

# **HEALTH & SAFETY CHECKLIST**

## **RETAIL AUDIT**

**April - May 2025**

## **INTRODUCTION**

The staff and volunteers of St Raphael's Hospice place great value on the maintenance of the Hospice shops and to maintaining health and safety compliance. The Health & Safety Checklist form is based on a model template provided by Hettle and has been adjusted with the input of key Hospice staff. It seeks to ascertain that the premises of each environment are safe for staff, volunteers and the general public.

## **AIMS**

1. To assess each aspect of Health and Safety.
2. To highlight areas for improvement.
3. To appraise the checklist design and methodology.

## **METHODOLOGY**

The staff assess the Health and Safety criteria in each shop and complete a health and safety checklist based on their appraisal of the specific site that is being reviewed. This process is co-ordinated by the area shop manager.

## RESULTS

There were 12 checklists completed in April - May 2025 across the 11 retail environments and Capitol House and analysis is based on those 12 questionnaires. There were 11 checklists completed in February 2024 across the 11 retail environments and analysis during that audit period was based on those 11 questionnaires.

### 1. Are fire extinguishers and fire alarm call points visible and accessible?

n = 11	YES	NO	NOT RECORDED
April-May 2025	12	0	0
<i>As % of recorded responses</i>	100	0	na
February 2024	11	0	0
<i>As % of recorded responses</i>	100	0	na

### 2. Have the fire extinguishers been serviced within the last year?

n = 11	YES	NO	NOT RECORDED
April-May 2025	9	3	0
<i>As % of recorded responses</i>	75	25	na
February 2024	11	0	0
<i>As % of recorded responses</i>	100	0	na

ID	SITE	WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 2
3	CARSHALTON	2. NOT OUT BACK.
9	SUTTON	2. FIRE EXTINGUISHERS ALL OUT OF DATE. (AWAITING NEW DATE FOR FIRE CHECK. SHOULD HAVE BEEN THURSDAY 3RD.)
12	WIMBLEDON VILLAGE	NOT RECORDED

### 3. Has the fire alarm call point been tested within the last week and test record kept?

n = 11	YES	NO	NOT RECORDED
April-May 2025	9	3	0
<i>As % of recorded responses</i>	75%	25%	Na
February 2024	5	5	1
<i>As % of recorded responses</i>	50	50	na

ID	SITE	WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 3
3	CARSHALTON	NOT RECORDED
9	SUTTON	NOT RECORDED
12	WIMBLEDON VILLAGE	NOT RECORDED

**4. Are the names and locations of fire marshals and first aiders displayed and known to staff?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	3	8	1*
<i>As % of recorded responses</i>	27	73	na
February 2024	6	5	0
<i>As % of recorded responses</i>	55	45	na

\*Rosehill Shop (Study No.10)

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 4</b>
1	BANSTEAD SHOP	RECORDED NOT
2	CAPITOL HOUSE	4. CHETNA PATEL - HEALTH AND SAFETY/ FIRST AIDER. JAMES MCGOWAN - FIRE MARSHALL
5	DONATION CENTRE	4. NO POSTERS FOR FIRST AIDERS OR FIRE MARSHALLS.
6	MORDEN	RECORDED NOT
7	NEW MALDEN	RECORDED NOT
8	RAYNES PARK	RECORDED NOT
11	STONECOT HILL	4. NEED A FIRE MARSHAL POSTER. FIRE EVACUATION POSTER OUT OF DATE EVERYWHERE.
12	WIMBLEDON VILLAGE	4. FIRST AID ONLY

**5. Is all signage displayed as required e.g. fire escape, fire action notices, fire extinguisher signs, fire exit instructions, fire doors, assembly point, hazard warnings, mandatory instructions?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	100	0	na
February 2024	11	0	0
<i>As % of recorded responses</i>	100	0	na

**6. Are there sufficient numbers of suitably stocked first aid boxes?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	10	2	0
<i>As % of recorded responses</i>	83	17	na
February 2024	9	1	1
<i>As % of recorded responses</i>	90	10	na

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 6</b>
8	RAYNES PARK	RECORDED NOT
12	WIMBLEDON VILLAGE	RECORDED NOT

**7. Is there a schedule in place with persons given responsibility for regularly checking the contents of first aid boxes?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	11	1	0
<i>As % of recorded responses</i>	92	8	<i>na</i>
February 2024	10	1	0
<i>As % of recorded responses</i>	91	9	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 7</b>
12	WIMBLEDON VILLAGE	RECORDED NOT

**8. Is there a first aider present (or an appointed person where appropriate)?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	7	5	0
<i>As % of recorded responses</i>	58	42	<i>na</i>
February 2024	5	6	0
<i>As % of recorded responses</i>	45	55	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 8</b>
6	MORDEN	RECORDED NOT
7	NEW MALDEN	RECORDED NOT
8	RAYNES PARK	RECORDED NOT
10	ROSEHILL	RECORDED NOT
12	WIMBLEDON VILLAGE	RECORDED NOT

