

Uppertunity – risk assessment



Uppertunity Risk assessments

Updated: December 2025

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General points:

- Ensure adequate first aid resources are in place: properly stocked kit in each groupwork space
- Ensure at least one first aider is on site during working hours
- If members are unsupported by a carer and Uppertunity feel the individual need more support than what Uppertunity staff can provide, management will discuss this with the individuals' family or care manager
- It is the duty of all staff to clean the spaces, and support each other to do so. It is not to be left to some staff. Volunteers are also required to clean up before they go as well, and this is to be supported by staff
- Activities and tasks must only be completed by a staff member experienced in the tasks/activities
- If anyone is ever unsure of anything or feel anything is unsafe, they must stop immediately and seek further assistance from management
- All equipment and tools must be checked regularly, and if unsafe or blunt, they must be disposed of immediately and the manager informed. All electrical equipment must be PAT tested yearly

General office risk assessment

Hazard	Risk	What is being done currently	Further management of risk	Who needs to take action
Chemicals – use, handling and storage of typical office chemicals, i.e. inks, correction fluids, screen cleaners, Xylene based marker pens, domestic-grade cleaning products, etc.	<ul style="list-style-type: none"> Risks to Uppertunity employees, students, visitors and carers Risk of fire, dermatitis, burns and effects on inhalation. Risks of inhalation are increased where individuals suffer from respiratory disorders i.e. asthma. 	<ul style="list-style-type: none"> Use and dispose of all chemicals in accordance with manufacturer's instructions and material safety data sheets (MSDS). All chemicals should be stored appropriately. Store aerosols away from heat sources and out of direct sunlight. Do not apply aerosols to hot surfaces or electrical equipment. Refer to chemical safety pages of USO website for additional guidance and requirements for COSHH risk assessments. 	Reduce harsh chemicals, aim to use only safe products wherever possible	Manager and staff
Computers, Seating and Workstations – Working with display screen equipment (DSE) and workstations	<ul style="list-style-type: none"> Risks to employees and volunteers who regularly use DSE. Risks are proportional to frequency and intensity of usage. Risk of sore eyes, discomfort in head, neck, back, upper limbs and mental fatigue, to habitual DSE users, where appropriate preventive measures are not taken. 	<ul style="list-style-type: none"> Set up comfortable working space with appropriate chair/desk, etc. Take regular breaks and follow DSE guidelines within health and safety folder Laptops stands, mouse and keyboard are available for use, plus office specific chairs that can be adjusted. 		Manager and staff
Dealing with Difficult People/Situations	<ul style="list-style-type: none"> Risks to employees and volunteers Risk of verbal abuse, threatening behaviour, potential acts of violence Risk of anxiety, stress, cuts, bruising and fractures. 	<ul style="list-style-type: none"> Staff to receive a full briefing during induction on how to deal with difficult situations (remain calm, change the setting if possible, respect and give space, alert another staff member) 	<ul style="list-style-type: none"> Client records must be regularly updated 	Manager and staff, as well as supporting carers

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		<ul style="list-style-type: none"> • Members need to complete application form before attending, detailing any behavioural problems. • Ratios should be maintained: 5 clients to one staff member • Staff and volunteers should ensure they feel safe at all times. If not, they should leave the situation immediately and contact manager or 101. 		
Electricity	<ul style="list-style-type: none"> • Risks staff, volunteers and clients • Risk of fire, static electricity and electric shock 	<ul style="list-style-type: none"> • Portable Appliance Testing should be conducted for all portable appliances yearly. • General review of electrical equipment as part of quarterly and annual safety inspections. • Staff encouraged to carry out frequent checks on the electrical equipment, maintain awareness and report faulty or damaged equipment. Defective equipment will be taken out of use immediately and either repaired or replaced. Work must only be carried out by a competent person. • Electrical extension leads to be fully wound out when in use. 		Manager and staff
Handling Cash	<ul style="list-style-type: none"> • Risks to staff • Risk of verbal abuse, threatening behaviour, potential acts of violence 	<ul style="list-style-type: none"> • No more than £300 should be kept at Uppertunity. Cash should be stored in cash boxes with locked keys. • Cash should only be transported by manager or assigned staff member. • Do not make cash obviously visible. • Ensure cash ups are done weekly, and large amounts are stored safely • If threatened, give whatever items the aggressor demands and back away, then 		Manager

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		employ the emergency procedures outlined below.		
Lifting & Handling	<ul style="list-style-type: none"> Risks to employees, volunteers and clients Risk of aches and pains, injuries to the back and limbs, musculoskeletal disorders, cuts, bruises, strains, sprains and fractures as a result of lifting something too heavy or in an inappropriate way. 	<ul style="list-style-type: none"> Provide and ensure use and maintenance of appropriate personal protective equipment. Bend with knees. Work in pairs to lift large items. Store large items on lower shelves. Move items in smaller amounts If possible, move heavy items on wheels Ensure path is cleared when moving items and nothing is on item being moved 		Manager and staff
Lone Working	<ul style="list-style-type: none"> Risk of a range of illnesses / injuries while assistance / supervision is unavailable 	<ul style="list-style-type: none"> All staff to follow rotas. If working outside of this rota, use online group chat to notify other staff when in and out of the building. If any staff member is feeling stressed or in danger, phone manager or 999 immediately Additional risk assessment completed 		Manager and staff
Office related Equipment / Machinery / Mechanical Hazards	<ul style="list-style-type: none"> Risk of contact with hot surfaces and moving parts, i.e. traps, nips and drawing in points. Risk of injury where equipment is not appropriately guarded, operated or maintained. 	<ul style="list-style-type: none"> Maintain equipment in a safe condition Provide appropriate training and, where required, supervision for employees. Follow manufacturer's / supplier's instructions. Provide and ensure use and maintenance of appropriate personal protective equipment. Store items of equipment appropriately and ensure no unsupervised access. Isolate damaged / defective equipment, label and remove from use until repaired or replaced. Where equipment or machinery pose drawn in risks, i.e. binders, laminators, shredders, etc, risks should be reduced by 		Manager and staff

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		tying back long hair, securing loose fitting / free moving personal items, i.e. clothing, ties, scarves, jewellery etc.		
Slips, Trips and Falls and General Movement Around Offices	<ul style="list-style-type: none"> Risks to all Risk of slips, trips and falls Risk of lacerations, contusions, fractures and head injuries. 	<ul style="list-style-type: none"> Fix carpets and floors if faulty immediately Areas of defective flooring should be isolated with barriers and signage until permanent repairs can be undertaken. Correct cleaning procedures established following manufacturer's instructions. Any spilled liquids must be cleaned up immediately and dried. Where this is not possible the area should be isolated until dry. Transport hot liquids in suitable containers that prevent spillage, and proceed slowly and with caution, particularly when exiting or approaching doorways, blind corners and on pedestrian walkways. Good housekeeping and maintenance to ensure clear access to pedestrian walkways. Trailing cables from computers, telephones etc, should be protected by trunking or cable tidies. Use cable protectors where cables pose a temporary hazard. 		Manager and staff, as well as supporting carers
Workplace Climate and Environment - including temperature, noise, lighting, humidity	<ul style="list-style-type: none"> Risks to all Discomfort where working conditions are too hot or too cold. Risk of dry eyes, eye strain, trips and falls where lighting levels are 	<ul style="list-style-type: none"> Workplace temperatures should be at least 16°C where work is of a sedentary nature. Use heaters. Lighting should be adequate in all areas, i.e. workstations and routes of access and egress. 		

