

Uppertunity – Risk Assessments



Uppertunity Risk assessments

Approved by: Managing Director

Updated date: September 2026

Next scheduled review: July 2027. Review sooner following a significant incident or operational change

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Related health and safety documents:

These risk assessments should be read alongside Uppertunity's other health and safety documents where relevant, including:

- **Fire Risk Assessment (Citation)** — professional assessment identifying fire hazards, risks and required actions at Uppertunity's premises.
- **Fire Safety Policy and Emergency Evacuation Plan** — sets out Uppertunity's fire-prevention arrangements, responsibilities, Green/Amber/Red system, PEEPs, evacuation routes, supported evacuation procedures and emergency arrangements.
- **CookSafe Food Safety Management System** — covers food-safety procedures, monitoring, temperature control, cleaning, allergens, traceability and corrective action.
- **COSHH Risk Assessments and Safety Guidelines** — covers hazardous substances used by Uppertunity, including safe use, storage, protective equipment, emergency action and disposal.
- Relevant safeguarding, incident-reporting, food-allergen and individual support procedures.

Staffing and supervision ratios:

For members attending without their own support worker or carer, Uppertunity's standard maximum ratio is five members to one Uppertunity staff member.

A session may exceed five members only where another Uppertunity staff member is onsite, is aware of the arrangement and is immediately available to provide support if required. The session lead must be satisfied that the group can still be supervised safely, taking account of the activity, environment and individual support needs.

Where a suitable, inducted and confident volunteer is present and actively supporting, up to four additional members may attend. This gives a maximum of nine members to one Uppertunity staff member and one volunteer.

These are maximum ratios rather than guaranteed staffing levels. Lower ratios or additional support must be used where required because of individual support needs, the nature of the activity, the venue, behaviour, mobility, medical needs, safeguarding concerns or any other identified risk.

Volunteers support the staff member but do not replace the requirement for an Uppertunity staff member to lead and remain responsible for the session. Members attending with their own carer or support worker should be considered separately in line with their agreed support arrangements.

Where a volunteer leads or facilitates a session, an Uppertunity staff member must remain onsite, be available to support and retain overall responsibility.

General and Office

Scope: This assessment covers Uppertunity's office, shared workspaces and general day-to-day activities at Dudhope Castle. Separate risk assessments apply to Display Screen Equipment, Lone Working, Homeworking, Fire Safety and specific activities. The relevant separate assessment must also be followed where those risks arise.

General requirements: At least one trained first aider must be onsite during operating hours. Each main activity room has a stocked first aid kit available. Staff and volunteers must report hazards, defects, incidents and near misses promptly. Work must stop where anyone believes an activity or item of equipment is unsafe.

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Slips, trips and falls	Staff, volunteers, members, carers and visitors may suffer cuts, bruises, sprains, fractures or head injury.	• Walkways, doorways and fire exits are kept clear. • Spillages are cleaned and dried immediately; warning signs are used if an area cannot be made safe at once. • Cables are routed away from walkways or protected with cable covers. • Floors, carpets, lighting and furniture are visually checked and defects reported. • Suitable footwear is encouraged.	• Complete routine premises checks. • Report building defects to The Circle/venue management and isolate unsafe areas until repaired.	Manager, staff and venue management
Manual handling and moving equipment	Staff and volunteers may suffer back, shoulder or limb injuries, strains, sprains, cuts or crush injuries.	• Avoid unnecessary lifting and split loads into smaller amounts. • Use trolleys or wheeled equipment where available. • Assess the load, route and destination before lifting. • Use safe technique: stable stance, bend knees, keep load close and avoid twisting. • Two people move bulky, heavy or awkward items. • Heavy items are stored at waist height or on lower shelves where practical.	• Staff must not lift beyond their capability and must ask for help. • Provide manual handling guidance during induction and refresh when needed.	Manager, staff and volunteers