**9. Are eating/kitchen facilities clean and adequate for the number of staff on site? *Note. It may be appropriate for people to eat at their desks.***

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	100	0	<i>na</i>
February 2024	8	3	0
<i>As % of recorded responses</i>	73	27	<i>na</i>

**10. Are toilet facilities clean and adequate for the number of staff and others on site?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	100	0	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	100	0	<i>na</i>

**11. Are washing facilities clean and adequate for the number of staff and others on site?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	10	0	1
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**12. Is hot water at a safe temperature, or 'danger, very hot water' signage displayed where this cannot be achieved?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**13. Where necessary to protect vulnerable persons, are hot water and hot surfaces adequately controlled/protected and subject to a testing regime?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT APPLICABLE</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	8	1	2
<i>As % of recorded responses</i>	<i>89</i>	<i>11</i>	<i>na</i>

**14. Are changing and locker facilities clean and adequate for the number of staff and others on site (where required)?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT APPLICABLE</b>
April-May 2025	11	0	1*
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

\*Capitol House (Study no.2)

**15. Is the general working environment clean with a good standard of housekeeping?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>na</i>	<i>na</i>
February 2024	8	0	3
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**16. Is the working environment at an appropriate temperature?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	4	0	7
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**17. Is the general working environment, both internally and externally adequately lit?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	4	0	7
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**18. Is the general working environment adequately ventilated?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**19. Do staff have sufficient space to safely carry out their work?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	10	1	0
<i>As % of recorded responses</i>	<i>91</i>	<i>9</i>	<i>na</i>

**20. Is drinking water provided with appropriate signage to distinguish drinking from non-drinking water where applicable?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	11	1	0
<i>As % of recorded responses</i>	<i>92</i>	<i>8</i>	<i>na</i>
February 2024	3	8	0
<i>As % of recorded responses</i>	<i>27</i>	<i>73</i>	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 20</b>
6	MORDEN	RECORDED NOT

**21. Are all accessible places where a person may fall appropriately guarded (consider guard railing on stairs and landings, attic areas, loft hatches, fragile surfaces, flat roofs and window restriction if appropriate)?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT APPLICABLE</b>
April-May 2025	8	0	4*
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

\*Banstead shop (study no. 1), Morden shop (study no. 6), Raynes Park shop (study no. 8), Rosehill shop (study no. 10)

**22. Is there a lack of hazards from falling objects e.g. from shelving, mezzanine floors and landings?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	11	0	1*
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	3	0	8
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

\*Cheam shop (study no. 4)

**23. Are doors, gates and shutters in good repair with safety mechanisms in working order?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	11	1	0
<i>As % of recorded responses</i>	<i>92</i>	<i>8</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 23</b>
4	CHEAM	23. DOOR TO BACK ROOM OPENS FAST, BRACKET AT THE TOP OF THE DOOR IS BROKEN.

**24. If chemicals are stored, are they stored appropriately in accordance with the 'COSHH' assessment?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT APPLICABLE</b>
April-May 2025	11	1	0
<i>As % of recorded responses</i>	<i>92</i>	<i>8</i>	<i>na</i>
February 2024	7	0	4
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 24</b>
2	CAPITOL HOUSE	RECORDED NOT

**25. Are stores/stockpiles safely stacked with safe access to stored items?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	11	1	0
<i>As % of recorded responses</i>	<i>92</i>	<i>8</i>	<i>na</i>
February 2024	10	1	0
<i>As % of recorded responses</i>	<i>91</i>	<i>9</i>	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 25</b>
5	DONATION CENTRE	25. MOUNTAIN OF BAGS IN STOCKROOM, CURRENTLY BEING ACTIONED AND REMOVED FOR DC.



**26. Are pedestrian and vehicle routes in good order, safely organised and free obstruction?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	10	0	1
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**27. Are floors even and well maintained?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**28. Are there effective procedures to deal with spillages?**

<b>n = 11</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	10	1	0
<i>As % of recorded responses</i>	<i>91</i>	<i>9</i>	<i>na</i>

**29. Is there an absence of slip, trip or fall hazards, such as frayed carpets, uneven floors, wet floors or unprotected changes of floor level?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	9	3	0
<i>As % of recorded responses</i>	<i>75</i>	<i>25</i>	<i>na</i>
February 2024	9	2	0
<i>As % of recorded responses</i>	<i>82</i>	<i>18</i>	<i>na</i>

<b>ID</b>	<b>SITE</b>	<b>WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 29</b>
3	CARSHALTON	29. LOOSE CARPET IN DOORWAY BETWEEN SHOP AND BACK ROOM. ACTION - TO SERVICE THE FIRE EXTINGUISHER OUT BACK
4	CHEAM	29. ALTHOUGH EVERYTHING IS STORED WITH CLEAR WALKWAYS TO ALL EXISTS, THERE ARE STILL ITEMS IN AREAS WHICH COULD BE A HAZARD IF NOT SEEN.
9	SUTTON	29. NEEDS NEW TAPE. YELLOW AND BLACK ACROSS STEPS IN BOTH TOILETS AND KITCHEN.