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	inadequate. Also risk of Tinnitus.	<ul style="list-style-type: none"> Automatic emergency lighting provided in areas where required. 		
Spread of infection through contact, droplets, airborne particles, shared equipment, or poor hygiene.	<ul style="list-style-type: none"> Illness, transmission of viruses or bacteria (e.g., colds, flu, Covid-type illnesses), increased risk to vulnerable individuals, disruption to services. 	<ul style="list-style-type: none"> Individuals who are unwell (including sickness, diarrhoea, flu-like symptoms, fever) are asked not to attend sessions. Participants recovering from sickness or diarrhoea must not attend for 48 hours after last symptoms. Handwashing facilities with hot water and soap are available in bathroom and kitchen, as well as hand sanitisers in all rooms. Staff encourage regular handwashing, especially before food preparation or after toilet use. Shared surfaces are cleaned routinely with suitable products. Staff and volunteers follow food hygiene training where relevant. Good ventilation promoted where possible by opening windows/doors. Signs in art room to remind everyone to wash hands. 	<ul style="list-style-type: none"> Members/volunteers to inform Uppertunity staff of illness Staff to remind participants to cover coughs/sneezes and wash hands afterwards. Adjust activities during outbreaks (reduce group sizes, move outdoors where possible). 	Manager, staff, carers, volunteers, and participants.
Limited mobility, uneven surfaces, stairs, narrow spaces, inaccessible kitchen layout, crowded environments, or unsuitable equipment.	<ul style="list-style-type: none"> Trips, falls, strain injuries, inability to move safely, exclusion from activities, difficulty evacuating during emergencies. 	<ul style="list-style-type: none"> Staff assess individual needs on referral forms. Participants encouraged to wear suitable footwear. No wheelchair access in kitchen Staff support safe navigation of stairs, corridors, and outdoor areas. Outings include supervision, reminders to walk slowly, and footwear guidance. Accessible toilets available in the Castle. 	<ul style="list-style-type: none"> Ensure clear pathways in all rooms; remove clutter regularly. Review emergency evacuation plans for anyone with reduced mobility; assign support roles if needed. Identify accessibility barriers at external venues in advance and adapt outing plans accordingly. 	Manager, staff, carers, and volunteers supporting activities.

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<p>Emotional distress, sensory overload, frustration, anxiety, behavioural escalation, or crisis triggered by environmental factors, group dynamics, or personal circumstances.</p>	<ul style="list-style-type: none"> Emotional harm, withdrawal, disruptive behaviour, harm to self or others, breakdown of activity, increased stress for group members and staff. 	<ul style="list-style-type: none"> Members provide information on behavioural needs in referral forms. Staffing ratios support safe supervision (approx. 5:1 including carers). Staff encouraged to give space, move environment, and alert colleagues if needed. Staff and volunteers monitor for early signs of distress and respond promptly. 	<ul style="list-style-type: none"> Create quiet or low-stimulus spaces for individuals needing a break. Provide clear visual or verbal instructions and allow processing time. Identify known triggers (noise, crowds, touch, changes) in advance and plan accordingly. Offer choice-based participation to reduce pressure. Ensure staff know what to do if an individual absconds, becomes overwhelmed, or experiences a meltdown. Document any incidents and adjust approaches for future sessions. For outings, assign “check-in” leads for individuals with higher support needs. 	
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Cooking & Baking

Risk	Hazard	Level of risk	What is being done currently	Further management of risk	Who needs to take action
Sharp objects (washing, storage)	Cuts from knives, peelers, scissors, graters and other equipment with blades	medium	<ul style="list-style-type: none"> - Participants are shown how to wash and store sharp objects safely - Sharp objects to be placed out with dirty dishes boxes so that they are easily seen. No sharp objects in sinks. - Knives to be stored separately from other cooking equipment and with blade ends pointing inwards. - Peelers, flat graters and scissors to be stored in labelled sharps basket/drawer with blades pointing inwards. - scissors to be stored with blades closed. - box graters to be stored on dedicated shelf space. - properly stocked first aid box readily available and first aider on site during sessions. 	There must be a first aider in Uppertunity's area available during sessions.	<p>Uppertunity or care workers will supervise when required.</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Sharp objects (use)	Cuts from knives, peelers, scissors, graters and other equipment with blades	medium	<ul style="list-style-type: none"> - Participants are shown how to use sharp objects correctly and safely, including good knife skills - scissors to be passed with handle towards recipient - stop grating food when fingers get near to the blades - ensure kitchen knives are sharp to avoid injuries from pressure and slips - help participants to choose suitable tools for the task, e.g. small knives for finer work 	<p>Consistent instruction from facilitators on correct and safe use</p> <p>There must be a first aider in Uppertunity's area available during sessions.</p>	<p>Uppertunity or care workers will supervise when required.</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>

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			- properly stocked first aid box readily available and first aider on site during sessions.		
Electrical equipment	Cuts or injury from electrical processors and blenders, including hand (stick) blenders	low	<ul style="list-style-type: none"> - Participants are shown how to use equipment correctly and safely - Participants always supervised whilst using this type of equipment. - Instruction book to be read and followed by facilitator before using the appliance. - Blades to be stored in a visible place beside sink once used (do not store in dirty dishes boxes or in sink). - All parts to be stored in a dedicated, labelled box after use. - properly stocked first aid box readily available and first aider on site during sessions. 	There must be a first aider in Uppertunity's area available during sessions.	<p>Staff and carers to supervise</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Eating food	Choking on small pieces of food or inhalation of small ingredients	low	<ul style="list-style-type: none"> - Tasting sessions of small pieces of fruit or other small ingredients to be conducted in a calm, unhurried manner and supervised. - Never eat foods from a cupped hand with head thrown back. - Participants to taste or eat food only at the invitation of instructor 	There must be a first aider in Uppertunity's area available during sessions.	<p>Staff and carers to supervise</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Obstructions and spillages	Trips, slips and falls	Low	<ul style="list-style-type: none"> - Floor areas to be even and clear of extraneous furniture, wires, boxes or other items likely to cause tripping. - Floor to be cleaned and dried of food or other matter likely to cause slipping. - Cooking area to be accessible only to participants engaged in the activity and who are under strict supervision - Appropriate footwear to be worn (low-heeled, closed in shoes, laces tied). 	There must be a first aider in Uppertunity's area available during sessions.	Group facilitator to check room before session starts

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			<ul style="list-style-type: none"> - Kitchen space is not big enough for wheelchair users, and additional risk assessment must be completed for anyone with limited mobility to see if the space is appropriate and safe to move in. - Table heights to be appropriate to the participant's height. 		
Food Safety	Contamination of food caused by bacteria from equipment and or other surfaces	Low to Medium	<ul style="list-style-type: none"> - Equipment to be washed to remove all food particles, sanitised (dishwasher or sanitiser rinse) and thoroughly dried before storage. - Equipment to be inspected regularly for food particles and mould growth (the latter possibly developing if equipment has been put away wet or dirty). - Storage areas to be wiped regularly with a clean cloth and hot soapy water after each use (allow to dry thoroughly before replacing clean equipment) - Food cleaning agents and cloths including tea towels to be stored separately from cooking equipment - No outdoor/indoor clothing, bags, briefcases, files books or boxes to be placed on the cooking surfaces. - Surfaces to be sanitised with a suitable food-grade sanitiser spray and wiped down with a cloth retained solely for the purpose. 	Group facilitator/staff must have completed health and hygiene training	<p>Group facilitator to monitor during session</p> <p>Manager to monitor cleaning weekly</p>
Food Safety	Contamination of food from clothing	Low	<ul style="list-style-type: none"> - All participants to wear a clean apron reserved solely for food preparation. - Aprons to be removed when leaving the kitchen area for any reason. - Long sleeves to be rolled up, and scarves and other accessories (except for religious head wear) to be removed. 	Group facilitator/staff must have completed health and hygiene training	<p>Group facilitator to monitor during session</p> <p>Manager to monitor cleaning weekly</p>