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Use of stepladders / working at height	Staff may fall and suffer serious injury; people below may be struck by falling objects.	• Only suitable, purpose-made stepladders supplied by Uppertunity may be used; chairs, tables or improvised platforms must never be used. • No ladder or stepladder higher than three steps may be used for routine office tasks. • Only staff who have received ladder safety instruction may use them. • A pre-use visual check is completed each time, including feet, steps, locking mechanism and visible damage. Defective ladders are removed from use. • The ladder is fully opened and locked on firm, level, dry ground. • Three points of contact are maintained when climbing and wherever possible while working. • The user faces the ladder, does not overreach, and keeps their belt buckle within the stiles. • Another staff member must be in the vicinity. • Nothing heavy or awkward is carried while climbing. • Work is brief and stopped if the task cannot be completed safely from the permitted steps.	• Record periodic ladder inspections in line with the manufacturer's instructions. • Use an alternative method or competent contractor for any task requiring greater height, prolonged work or two-handed force.	Manager and trained staff
Electricity and portable equipment	Electric shock, burns, fire or injury to anyone using or near electrical equipment.	• Portable appliances are PAT tested at appropriate intervals and visually checked before use. • Damaged plugs, leads, sockets or equipment are taken out of use immediately and reported. • Repairs are completed only by a competent person. • Extension leads are fully unwound and not overloaded. • Liquids are kept away from electrical equipment. • Equipment is switched off and unplugged where appropriate after use.	• Maintain an equipment register and testing schedule. • Report fixed electrical defects to venue management.	Manager, staff and venue management
Fire and emergency evacuation	Burns, smoke inhalation, panic, injury or inability to evacuate safely.	• Staff know alarm arrangements, exits, assembly point and how to contact emergency services. • Fire exits and routes are kept clear. • Flammable materials are stored away from heat sources. • Visitors, members and volunteers are supported to evacuate. • Green, Amber and Red evacuation support needs are identified when members join. All Red members have a PEEP completed before attendance, with PEEPs also used for Green or Amber members where individual needs require one. • Fire safety equipment is not obstructed or misused.	• Follow Uppertunity's Fire Safety Policy and Emergency Evacuation Plan. • Brief new staff and volunteers during induction and participate in drills. • Follow the current Fire Safety Policy & Emergency Evacuation Plan and separate Uppertunity's Fire Safety Policy and Emergency Evacuation Plan.	Manager, staff and venue management

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Chemicals and cleaning products	Skin or eye irritation, breathing difficulties, poisoning or burns affecting staff, volunteers, members or visitors.	• Use low-hazard domestic products wherever possible. • Products remain labelled and are used, stored and disposed of according to manufacturer instructions. • Cleaning products are kept secure and away from food. • Products are never mixed or transferred into unlabelled containers. • Gloves and ventilation are used where required. • Relevant COSHH information is retained for higher-risk products.	• Review products regularly and replace harsh chemicals with safer alternatives where practical.	Manager, staff and cleaners
Office equipment and machinery	Cuts, trapping, burns or entanglement from shredders, laminators, guillotines, binders and similar equipment.	• Only trained or instructed people use equipment. • Manufacturer instructions are followed. • Long hair, loose clothing, scarves and jewellery are secured. • Guards and safety features remain in place. • Equipment is stored securely and unplugged when appropriate. • Defective items are labelled and removed from use.	• Supervise members and volunteers according to ability and the task.	Manager and staff
Display screen equipment (DSE)	Regular users may experience eye strain, headaches, fatigue, and discomfort in the neck, back, shoulders, arms or wrists.	• Laptop stands, separate keyboards, mice and adjustable office chairs are available. • Users adjust their workstation, maintain a comfortable posture and take regular breaks. • Reminder signs are displayed. • Annual eye tests and workstation reviews are arranged for staff meeting Uppertunity's definition of a regular DSE user.	• Follow the Display Screen Equipment section of this Risk Assessment and complete the individual annual DSE assessment where applicable. • Report discomfort early and make reasonable adjustments.	Manager and all DSE users
Lone working	Delayed assistance following illness, injury, fire, aggression or another emergency.	• Lone working is minimised and only undertaken where the person, activity and environment can be safely managed by one staff member. Staff must not lone work with Red members or people whose evacuation/support needs require more than one person. • Staff use agreed check-in arrangements and keep a charged phone accessible. • High-risk tasks, ladder use and hazardous equipment are not undertaken alone.	• Follow the separate Lone Working Risk Assessment.	Manager and staff
Handling cash and valuables	Theft, robbery, verbal abuse, stress or physical harm to staff and volunteers.	• Cash is kept discreetly in a secure cash box and access is limited. • Large amounts are not retained on site and cash is counted away from public view. • Cash transport is undertaken only by an authorised person. • Staff do not resist or place themselves at risk during a robbery.	• Bank or secure cash promptly and record discrepancies. • Review cashless payment options where practical.	Manager and authorised staff