**30. Is waste stored appropriately, with regard to health and fire risks, and not allowed to accumulate in the workplace?**

<b>n = 12</b>	<b>YES</b>	<b>NO</b>	<b>NOT RECORDED</b>
April-May 2025	11	1	0
<i>As % of recorded responses</i>	<i>92</i>	<i>8</i>	<i>na</i>
February 2024	10	1	0
<i>As % of recorded responses</i>	<i>91</i>	<i>9</i>	<i>na</i>

ID	SITE	WRITTEN COMMENTS TO 'NO' ANSWERS TO QUESTION 30
5	DONATION CENTRE	30. WASTE IS A LARGE PILE REGULARLY OVERFLOWING WE ARE HOPING TO RECEIVE AN EXTRA COLLECTION DAY. ALSO, OUR GUYS ARE REMOVING THE WASTE WHEN POSSIBLE AND TAKING TO CAPITOL.

**31. Is the electrical installation and portable appliances subject to periodic inspection and testing?**

n = 12	YES	NO	NOT RECORDED
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	10	1	0
<i>As % of recorded responses</i>	<i>91</i>	<i>9</i>	<i>na</i>

**32. Are employees and others wearing the correct personal protective clothing/equipment?**

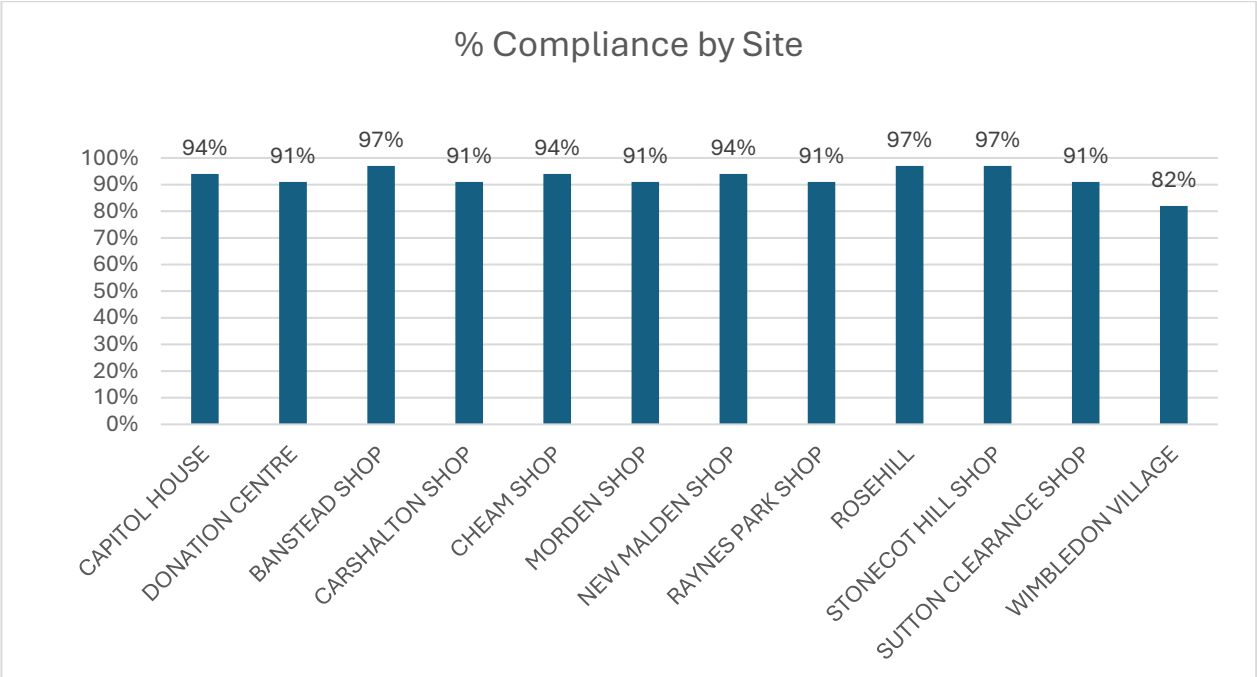
n = 12	YES	NO	NOT APPLICABLE
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	8	0	3
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**33. Are correct manual handling techniques actually in use?**

n = 12	YES	NO	NOT RECORDED
April-May 2025	12	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>
February 2024	11	0	0
<i>As % of recorded responses</i>	<i>100</i>	<i>0</i>	<i>na</i>