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			- Outdoor clothing, coat, jackets or suit jackets never to be worn or stored in the food preparation area.		
Food Safety	Contamination of food from hair, nail polish, rings and bacteria on hands	Low	<p>- Long/medium -length hair to be fastened back using bands and clips, any wisps to be secured away from face.</p> <p>- Nails to be kept short. No nail polish or false nails to be worn.</p> <p>- Prior to food handling, hands to be washed (at hand wash sink) using hot water and soap and dried with dedicated hand towel.</p> <p>- Hands to be washed regularly, and particularly:</p> <ul style="list-style-type: none"> • After handling raw foods. • After visiting the toilet. • After touching refuse such as food waste or bin bags. • After blowing your nose, sneezing or coughing. • After eating, drinking or smoking. • After cleaning and disinfecting. 	Group facilitator/staff must have completed health and hygiene training	Group facilitator to monitor during session
Food Safety	Contamination of food from cuts, sores, boils and dressing	Low	<p>- Blue plasters to be applied to any cuts or sores.</p> <p>- More extensive existing injuries to be covered with vinyl or latex (plasters or gloves).</p>	Group facilitator/staff must have completed health and hygiene training	Group facilitator to monitor during session
Food Safety	Contamination of food caused by bacteria spread by illness	low	<p>- No participants feeling sick or unwell to be permitted to enter the cooking area.</p> <p>- No participant suffering or recently recovered from sickness or diarrhoea to be permitted to enter the cooking area (48 hours after last symptoms).</p>	Group facilitator/staff must have completed health and hygiene training	Group facilitator to check wellness of participants before session

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Food Safety	Food contamination caused by bacterial growth resulting from incorrect storage of food	low	<ul style="list-style-type: none"> - Cooked and raw ingredients to be kept separated, both in storage and in preparation. - Refrigeration to be available for storing perishable foods at their correct conditions (frozen; -18C or below; refrigerated between 0 and 5C) - All foods to be securely covered to prevent cross-contamination. - All foods not used by 'use by' date to be disposed of. - Dry goods to be stored in sealed containers and in a clean, dry designated area well away from cleaning agents, paints, stationary and other potential contaminants. 	Group facilitator/staff must have completed health and hygiene training	<p>Group facilitator to monitor during session</p> <p>Manager to monitor cleaning weekly</p>
Food	Contamination of food by microbes in soil or other growing medium	low	<ul style="list-style-type: none"> - Cooking aprons never to be worn when picking or harvesting produce. - Hands to be washed thoroughly after picking or harvesting and washing produce. - Soil and other growing media to be removed by washing prior to food preparation. - Open wounds to be covered before handling soil-covered produce. 	Group facilitator/staff must have completed health and hygiene training	<p>Group facilitator to monitor during session</p> <p>Manager to monitor cleaning weekly</p>
Food Safety	Contamination of food from waste on tables, in bins or on the floor	Low	<ul style="list-style-type: none"> - Waste bowls used on food preparation tables to be emptied promptly when full. - Any sharp-edged waste (open tins/cans or broken shattered equipment) to be wrapped, labelled and promptly and safely disposed of. - Waste bins to be lined, full bags to be tied and sealed and promptly and safely disposed of. - Food waste bins to be washed and disinfected immediately after emptying. 	Group facilitator/staff must have completed health and hygiene training	<p>Group facilitator to monitor during session</p> <p>Manager to monitor cleaning weekly</p>

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			<ul style="list-style-type: none"> - Food waste bins to be reserved for food only and never to be used for other waste. - Accidental spillages of food (liquid or solid) to be wiped, swept or vacuumed, and floors washed, before and after (never during) cooking activities. 		
Allergies	Reactions to food – allergic or intolerance	Medium to high	<ul style="list-style-type: none"> - Participants and visitors to provide detailed information of any known or suspected allergies or intolerance to foodstuffs or cleaning agents. The information must be in writing and readily available for inspection. - People who may require medication during cooking activities to be identified and an authorised representative to be on hand to administer that medication if required. - Alternative foodstuffs to be made available for any person with food allergies or intolerances. In some cases, it may be deemed necessary to exclude certain ingredients from the recipes or, in extreme case, to exclude the participant from the cooking activity. - Donations of food from outside sources to be accepted only if in original packaging with labelling intact. - N.B: if there is any doubt regarding the safety of any individual during the cooking activity, Uppertunity may reserve the right to decline his/her participation in cooking activities. 	Allergies are noted prior to any participants joining in referral form, and allergens must be asked before any tasting.	Manager to check referral forms
Burns	Burns from hot food out of microwave, hob or oven	Medium	<ul style="list-style-type: none"> - Oven gloves must be used at all times when handling hot food, including containers food is placed in 	There must be a first aider in Uppertunity's	Staff and carers to supervise

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			<ul style="list-style-type: none"> - When removing food from ovens, microwaves or hob, a clear space to place food must be made before moving food - No ceramics or metal to be used in microwaves - When pouring liquid, it must be done slowly and when cooled. Hands must be kept clear of liquid pouring - When placing food in oven, they must be places on trays that can be easily lifted in and out - Before taking anything out of oven, the person must alert anyone near the oven, and then place it in an area away from anyone that could bump into it - Pour liquids slowly and away from the body. Ensure hot liquids are cooled before handling. 	<p>area available during sessions.</p> <p>First aid box must be readily available.</p>	<p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Fire	Burns and scalds from heat, fire and electrical hazards	Medium	<ul style="list-style-type: none"> - Flammable materials not to be stored or situated close to cookers. - Cooker/hob and oven to be operated only by or under supervision of the session facilitator. - No loose clothing to be worn in the kitchen (minimise risk of clothing catching fire). - Matches or other fire-lighting materials to be stored securely and not to be used to light cookers or other equipment. - Emergency evacuation procedures to be in place and understood by all participants (see separate Fire Assessment document). - Emergency exits kept clear and free from obstruction at all times. - Assembly point to be identified and all participants to be aware of it. 	<p>There must be a first aider in Uppertunity's area available during sessions.</p> <p>First aid box must be readily available.</p>	<p>Staff and carers to supervise</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>

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			<ul style="list-style-type: none"> - A fire blanket and suitable fire extinguisher to be available at all times. - Electrical equipment including electric pans, sandwich toaster, food processors, blenders (including stick blenders) to be operated under supervision only. - Electrical equipment (fixed and portable) to be certified for safe use annually. - Facilitator to carry out visual check of electrical equipment at each use. <p>Suspected malfunctioning equipment not to be used.</p>		
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Arts & Crafts