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Difficult behaviour, aggression or conflict	Emotional distress, verbal abuse, threats or physical injury affecting staff, volunteers, members or visitors.	• Staff receive guidance on de-escalation, maintaining space, staying calm and seeking support. • Known support needs and risks are recorded and reviewed. • Appropriate staffing and support ratios are maintained. • Staff leave the situation and seek help if they feel unsafe. • Emergency services are contacted where necessary. • Incidents are recorded and reviewed.	• Update support plans and control measures following incidents or changes in need.	Manager, staff and supporting carers
Infection and hygiene	Spread of colds, flu, gastrointestinal illness or other infection, particularly affecting vulnerable people.	• People who are unwell are asked not to attend. • Anyone with sickness or diarrhoea does not return until 48 hours after symptoms stop. • Soap, hot water and hand sanitiser are available. • Shared surfaces and equipment are cleaned routinely. • Ventilation is promoted where possible. • Staff encourage good hand and respiratory hygiene.	• Adjust activities during outbreaks and follow current public health advice where required.	Manager, staff, volunteers, members and carers
Accessibility and mobility	Trips, falls, strain, exclusion or difficulty evacuating due to stairs, narrow areas, clutter or unsuitable layouts.	• Individual mobility and support needs are considered. • Accessible routes and toilets are identified. • Walkways remain clear and furniture is arranged to allow safe movement. • Support is provided on stairs and in unfamiliar areas. • Emergency support roles are agreed where required.	• Review reasonable adjustments and evacuation arrangements when needs or layouts change.	Manager, staff and carers
Workplace environment	Discomfort, fatigue, headaches, stress, slips or reduced concentration due to poor lighting, temperature, ventilation, noise or overcrowding.	• Lighting, heating and ventilation are adjusted where possible. • Staff may take breaks and move to a quieter area. • Workspaces are not overcrowded and noise is managed. • Problems with the building environment are reported promptly.	• Escalate unresolved building issues to venue management.	Manager, staff and venue management
Mental wellbeing, stress and workload	Stress, anxiety, fatigue, reduced concentration, conflict or burnout affecting staff and volunteers.	• Regular communication, supervision and team contact are maintained. • Staff are encouraged to raise workload or wellbeing concerns early. • Breaks, annual leave and reasonable working hours are promoted. • Roles and priorities are clarified where possible.	• Review workload and support following concerns, absence or organisational change.	Manager and staff
Visitors, contractors and shared premises	Injury, safeguarding concerns, unauthorised access or exposure to work being undertaken by others.	• Visitors are welcomed and directed appropriately. • Private or restricted areas are controlled. • Contractors' work areas are avoided and venue instructions followed. • Staff challenge or report unknown persons where safe to do so. • Children and vulnerable adults are appropriately supervised.	• Coordinate with venue management about planned works, closures or temporary hazards.	Manager, staff and venue management

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
First aid, accidents and near misses	Injury may worsen if assistance is delayed; repeated incidents may occur if hazards are not addressed.	• At least one trained first aider must be onsite during operating hours. Each main activity room has a stocked first aid kit available. • Emergency contact details and incident reporting procedures are accessible. • Serious incidents are escalated and emergency services contacted when required. • Accidents and near misses are recorded.	• Review incidents promptly and update risk assessments or working practices where necessary.	Manager, first aiders and staff

Kitchen Based Activities

Scope: This assessment covers cooking, baking, food preparation, tasting, serving, washing up and other activities carried out in Uppertunity’s kitchen or another kitchen being used for an Uppertunity session. It applies to staff, volunteers, members, carers and visitors. Separate risk assessments apply to Catering Pop-Ups, External Outings, Fire Safety and any specialist equipment or activity.

