First Aid Policy

for
St Michaels Mead Community Centre, Bishop's Park Community Centre, Havers Community Centre,
Thorley Community Centre and Markwell Studio

VENUE MANAGEMENT ARRANGEMENTS

The St Michaels Mead Community Centre, Bishop's Park Community Centre, Havers Community Centre and Thorley Community Centre are managed by Bishop's Stortford Community Centres CIO (BSCC CIO), for which Bishop's Stortford Town Council (BSTC) acts as booking agent and administrator. Markwell Studio is managed by BSTC. This First Aid Policy applies to all venues listed below in Venue Management Responsibilities :

DEFINITION

For the purposes of these this policy:

"BSCC CIO" means Bishop's Stortford Community Venues CIO.
“BSTC” means Bishop’s Stortford Town Council.
“The Venue Manager” means:
(a) BSCC CIO in respect of St Michaels Mead Community Centre, Bishop's Park Community Centre, Havers Community Centre and Thorley Community Centre; and
(b) BSTC in respect of Markwell Studio and when acting as booking agent and administrator on behalf of BSCC CIO
“The Venue” means the venue hired under the booking, this being St Michaels Mead Community Centre, Bishop’s Park Community Centre, Havers Community Centre, Thorley Community Centre and/or Markwell Studio, as applicable.
"The Hirer" means the individual making the booking or, where an organisation is booking, the authorised representative of that organisation.
"Regular Hirers" means an individual or organisation with a recurring booking arrangement with BSCC CIO or BSTC, whether for commercial, community, charitable or private purposes.
“CC” means community centre

VENUE MANAGEMENT RESPONSIBILITIES

Venue Management Arrangement:	St Michaels Mead CC	Bishop’s Park CC	Havers CC	Thorley CC	Markwell Studio
BSCC CIO; BSTC acts as booking agent and administrator	✓	✓	✓	✓	
BSTC					✓

PURPOSE

The Venue Manager is committed to providing safe and welcoming community facilities for all users.

This policy sets clear arrangements for first aid in our unmanned venues. It protects visitors and supports safe hiring of the building.

The Venue Manager is responsible for providing first aid equipment but is **NOT** responsible for supplying a trained first aider on site because the centres are unmanned.

SCOPE

Applies to all hall users including hirers, visitors, contractors, volunteers and BSTC employees.

1. Responsibilities of the Venue Manager:

    - Provide a first aid kit and defibrillator is emergency ready where possible.
    - Keep the kit in a clearly marked and accessible location inside the hall.
    - Check kit and replace missing or expired items.
    - Display emergency contact details at the entrance and inside the main hall.
    - Keep accident book at the Centre.
    - Collect completed accident forms and store them securely at BSTC Office.
    - Provide a defibrillator: the defibrillator is maintained in line with manufacturer instructions and pad expiry dates are monitored – defibrillators are emergency ready where possible.

2. Responsibilities of *All* Hirers:
    - Ensure the safety of their group during their booking.
    - Locate the first aid kit at the start of their hire period (this is usually in the
    - kitchen area).
    - Locate the defibrillator at the start of their hirer period (this will either be inside in the lobby area or in an outside cabinet – if the defibrillator is in an outside cabinet hirer will need to obtain the code from the emergency services i.e. request code when calling for an ambulance.
    - Ensure that there is adequate first aid cover for the specific risks of their event or activity.
    - Provide their own trained first aider if their activity requires one.
    - Contact emergency services when required.
    - Report all incidents to BSTC Facilities Officer using the accident report form kept in the accident book at the community centre. The Hirer must complete, remove and return the page completed to the BSTC Facilities Officer– DO NOT leave the form in the book. Personal data collected in accident forms will be handled under data protection rules.
    - Return completed forms to the charity within 24 hours
    - The Hirers MUST inform the BSTC Facilities Officer what first aid items were used so that they can be replenished. Telephone 01279 712146/715004 or email anne.shirley@bishopsstortfordtc.gov.uk or tracey.gaynor@bishopsstortfordtc.gov.uk
    - The Hirer MUST inform the BSTC Facilities Officer if the defibrillator was used and if the connected pads were opened and used (contact details above).

- All Hirers are advised to have their own first aid policies and procedures in place for their activities/event.
- Must immediately report any serious accident to the BSTC Facilities Officer by phone telephone 01279 712146/01279 715004 so the centre can be made safe if needed.
- Keep access routes clear for emergency services.

3. First Aid Kit Requirements
   - Sterile dressings.
   - Plasters.
   - Bandages.
   - Disposable gloves.
   - Eye wash pods.
   - Fabric Scissors and cleansing wipes.
   - No medication of any kind shall be stored in the kit.

4. Emergency Procedure
   - Call 999 for any serious injury.
   - The Hirer should give clear directions to the hall including postcode.
   - Stay with the injured person until help arrives.
   - Complete an accident form/accident book once the situation is safe – return the completed sheet from the accident book to BSTC DO NOT leave in the book. Personal data collected in accident forms will be handled under data protection rules.
   - Notify the BSTC Facilities Officer as soon as possible.

5. Communication and Signage
   - Emergency numbers clearly displayed.
   - First aid policy available online and on request from the BSTC Facilities Officer

6. Record Keeping
   - Store accident reports in a secure location.
   - Retain records for at least three years.
   - Review incident data to identify emerging risks.
   - Implement actions where repeated hazards appear.

7. Review
   - Review this policy every twelve months.
   - Update earlier if legal requirements or operational needs change.