<u>Hazard</u>	<u>Risk</u>	<u>What is being done currently</u>	<u>Further management of risk</u>	<u>Who needs to take action</u>
Painting	Contact reaction with eyes and skin, allergic reactions, spillages causing a slip hazard	<ul style="list-style-type: none"> - Participants are supervised during each activity - Staffing ratios (includes Uppertunity staff, support staff & carers) 5 to 1 - Participants thoroughly wash any skin contact areas after each activity, e.g. hands, forearms & faces. - Any spillage is cleaned up immediately and the floor is in a dry, safe condition - Allergies are noted in referral form prior to any participants taking part - Staff watch and listen to participants for any signs of allergic reaction to materials used. See below for basic allergy management guidance. 		<p>Group facilitator and Manager</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using clay	Contact reaction with eyes and skin, allergic reactions to ingredients	<ul style="list-style-type: none"> - Staff & helpers watch for any adverse reaction when participants are using the clay (see below for basic allergy management guidance). - Participants thoroughly wash their hands after using the clay - Participants are given instructions before the activity - Any spillages of clay and/or water are mopped up immediately to avoid a trip/slip hazard - Suitable aprons are supplied to avoid getting clothing soiled - Any tools used to work the clay must be appropriate for the participant's abilities. If sharp objects are to be used, participants must be supervised while using these. 	Choose non-allergenic clays	<p>Group facilitator</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Sewing	Needle injury and strain	<ul style="list-style-type: none"> - Participants are supervised during the activity - If sharp needle is inappropriate to ability, a blunt plastic needle will be offered - Only materials which can be easily sewn and/or stitched are to be used to avoid strain 		Group facilitator
Using glues	Contact with skin, hair and eyes, Inhalation of fumes	<ul style="list-style-type: none"> - Participants are instructed not to use excessive amounts and to avoid spillages at all times - Only approved products are to be used, specifically child friendly glues 		<p>Group facilitator</p> <p>Participants are responsible for adhering</p>

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		<ul style="list-style-type: none"> - Super glues and solvent-based adhesives should only be used by staff. Participants must use water-based, non-toxic adhesives. - “Super –glues” and wallpaper paste containing fungicides should not be used. - Participants should not use spray adhesives. They may be highly flammable and/or toxic. Caution should be advised when and where they are used, the area must be well ventilated. - Any glue which gives off heavy vapours should not be used unless the area is very well ventilated and face masks are worn. - Manufacturer’s instructions should be read and followed by staff to become aware of the possibility of solvent abuse and participants becoming sensitised to solvents and glues etc. 		to best practice advised by Uppertunity.
Using scissors	Cuts and nip injuries	<ul style="list-style-type: none"> - Only round-headed scissors are to be used by low functioning participants - Participants are supervised during the activity and given instruction in the safe use of any equipment used - Scissors must be counted out and in and be properly stored - Any faulty or damaged scissors are disposed of - When blades are being used, participants must be supervised - Sharp tools must be stored securely when not in use. 	<p>First aid box must be readily available and there must be someone available who is first aid trained.</p> <p>Facilitator to visually check condition of scissors at each session.</p>	<p>Group facilitator and Manager</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using a glue gun	Burns, due to hot components and hot glue	<ul style="list-style-type: none"> - Low-melt glue guns are considered safer than hot-melt glue guns and should be used - If hot-melt glue guns are to be used, these should only be used under strict supervision - Any electrical equipment should be regularly tested for electrical safety - A dedicated heat-proof mat to be used; equipment should only purchase from a reputable supplier - Participants will be shown how to use the glue guns - Gloves must be worn when using a glue gun - Glue guns must be used in designated area 	Facilitator to visually check condition of equipment at each session.	<p>Group facilitator and Manager</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using tools	Cuts, bruises and abrasions	<ul style="list-style-type: none"> - Participants will be shown how to use equipment and tools correctly and safely. - jigsaws, drills or any other electrically powered equipment not to be used 	Facilitator to visually check condition of equipment at each session.	Group facilitator and Manager

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		<ul style="list-style-type: none"> - Tools should not be left out. After each session they should be returned to the toolbox or cupboard and counted. - The storage facility or cupboard must not be above the reach of the participants where they may have to stretch. - Sharp tools must be stored securely when not in use. - All tools should be visually inspected before use to ensure they are in good condition. 		Participants are responsible for adhering to best practice advised by Uppertunity.
Display screen equipment	Eyestrain, aches and pains in the back, neck, upper limbs and/or shoulders	<ul style="list-style-type: none"> - Staff to ensure that participants are seated in a comfortable, stable position - Participants must not be seated at any one programme for more than 45 minutes at a time - Inform participants prior that they may stand up and move when they feel necessary - All equipment must be PAT tested - All equipment must be suitable for the person using it, i.e. feet on the floor, no reflective glare, no flicker on screen, screen at eye level, comfortable working position, legible Remote Medium Risk keyboard, the workstation to be approx. 400 – 700 cm away from the user and plenty of legroom under the desk 	Facilitator to visually check condition of equipment at each session.	<p>Group facilitator and manager</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using sharp objects, e.g. craft knives	Cuts and lacerations	<ul style="list-style-type: none"> - All cutting tools and equipment must be kept sharp to avoid excess pressure being applied. - If cutting tools are used, a cutting board or mat should be used to avoid damage to unprotected surfaces - Craft knives should only be used under strict supervision and by medium to high functioning participants - Metal safety rules should be used when drawing straight lines. - Craft knives with retractable blades should be used whenever possible. A “Quick Cutter” is a safer alternative for low functioning participants <p>Tools etc should not be left out. After each session they should be returned to the toolbox or cupboard and counted.</p>	Facilitator to visually check condition of equipment at each session.	<p>Group facilitator and Manager</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Making holes in paper, card or plastic	Stabbing injuries, cuts and abrasions	<ul style="list-style-type: none"> - All Participants are shown how to use tools and implements correctly and safely - Tools and implements should not be left out. After each session they should be returned to the toolbox or cupboard and counted. 	Facilitator to visually check condition of equipment at each session.	<p>Group facilitator</p> <p>Participants are responsible for adhering</p>

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		<ul style="list-style-type: none"> - The storage facility or cupboard must not be above the reach of the participants where they may have to stretch. - Horseplay should be actively discouraged 		to best practice advised by Uppertunity.
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Community Garden

<u>Hazard</u>	<u>Risk</u>	<u>What is being done currently</u>	<u>Further management of risk</u>	<u>Who needs to take action</u>
Moving vehicles	Injury	<ul style="list-style-type: none"> - Individuals to keep to designated paths and to be road safe when moving outside of garden area. - Car park area and roadways have speed limits of 10mph 	Group facilitator should keep an eye on group members	Self- management or carer when applicable
Uneven/wet surfaces	Injury from slips, trips and falls	<ul style="list-style-type: none"> - Individuals required to wear covered, sturdy footwear appropriate to the weather conditions. - staff to provide adequate supervision and instruct individuals to walk in the garden. - Individuals to stay at safe distance from edge of higher raised gardens. 	Surfaces adequately maintained and repaired when necessary. Warning notices will be erected by specific surfaces deemed dangerously slippery when wet or uneven.	Uppertunity or care workers will supervise when required. Participants are responsible for adhering to best practice advised by Uppertunity.
Chemicals used in garden	Inhalation, skin or eye contact	<ul style="list-style-type: none"> - No chemicals are to be used in garden. 	If chemicals are found to be necessary, a further risk assessment will be carried out	N/A
Heavy lifting	Injury, strains and sprains	<ul style="list-style-type: none"> - Use a wheelbarrow wherever possible. - Individuals not to overfill wheelbarrows where in use. - Individuals are required to fill watering cans no more than they can comfortably lift. - Individuals to use safe lifting techniques when lifting (Back straight, knees bent). Anyone who has any back or muscle problems is required to make this aware and will be supported during gardening. 		Risk Assessment is available for all participants to adhere to best practice
Plants	Ingestion, allergic reactions	<ul style="list-style-type: none"> - No poisonous plants to be planted on garden grounds. And all herbs to be labelled. - All carers and group facilitators assisting in the garden to be made aware of any individuals known to have specific plant and food allergies, including hay fever and to know which member of staff is responsible for administering any medication. 	Gloves should be made available	Uppertunity to provide protective gloves. Participants are responsible for wearing them.