General requirements: Kitchen activities must be led by a competent staff member. At least one trained first aider and a stocked first aid kit must be available. Participants must receive clear instructions and appropriate supervision. Work must stop immediately if an activity, person, ingredient or item of equipment cannot be managed safely.

Ratios: A maximum of three members may take part in kitchen-based activities per Uppertunity staff member. This number must be reduced where the activity involves hot equipment, sharp tools or higher-risk tasks, or where members require additional guidance or supervision.

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Food hygiene and contamination	Members, staff, volunteers and anyone eating the food could become unwell through bacterial, viral or other contamination.	• Food preparation is led or supervised by staff with appropriate food hygiene knowledge or training. • Hands are washed thoroughly before food handling and after using the toilet, touching waste, coughing, sneezing, eating, cleaning or handling contaminated items. • Work surfaces and equipment are cleaned and sanitised before and after use. Separate cloths and equipment are used for food areas where appropriate. • Clean aprons are worn. Long hair is tied back and loose clothing or jewellery is secured. • No bags, coats, phones or personal items are placed on food preparation surfaces. • Blue detectable plasters are used on cuts and wounds; gloves are used where additional protection is required.	• The session lead completes a visual hygiene check before food preparation begins. • Cleaning schedules and food hygiene procedures are reviewed regularly.	Session lead, staff, volunteers and participants
Illness and infection	People eating or preparing food may be exposed to infection. Vulnerable individuals may be at increased risk.	• Anyone who is unwell, has vomiting or diarrhoea, fever or symptoms of infectious illness must not prepare food. • Anyone with vomiting or diarrhoea must remain away from food preparation for at least 48 hours after symptoms have stopped. • Staff encourage good respiratory hygiene and regular handwashing. • Shared touchpoints are cleaned regularly and the room is ventilated where possible.	• The session lead checks that participants are well enough to take part before the activity begins.	Session lead, staff, volunteers and participants

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Food allergies and intolerances	Customers, members, staff or visitors may experience an allergic reaction, including anaphylaxis.	• Known allergies and intolerances are identified before participation through referral information and direct checks. • Recipes and ingredient labels are retained and checked. Staff do not guess when asked about ingredients. • Cross-contact is reduced through clean equipment, separate utensils and careful storage and preparation. • Alternative ingredients are only used where they can be prepared safely. • Food brought in from outside is accepted only where ingredients and allergen information are clear. • Anyone requiring emergency medication remains responsible for bringing it, with support arrangements agreed in advance.	• Allergen information must be available for every dish served or tasted. • Where a serious allergy cannot be safely managed, the ingredient or activity must be changed or the individual must not take part in that element.	Manager, session lead, staff and supporting carers
Food storage, temperatures and date control	Food poisoning may result from unsafe temperatures, expired food or cross-contamination.	• Perishable food is stored refrigerated at 0-5°C and frozen food at -18°C or below. • Raw and ready-to-eat foods are kept separate and securely covered. • Use-by dates are checked before use. Food past its use-by date is discarded. • Dry food is kept sealed in a clean, dry area away from chemicals and contaminants. • Hot food is cooked thoroughly and held or cooled safely before serving or storage. • Food is not left at room temperature longer than necessary.	• Fridge and freezer temperatures are checked and recorded at an appropriate frequency. • Any food with uncertain storage history is discarded.	Session lead and staff
Sharp objects and cutting equipment	Staff, volunteers and participants may suffer cuts or lacerations from knives, peelers, graters, scissors or blades.	• Participants are shown how to use each item safely and are supervised according to their ability. • The correct tool is selected for the task. Knives are kept sharp and in good condition. • Sharp items are never placed in sinks or hidden beneath other washing-up items. • Knives and other sharp equipment are stored securely with blades protected or pointing inward. • Scissors are passed handle-first and stored closed. • A stocked first aid kit and a trained first aider are available.	• The facilitator assesses each participant before allowing independent use of sharp equipment. • Damaged, loose or unsuitable equipment is removed from use immediately.	Session lead, staff, carers and participants