**2025 - OVERALL COMPLIANCE = 92.29%**  
(BASED ON 33 QUESTIONS)

**2024 - OVERALL COMPLIANCE = 88.62%**  
(BASED ON 33 QUESTIONS)



**ACTIONS**

<b>Question</b>	<b>Location</b>	<b>Action</b>	<b>Responsibility</b>
2 re Fire extinguishers serviced within last year	Carshalton Sutton Wimbledon Village	Service all fire extinguishers that need to be serviced	ASM liaise with FM
3 re Fire alarm call point test	Carshalton Sutton Wimbledon Village	Check records of fire alarm call point testing are evident	ASM
4 re names and locations of fire marshals and first aiders are displayed and known to staff	Banstead Shop Capitol House Donation Centre Morden Shop New Malden Raynes Park Stonecot Hill Wimbledon Village	Ensure names and locations of fire marshals and first aiders are displayed and known to staff. <i>(Note that Fire Marshal will practically be person in charge of Shop and first aiders may not be trained first aiders just responsible individuals referred to as appointed first aider)</i>	ASM
6 Are there sufficient numbers of suitably stocked first aid boxes?	Raynes Park Wimbledon Village	Ensure there is a sufficient stock of first aid boxes	ASM
7 Is there a schedule in place with persons given responsibility for regularly checking the contents of first aid boxes?	Wimbledon Village	Ensure there is a schedule in place with persons given responsibility for regularly checking the contents of first aid boxes	ASM
8 Is there a first aider present (or an appointed person where appropriate)?	Morden New Malden Raynes Park Rosehill Wimbledon Village	Ensure there is a first aider present (or an appointed person for first aid where appropriate)	ASM
20 Is drinking water provided with appropriate signage to distinguish drinking from non-drinking water where applicable?	Morden	Ensure drinking water signs are ordered and put in place as required.	FM
23 Are doors, gates and shutters in good repair with safety mechanisms in working order?	Cheam	Ensure all doors, gates and shutters are in good repair with safety mechanisms in working order.	ASM liaise with FM

<b>Question</b>	<b>Location</b>	<b>Action</b>	<b>Responsibility</b>
24 COSHH assessments	Capitol House	Ensure the COSHH assessments are saved at <a href="#">S:\Health &amp; Safety\Risk Assessments\Risk Assessments by Department/Shops\COSHH</a>	ASM
25 Are stores/stockpiles safely stacked with safe access to stored items?	Donation Centre	Ensure stores/stockpiles are safely stacked with safe access to stored items	ASM
29 re slip/trip/fall hazards	Carshalton Cheam Sutton	Ensure that all slip/trip/fall hazards including loose carpets in Carshalton are addressed. In Cheam ensure walkways are clear. In Sutton review and replace tape.	ASM liaise with FM
30 Waste stored appropriately	Donation Centre	Ensure that waste is stored appropriately with regard to health and fire risks, and are not allowed to accumulate	ASM

## **CONCLUSIONS**

1. Overall compliance is at a commendable 92.29 based on 33 questions across the 11 retail locations and Capitol House (c.f. 88.62% based on just the 11 retail locations in February 2024).
2. The Banstead Shop, the Rosehill shop and the Stonecot Hill Shop all had the highest compliance across all criteria (97%) and the Wimbledon Village shop had the lowest (82%). [c.f. In February 2024 the Donation Centre had the highest compliance across all criteria (100%) and the Cheam shop had the lowest (79%)].
3. The areas of lowest compliance are: Question 2 “Have the fire extinguishers been serviced within the last year?” (75% c.f. 100% in 2024) Question 3 “Has the fire alarm call point been tested within the last week and test record kept?” (75% c.f. 50% in 2024) question 4 “Are the names and locations of fire marshals and first aiders displayed and known to staff?” (27% c.f. 55% in 2024) Question 8 “Is there a first aider present (or an appropriate person where appropriate)?” (58% c.f. 45% in 2024) Question 29 “Is there an absence of slip, trip or fall hazards, such as frayed carpets, uneven floors, wet floors or unprotected changes at floor level?” (75% c.f. 82% in 2024).
4. This exercise makes a valuable contribution in demonstrating and developing health and safety compliance at the hospice shops.
5. To acknowledge the importance of Health and Safety that is embraced by the retail team, to thank them and to recognise their efforts alongside the efforts of our facilities team in ensuring a safe working environment for all.

## **RECOMMENDATIONS**

1. To ensure results of this survey are considered by the Shop Managers.
2. To aim for over 90% compliance across all locations.
3. To undertake and complete re-audit in April-May 2026.
4. To encourage, as far as is possible, the provision of written comments to ‘no’ answers.
5. To undertake a progress update against the actions listed by the end of September 2025.