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		- All individuals must not eat parts of plants unless instructed to do so, and must wash hands after garden sessions.		
Bees, wasps and insects	Stings	<ul style="list-style-type: none"> - These are natural inhabitants of the garden and pose little risk unless provoked. Carers and facilitators must be aware of any individuals allergic to specific insects. If stung, individuals should seek first aid immediately. - Be aware of any wasp or bee nests and avoid these areas. 	<p>Make sure first aid box is properly stocked and easily available.</p> <p>Facilitator to be First Aid trained.</p>	Facilitator to take First Aid kit to garden.
Glass and other litter	Minor cuts	<ul style="list-style-type: none"> - Remove all litter from the garden prior to use. - Gloves and/or little pickers to be worn when clearing litter - Gloves to be worn when clearing disused areas of the garden in case of unknown glass or other potential hazards - Staff should inspect the garden area for hazards (e.g., broken glass, uneven surfaces) before each session. 		
Use of tools such as spade, drill, saw etc.	<p>Injury, trips and falls</p> <p>Minor cuts and bruises</p>	<ul style="list-style-type: none"> - Tools correctly maintained to be safe to use. Individuals to only use tools when instructed to do so and closely supervised at all times Close supervision when working with spades and forks. - Use the right tool for the job and appropriate for the ability of the individual. - Tools to be stored safely when not in use. - 'Tool stop' point to be clearly identified and all tools to be returned here when not in use. Ensure adequate working space. - Wear gloves at all times when using tools. - When using saw, make sure all individuals are working on even ground. 		<p>Risk Assessment is available for all participants to adhere to best practice. Uppertunity or care workers will supervise when required.</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Watering	Slipping, tripping and falling	<ul style="list-style-type: none"> - Individuals are shown how to correctly water plants to avoid soaking pathways. - hoses to be run so as to cause minimal obstruction to walkways 		Uppertunity or care workers will supervise when required.

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		<ul style="list-style-type: none"> - any hoses obstructing walkways to be clearly marked with hazard cones - No running on wet ground. 		Participants are responsible for adhering to best practice advised by Uppertunity
Hoses (high pressure for cleaning; low pressure for watering)	Slips, trip and falls	<ul style="list-style-type: none"> - high pressure hoses for cleaning to be used only under supervision of facilitator. - low pressure hoses for watering 		
Weather	Sunburn, dehydration, hypothermia	<ul style="list-style-type: none"> - Appropriate clothing/headwear to be worn for weather conditions. - Sun protection (e.g., SPF 30+ sunscreen, hats) must be available for participants. - Hydration breaks should be scheduled during hot weather. 		Uppertunity or care workers will supervise when required. Participants are responsible for adhering to best practice advised by Uppertunity.
Soil and animal faeces	Tetanus E-Coli Weil's Disease Toxoplasmosis Toxocariasis Bioaerosols Skin Irritation	<ul style="list-style-type: none"> - Prior to session, the group is to remove any animal mess whilst wearing gloves. Bury/dispose of mess away from the garden and wash trowel and hands afterwards. Gloves to be worn when working with the soil. - Instruct individuals how to use tools correctly to avoid soil being flicked into each other's eyes. - Avoid using loose compost and digging/ raking soil in dry and windy conditions. - explain the risks of soil/faeces to participants 		Uppertunity or care workers will supervise when required. Uppertunity to provide protective gloves. Participants are responsible for wearing
Plant supports and pathway guides	Trips and cuts	<ul style="list-style-type: none"> - Use only white string which can be seen clearly. - Clear paths of large rocks and stones. - Instruct individuals to walk on designated paths. 		Uppertunity to provide protective gloves. Participants are responsible for wearing
Cutting grass and hedges	Noise pollution, cuts from grass,	<ul style="list-style-type: none"> - Individuals must wear gloves and ear defenders when using lawn mowers and trimmers - Ensure wires are clearly visible with signs, and are not a trip hazard 		Uppertunity to provide protective gloves. Participants are responsible for wearing

Social Butterflies activities (various)

Social Butterflies is a programme of activities designed to promote real-world skills in people with additional needs, involving group outings to museums, tourist attractions, parks, beaches, music venues and pubs. Uppertunity staff will arrange activities and supervise the outings. Individuals may come with their own support staff, depending on their needs.

Hazard	Risk	Level of risk	What is being done currently	Further management of risk	Who needs to take action
Uneven ground surfaces (pavements, grassy areas, beaches, old buildings, etc)	Slips, trips and falls	medium	<ul style="list-style-type: none"> • All staff to be vigilant for trip hazards and to repeatedly remind individuals to take care and look around them • Support staff to be aware of any particular difficulties relating to the person they're supporting • Individuals to wear footwear appropriate to the duration and nature of the outing and to the weather on the day 	Recommend appropriate footwear when notifying individuals of each outing	Manager
Road crossings	Bodily injury from impact Fears	medium	<ul style="list-style-type: none"> • Use pedestrian crossings wherever possible • Staff to supervise road crossings at all times 	Discussion of safe road crossing technique with individuals	Manager
Exposure to weather	Cold injury, heat injury, over exposure to sun	low	<ul style="list-style-type: none"> • Consider possible weather conditions and plan appropriate programme, clothing and equipment (warm and waterproof clothing and, in summer, sun protection) • Plan for individuals who may/do not bring suitable kit–check before departure and/or bring spares • Daily weather forecast obtained, and plans adjusted accordingly • 	Provide clear information re suitable clothing and equipment to participants	Manager
Individual lost or separated from group, inadequate supervision	Injury, fear		<ul style="list-style-type: none"> • Ensure supervising staff competent and understand their roles • Ratios of three staff to groups of 10 individuals observed, including care support • Plan and use suitable group control measures (e.g. buddy systems, large groups split in small groups each with named leaders, etc) 	Plan supervision before visit and brief participants and support staff	Manager

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			<ul style="list-style-type: none"> • Discuss itinerary and arrangements with individuals • Briefing to all on what to do if separated from group. Staff to exchange mobile phone numbers. • Head counts by staff, particularly at arrival/departure points, and when separating and reforming groups 		
Illness or injury	Illness, injury	medium	<ul style="list-style-type: none"> • At least one staff member with each group to be first aid trained • Staff to carry mobile phone and know how to call emergency services • Individuals reminded to bring any necessary medication, to be held securely • First aid and travel sickness equipment carried • Emergency contacts arranged 	Check first aid certificates in date. Check contents of first aid kit. Advise individuals of medication rules	Manager
Animals, insects, poisonous plants, etc	Injury, allergic reactions, fears.	low	<ul style="list-style-type: none"> • Avoid known high risk situations • Take necessary avoidance action if encountered • Ensure those with known allergies have informed staff and carry medication if required 	Individuals to be told about nature of activity beforehand	Manager
Eating out	Allergic reactions to food, choking	low	<ul style="list-style-type: none"> • staff to choose to eat out in establishments with environmental health endorsement or similar • Visual inspection by staff of cleanliness of establishment when entering • Ensure those with known allergies have informed staff and carry medication if required • Staff to assist individuals in choosing food suitable for their needs/likes 		
Rides, machinery and theme park attractions	Injury, death Fear & anxiety	medium	<ul style="list-style-type: none"> • Use publicly well recognised, usually permanent or semi-permanent facilities • Theme parks should be able to provide documentation which shows that they are run according to the Amusement Devices Inspection Procedures Scheme (ADIPS) or other HSE recognised scheme, and the attraction has £5m public liability insurance • individuals and staff are aware of park rules; prior discussion of hazards and control measures, including behaviour required 	Full briefing before outing	Manager

