your area of activity.

You also have a duty to take reasonable care of the health and safety of yourself and of others who may be affected by what you do or do not do. It is important that you cooperate with your employer on health and safety matters. not misuse any equipment that is provided for safety purposes (eg fire extinguishers or safety goggles)

Answers to Quiz 2

The organisation could be held liable if they failed to train or supervise the volunteer in the safe use of the shredding machine. The court may decide that leaving an inexperienced young person left unsupervised in charge of a machine is unreasonable.

Answers to Quiz 3



1. Using electrical equipment without paying attention to what they are doing - have they been trained to use this properly?
2. Walking with a hot drink in one hand and not looking where they are going as looking at Ipad - not paying attention to what they are doing and the environment
3. Trailing wires - just ready to trip someone up
4. Standing on a chair to reach things
5. Books on a high shelf - they could fall on someone
6. Carrying boxes which prevent the person seeing where they are going - they could have used a trolley as the load is bulky
7. Open filing cabinet drawer - just ready to trip someone
8. Keyboards and monitors on desks not set up in line with DSE regulations

Answers to Quiz 4

Volunteering for Warwickshire



Correct - this information should be kept confidential

Information shared between a social worker and client

Bank Details

Employee Records

A list of the names of children in a school who qualify for free school meals

Contract/Supplier information that's held internally

Incorrect - this information does not need to be kept confidential

Data showing the number of children in a school receiving free school meals

A newspaper article about a WCC service user involved in a serious domestic abuse situation

Information shared on WCC's website



Data showing the number of children in a school receiving free school meals

✓ Information shared between a social worker and client

✓ Bank Details

✓ Employee Records

A newspaper article about a WCC service user involved in a serious domestic abuse situation

✓ A list of the names of children in a school who qualify for free school meals

✓ Contract/Supplier information that's held internally

Information shared on WCC's website



Additional Sources of Information on Safeguarding Children

Female Genital Mutilation (FGM)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/783684/FGM_The_Facts_A6_v4_web.pdf

Child Sexual Exploitation

<http://paceuk.info/about-cse/spotting-the-signs-cse/>

Forced Marriage

<https://www.gov.uk/stop-forced-marriage>

Honour Based Violence

https://safe.met.police.uk/crimes_of_honour/get_the_facts.html

Domestic Abuse

<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/domestic-abuse/signs-symptoms-effects/>

Working Together to Safeguard Children

<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Care Act

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/365345/Making_Sure_the_Care_Act_Works_EASY_READ.pdf