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			<ul style="list-style-type: none"> • Awareness of special needs, medical conditions and personalities in group • Progressive use of rides (less demanding/scary first) • Awareness of coping strategies e.g. say “no” to peer pressure 		
Pubs & music venues (consider noise, darkness, alcohol, loud music)	<p>Intoxication leading to impaired judgement</p> <p>Anxiety due to crowds/noise/darkness</p>	medium	<ul style="list-style-type: none"> • make individuals aware of likely environmental conditions prior to outing • encourage individuals to • staff to model responsible behaviour • speaking to new people • 		
Travel by public transport	Injury, separation of group, unpredictable interactions with others	1-2	<ul style="list-style-type: none"> • staff to support individuals to be safely seated while vehicle is in motion • group to sit together wherever possible. If separated, staff member to be allocated particular individuals to supervise. Head counts to be used. • staff to supervise interactions with members of the public 		

People under 18 volunteering or on placement (various)

Uppertunity welcomes volunteers from 16 years old and also offers work experience placements (paid and unpaid) to school students. This document seeks to highlight particular areas where inexperience in the workplace may give rise to risks beyond those addressed in our separate task-specific risk assessments. Lack of maturity, lack of awareness of risks and inexperience dealing with people may increase risks of harm.

Hazard	Risk	Level of risk	What is being done currently	Further management of risk	Who needs to take action
Lack of experience: professional conduct	Risk of psychological harm to members due to inappropriate use of language, understanding of physical boundaries, inappropriate sharing of personal information, use of mobile phones.	medium	<ul style="list-style-type: none"> • Train young person in and model appropriate conversation and behaviour with members <p>Highlight minimal mobile phone use policy</p> <p>Staff to supervise young person when in group setting with members. Manager to observe during first week.</p> <p>Young person to be supervised when with members and volunteers who are over 18.</p>		Staff & Managers
Lack of experience: increased safeguarding risk due to lack of familiarity with environment and processes	Psychological harm to young person. Risk of not sharing concerning information with managers.	medium	<p>Train in basic safeguarding knowledge.</p> <p>Staff members to ensure availability to support young person.</p> <p>Young person to be supervised when with members and volunteers who are over 18.</p>		Staff & Managers

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			Managers to do daily check-ins with young person at the end of each day.		
Lack of experience in workplace environment: use of machinery and equipment, cleaning products, trips & falls,	Risks as detailed in general risk assessment	medium	Follow processes in general risk assessment.	<p>Ask young person about their experience using equipment, cleaning product before first use.</p> <p>Do not assume that young person has understanding of typical tasks carried out.</p> <p>Observe young person's adherence to instructions. Assess their level of understanding and/or desire to comply with guidance.</p>	Staff & Managers
Lifting & handling: increased risk due to lack of strength or experience in manual handling techniques	Risk of aches and pains, injuries to the back and limbs, musculoskeletal disorders, cuts, bruises, strains, sprains and fractures as a result of lifting something too heavy or in an inappropriate way.	low	<ul style="list-style-type: none"> • Train in basic manual handling advice and techniques • Refer to advice in general Risk Assessment 	<p>Buddy-up when lifting for the first few times.</p> <p>Do not assign tasks out with the young person's physical capacity</p>	Staff & Managers

Woodwork activities

- Members partaking in activities must be able to work independently. Members will still be supported, but this is to minimise risk as sharp tools are used. If a staff member feels the participant cannot complete tasks safely, they must end the session immediately
- Only skilled volunteers and staff may work independently
- All members must be shown how to use tools and implements correctly and safely, and must be supervised at all times
- Masks must be worn when sanding and using varnish, and this must be done in a well-ventilated area or outside
- A first aid box must be readily available and refilled regularly
- Work areas must be cleaned on a daily basis to ensure a safe working environment is maintained

<u>Hazard</u>	<u>Risk</u>	<u>What is being done currently</u>	<u>Further management of risk</u>	<u>Who needs to take action</u>
Using glue, not inclusive of craft glue sticks	Contact with skin, hair and eyes etc, and inhalation	<ul style="list-style-type: none"> - Participants are instructed not to use excessive amounts and to avoid spillages at all times - Only approved products are to be used, COSHH assessments are completed one each item - Participants are required to wear gloves when using glues - Adhesives to be water based rather than solvent based and be non-toxic - “Super –glues” and wallpaper paste containing fungicides should not be used. - Participants should not use spray adhesives. They may be highly flammable and/or toxic. Caution should be advised when and where they are used, the area must be well ventilated. These glues may only be used by staff - Any glue which gives off heavy vapours should not be used unless the area is very well ventilated or face masks are worn. This is to be used only by staff - Manufacturer’s instruction should be read and followed by staff to become aware of the possibility of solvent abuse and participants becoming sensitised to solvents and glues etc. 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p> <p>Check all equipment once a month for safety</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity</p>
Using scissors and cutters	Cuts and nip injuries	<ul style="list-style-type: none"> - Participants are supervised during the activity and given instruction in the safe use of any equipment used - Scissors must be counted out and in and be properly stored - Any faulty or damaged scissors are disposed of immediately 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best</p>

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		- When blades are being used, participants must be supervised	Check all equipment once a month for safety	practice advised by Uppertunity.
Using a glue gun	Burns, due to hot components and glue	<ul style="list-style-type: none"> - Low-melt glue guns are considered safer than Hot-melt glue guns and should be used - If hot-melt glue guns are to be used, these should only be used under strict supervision - A glue gun stand should be used - Participants will be shown how to use the glue guns 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p> <p>Check all equipment once a month for safety</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using hand tools	Cuts, bruises and abrasions	<ul style="list-style-type: none"> - Participants will be shown how to use equipment and tools - Vices will be used to hold wood in place. Wood is not to be cut if it's not help in place - Participants individual ability is to be assessed before using any tools to ensure they are capable of using it correctly. If the staff member feels the participant cannot complete tasks safely, they may end the session immediately - Gloves are to be used when using sandpaper - The room must be kept tidy to ensure individuals can safely move around and stand in a position that is safe to use the tools - Participants are to be monitored at all times - Any tools that become rusted or blunt or to be disposed of immediately 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p> <p>Check all equipment once a month for safety</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using electrical tools	Cuts laceration, impact injury and abrasions	<ul style="list-style-type: none"> - All Participants are shown how to use tools and implements correctly and safely - Tools etc should not be left out. After each session they should be returned to the toolbox or cupboard, and counted. - All equipment must be safely stored in their designated area - The storage facility or cupboard must not be above the reach of the participants where they may have to stretch - Participants are not allowed to use rotary saws or jigsaws. Only trained staff are allowed to use these items - Vices will be used to hold wood in place. Wood is not to be cut if it's not help in place - When not in use, all electrical equipment must be unplugged 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p> <p>Check all equipment once a month for safety</p> <p>Electrical items are PAT tested once a year</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>

Uppertunity – risk assessment

		<ul style="list-style-type: none"> - Participants are to be monitored at all times - Participants individual ability is to be assessed before using any tools to ensure they are capable of using it correctly. If the staff member feels the participant cannot complete tasks safely, they may end the session immediately - Electrical equipment must be used at a comfortable height, and bending should be avoided - Circular/mitre saws are not to be used by participants, ONLY by a trained staff member - Ensure extension leads are fully unwound when in use to prevent overheating and potential fire hazards. 		
Sanding	Cuts, scrapes and inhaling of dust	<ul style="list-style-type: none"> - All Participants are shown how to use tools and implements correctly and safely - Masks must be worn when sanding, and area should be well ventilated - Sanding should be done at a comfortable height for the individual, and bending should be avoided - Gloves must be worn when sanding 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p> <p>Check all equipment once a month for safety</p> <p>Electrical items are PAT tested once a year</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>
Using sharp objects	Cuts and lacerations	<ul style="list-style-type: none"> - All cutting tools and equipment must be kept sharp to avoid excess pressure being applied. Any blunt or broken items must be disposed of immediately in a safe manner - If cutting tools are used, a cutting board or mat should be used to avoid damage to unprotected surfaces, and to avoid slippage - Craft knives should only be used under strict supervision - Metal safety rulers should be used when drawing straight lines. No plastic rulers are to be used - Craft knives with retractable blades should be used whenever possible - Tools etc should not be left out. After each session they should be returned to the toolbox or cupboard and counted - Participants are to be monitored at all times 	<p>First aid box must be readily available and there must be someone available who is first aid trained</p> <p>Check all equipment once a month for safety</p> <p>Electrical items are PAT tested once a year</p>	<p>Uppertunity staff</p> <p>Participants are responsible for adhering to best practice advised by Uppertunity.</p>

Pop-Up Events

<u>Hazard / Risk</u>	<u>Who is at Risk?</u>	<u>Existing Control Measures</u>	<u>Additional Control Measures (to take account of local/individual circumstances).</u>
Contact with steam, hot liquids, hot surfaces (hot water urns, soup kettles, hot plates) Risk of burns and scalds	Staff, volunteers and customers	<ul style="list-style-type: none"> • Train staff to be aware of risks with lifting lid of soup kettle and pouring hot drinks. • Provide aprons, hot cloths and protective gloves. • Appropriate hot food containers to be used. • Customers to be reminded that food is served hot, either by signs or by telling them individually. 	
Use of electrical equipment: soup kettle, coffee machine, toaster, kettle Risk of electric shock, fire or explosion	Staff, volunteers and customers	<ul style="list-style-type: none"> • Electrical equipment is subject to regular safety inspection and test (PAT testing) • Staff to be aware of location of on-site fire safety equipment • Staff to visually check electrical equipment before use and report any defects to venue. • Plugs/sockets to be suitably arranged for kitchen area. 	<p>Check venue's electrical system inspections up to date</p> <p>Ensure staff know how to alert venue manager to electrical issues</p> <p>Consider socket covers or tape sockets to underside of table to reduce risk of spillages</p> <p>Consider bringing fire blanket</p>
Sharp equipment: knives and scissors Risk of cuts	Staff & volunteers	<ul style="list-style-type: none"> • Train staff & volunteers in correct and safe use of knives. • Knives suitably stored when in use and not in use. • Knives kept sharp as blunt knives can cause serious injuries. 	Make First Aid box available
Slips and trips: slippery floors, obstructions Risk of various types of physical injury	Staff, volunteers and customers	<ul style="list-style-type: none"> • Good housekeeping: work areas kept tidy, goods stored suitably, etc. • Kitchen equipment maintained to prevent leaks onto floor. • Equipment faults leading to leaks reported promptly to owner • Staff to clean up spillages (including dry spills) immediately using suitable methods and leave the floor dry. 	

Uppertunity – risk assessment

		<ul style="list-style-type: none"> • Suitable cleaning materials available. • Good lighting. • No trailing cables or obstructions in walkways • Ensure suitable footwear worn by staff 	
Food allergies Risk of adverse reaction due to allergy/intolerance	Customers	<ul style="list-style-type: none"> • All common allergens to be clearly indicated. • Staff to be aware of product ingredients and to ask supervisor if uncertain. • Signage to be displayed encouraging customers to ask about ingredients and allergens. 	
Manual Handling: soup kettle, equipment boxes Risk of physical injuries such as strains or bruising from handling heavy/bulky/awkward objects.	Staff & volunteers	<ul style="list-style-type: none"> • Working area at good height to avoid stooping. • Staff trained in how to lift safely. • Ensure team working for moving heavier items. 	
Contact with cleaning and washing chemicals Risk of skin or eye irritation from direct contact with or prolonged use of chemical cleaning products. Risk of breathing problems from vapour. Risk of skin irritation from frequent hand washing/sanitising.	Staff & volunteers	<ul style="list-style-type: none"> • Where possible and sensible, staff use tools (cutlery, tongs, wrappers, etc) to handle food rather than hands. • Food grade, single-use, non-latex gloves to be available. • Where handling cannot be avoided, hands are rinsed promptly after finishing the task. • All chemical containers clearly labelled. • Strong rubber gloves provided for prolonged cleaning use • Staff reminded to thoroughly dry hands after washing and sufficient towels provided • Remind staff to check for dry, red or itchy skin on their hands and to tell supervisor if this occurs. 	Consider bringing non-taint, nut-oil-free cream for staff to apply regularly to replace the moisture 'stripped' by frequent washing, e.g. Dermol antibacterial moisturiser
Workplace temperature Risk of ill health due to hot working conditions.	Staff & volunteers	<ul style="list-style-type: none"> • Staff encouraged to take rest breaks in cooler conditions when required. • Staff encouraged to take regular drinks of water. 	
Weather Sunburn, dehydration, hypothermia.	Staff & volunteers	<ul style="list-style-type: none"> • Appropriate clothing/headwear to be worn for weather conditions. • Adequate fluids to be drunk in hot weather. • Sun protection cream to be applied when necessary. 	

Uppertunity – risk assessment

Physical effects of long day Pain or discomfort from long periods of standing and serving.	Staff & volunteers	<ul style="list-style-type: none"> • Make comfortable seating available to staff and volunteers. • Encourage breaks away from the stall, including walking and stretching. • Shorter shifts for those with less ability to stand for long periods 	
Seating area (if relevant) Risk of physical injury due to slips & trips or handling of hot liquids	Staff & customers	<ul style="list-style-type: none"> • Risks covered in previous sections. • Staff to check stability of tables and chairs during setup. 	

Lone working

This risk assessment identifies potential risks and control measures for staff working alone in specific circumstances, including home-based admin tasks, social outings (with other carers present), and working outside standard operating hours.

At least 2 members of staff must be at Uppertunity during operating hours (9:30am to 3:30pm, Tuesday to Friday) and during larger events.

<u>Hazard / Risk</u>	<u>Who is at Risk?</u>	<u>Existing Control Measures</u>	<u>Additional Control Measures (to take account of local/individual circumstances)</u>
Driving to meetings, training etc.	Employees	<ul style="list-style-type: none"> Need for journeys replaced by: Having telephone calls; Reduce need to travel; Employees entitled to use alternative means of transport Staff to check in with other staff in group chat Staff should notify a colleague when entering/exiting a lone working situation 	<ul style="list-style-type: none"> Plan journeys beforehand Keep valuables to a minimum / hidden from view Keep vehicle doors locked Mobile phone to be kept available for emergency use
Admin tasks at home: Isolation, lack of immediate support in case of illness/emergency	Employees	<ul style="list-style-type: none"> Ensure regular check-ins with a manager or colleague. Keep phone charged and accessible. Maintain a suitable ergonomic workstation. 	
Working before/after operating hours on-site: Dissatisfied public; slips and falls	Employees	<ul style="list-style-type: none"> If a staff member is doing admin and in office alone (i.e. not running a workshop), they must make another staff member aware in group chat. Management must make family aware. This is not encouraged. Front door of Castle must be locked after 5pm. There are always staff from The Circle (Who manage the castle) in during 8am and 5pm. Avoid high-risk activities (e.g., manual handling) when alone. 	<ul style="list-style-type: none"> If staff feels unsafe, they are to leave premises immediately and go to reception of the castle Avoid working alone where possible
Attending social outings with service users (with other carers present): Communication issues, safeguarding concerns, unforeseen emergencies	Employees	<ul style="list-style-type: none"> Staff must carry a mobile phone and have emergency contact numbers. Staff must carry a first aid kit. Confirm arrangements with external carers before the outing. Follow safeguarding protocols. Staff must keep in contact with management. 	<ul style="list-style-type: none">

Uppertunity – risk assessment

Working with hazardous substances / work equipment	Employees	<ul style="list-style-type: none"> • At least 2 members of staff must be at Uppertunity during operating hours (9:30am to 3:30pm, Tuesday to Friday) and during events. • No use of dangerous equipment or equipment that may cause additional risk when working alone. 	<ul style="list-style-type: none"> • Staff to keep mobile phone on them. • In case of fire, staff member to leave building immediately and call 999, then call managers.
Meetings with public, contractors	Employees	<ul style="list-style-type: none"> • Another staff member to be made aware when a staff member is in a private meeting on their own. • Meetings to be held in a room where the door must remain unlocked. • Staff should notify a colleague when entering/exiting a lone working situation 	<ul style="list-style-type: none"> • Check authenticity of persons prior to visit • Message in group chat (WhatsApp) before and after meeting
Working with volunteers	Employees	<ul style="list-style-type: none"> • Members and volunteers are interviewed before started, and asked if there are risks of violence. If there is, the placement will not be supported • At least 2 members of staff must be at Uppertunity during operating hours (9:30am to 3:30pm, Tuesday to Friday) and during events. • Staff should notify a colleague when entering/exiting a lone working situation. 	

Bowling League

General safety rules:

- Teams attend the bowling league which takes place at Tenpin Bowling in Dundee. Each team are requested to conduct their own risk assessment as well.
- Each team must have a supporting staff member or supporting volunteer to ensure everyone is behaving in a safe manner.
- There will be at least one first aider on site, with a first aid box.
- All attendees who are playing bowling must wear flat, comfortable and closed shoes.
- Bumper lanes and ball guides are encouraged to be used for anyone who may struggle with balance.
- If anything seems unsafe, play should stop immediately and reported to Tenpin Bowling staff for further support.
- All attendees are to listen to Tenpin Bowling safety guidance.

Hazard	Risk	What is being done currently	Further management of risk	Who needs to take action
Tripping and falling	Attendees playing may trip or fall when rolling or throwing the bowling ball.	<ul style="list-style-type: none"> - All attendees who are playing bowling must wear flat, comfortable and closed shoes. Attendees may not play in socks. - All attendees playing will be shown briefly at the start of how to throw a ball, and will be told not to raise the ball above shoulder height and aim only at pins. - Attendees are asked to take small steps, and not running is allowed. 	Supporting staff from other agencies are asked to keep an eye on behaviour.	All attendees, support staff and Uppertunity staff
Dropping bowling ball	Attendees playing may drop the ball on their foot.	<ul style="list-style-type: none"> - All attendees who are playing bowling must wear flat, comfortable and closed shoes. - All attendees playing will be shown briefly at the start of how to hold the ball. - Attendees will be asked to wait for the ball to enter ball return area before picking up the ball. 	Supporting staff from other agencies are asked to keep an eye on behaviour.	All attendees, support staff and Uppertunity staff
Muscle strain from throwing ball		<ul style="list-style-type: none"> - Attendees will be told at the start of how to throw a ball: “Approach the foul line using three or four steps. Push the ball outward in a swing motion, keeping your shoulders square to the pins. Allow your bowling arm to bend and swing naturally. Follow through fully with your arm toward the pins. Land gently on the same foot you stepped with initially. Bending your knees helps control balance.” - There will be breaks between games, and attendees can rest at any point they need to. Each booth has seats to rest. 	Supporting staff from other agencies are asked to keep an eye on behaviour.	All attendees, support staff and Uppertunity staff

Driving

General notes:

This risk assessment outlines potential hazards and control measures for staff who drive for work purposes, including attending meetings, delivering catering, traveling to events (Social Butterflies), and transporting service users for Social Butterflies.

Pre-Drive Checks:

- Ensure vehicle is roadworthy (brakes, lights, tires, fluids, etc.).
- Verify valid insurance, MOT, and tax for personal vehicles used for work.

Driver Responsibilities:

- Follow all road laws and speed limits.
- Report any vehicle issues or incidents immediately.
- Ensure all passengers (including service users) wear seatbelts.
- Avoid driving when unwell or fatigued.

Emergency Preparedness:

- Carry an emergency breakdown kit (first aid kit, warning triangle, torch, etc.).
- Know emergency contact numbers and procedures.
- In case of an accident, follow reporting procedures and seek assistance as necessary.

Hazard	Risk	What is being done currently	Further management of risk	Who needs to take action
Vehicle Condition	Breakdown, mechanical failure	Ensure MOT, tax, servicing, and roadworthiness checks are completed. Drivers must conduct routine vehicle checks.		Uppertunity staff
Driver Fatigue	Reduced reaction time, increased accident risk	Ensure drivers take breaks on long journeys. Avoid excessive work hours before driving.		Uppertunity staff
Weather Conditions	Reduced visibility, slippery road	Check weather forecasts. Avoid non-essential travel in extreme conditions. Drive cautiously in poor conditions.		Uppertunity staff
Transporting Service Users	Injury risk, safeguarding concerns	Ensure appropriate risk assessments for service users. Provide necessary safety measures (e.g., seatbelts, accessibility checks).		Uppertunity staff

Uppertunity – risk assessment

Carrying Catering/Event Supplies	Loose items causing distractions/injury	Secure items properly before travel. Avoid overloading vehicles.		Uppertunity staff
Distractions While Driving	Increased accident risk (e.g., phone use)	No phone use while driving. Use hands-free only when necessary. Pull over safely if making calls.		Uppertunity staff
Accidents & Emergencies	Injury, vehicle damage	Ensure all drivers know emergency procedures. Report incidents immediately. Keep an emergency kit in the vehicle.		Uppertunity staff
Insurance & Licensing	Legal issues if requirements are not met	Drivers must have valid licenses, business insurance, and provide proof annually.		Uppertunity staff