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Electrical food equipment	Electric shock, burns, cuts, entanglement or fire may arise from mixers, processors, blenders, microwaves, kettles and similar equipment.	• Equipment is visually checked before use and used in line with manufacturer instructions. • Portable electrical equipment is inspected and tested in accordance with Uppertunity procedures. • Hands are dry before plugs or controls are touched. • Equipment is switched off and unplugged before cleaning, removing blades or clearing blockages. • Processors, blenders and other moving-blade equipment are used only with appropriate supervision. • Long hair, scarves, loose sleeves and jewellery are secured away from moving parts. • Extension leads are fully unwound and kept away from water and walkways.	• Any damaged or malfunctioning appliance is labelled, removed from use and reported immediately.	Session lead, staff and manager
Hot surfaces, food, liquids and steam	Staff, volunteers and participants may suffer burns or scalds from ovens, hobs, microwaves, trays, pans, kettles or steam.	• Oven gloves or suitable heat-resistant protection are used for hot trays, pans and dishes. • A clear, heat-resistant space is prepared before hot items are moved. • People nearby are warned before ovens are opened or hot items are carried. • Pan handles are turned inward and kept away from the edge of the hob. • Lids are lifted away from the body to release steam safely. • Hot liquids are poured slowly, away from the body, using containers that are not overfilled. • Hot food and drinks are placed away from edges and busy walkways.	• Participants only handle hot equipment where the facilitator has assessed this as safe and provides close supervision.	Session lead, staff, carers and participants
Fire and gas or heat sources	Fire, smoke inhalation, burns or evacuation difficulties may arise from cooking equipment, flammable materials or unsafe behaviour.	• Cookers, hobs and ovens are used only by, or under the direct supervision of, a competent person. • Flammable materials are kept away from heat sources. • Cooking is never left unattended. • Emergency exits and access to fire equipment are kept clear. • Staff know the evacuation procedure, assembly point and how to raise the alarm. • A suitable fire blanket and venue-provided fire extinguishing equipment are accessible. • Loose clothing and hair are secured. • No gas is used.	• The session lead checks the location of fire equipment before each activity. • If there is any smell of gas, smoke, sparking or equipment overheating, the activity stops and the area is evacuated if necessary.	Session lead, staff and venue management

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Slips, trips, falls and restricted kitchen space	Anyone in the kitchen may slip, trip, collide or fall, particularly where floors are wet, cables trail or the space becomes crowded.	- Floors and walkways are kept clear and spillages are cleaned and dried immediately. - Suitable closed, flat footwear is worn. - Cables and equipment are positioned away from walkways. - Only people involved in the activity enter the working area. - Tables and equipment are arranged to allow safe movement and suitable working heights. - The number of people in the kitchen is limited to what can be safely supervised.	- The facilitator checks accessibility and individual mobility needs before participation. - Where the kitchen layout cannot safely accommodate an individual, the task is adapted or moved to a more suitable space.	Session lead, staff, carers and participants
Manual handling and moving supplies	Staff and volunteers may suffer strains, sprains, crush injuries or dropped-item injuries when moving ingredients, equipment, bins or hot containers.	- Loads are reduced into smaller amounts where possible. - Trolleys are used when available and heavier or awkward items are moved by two people. - Safe lifting technique is used: plan the lift, keep the load close, bend the knees and avoid twisting. - Heavy items are stored between knee and shoulder height where possible. - Routes are cleared before items are moved. - Hot or liquid-filled equipment is allowed to cool or be emptied before moving where possible.	Staff do not attempt lifts beyond their ability and ask for help when needed.	Staff, volunteers and manager
Cleaning chemicals and dishwashing	Skin or eye irritation, breathing difficulties, chemical contamination or cuts may occur during cleaning and washing up.	- Only approved, clearly labelled products are used according to manufacturer instructions. - Cleaning chemicals are stored separately from food and food equipment. - Chemicals are never mixed or decanted into unlabelled food containers. - Suitable gloves are available for prolonged cleaning or where required by the product instructions. - Sharp items are washed separately and never left concealed in sinks. - Hands are dried thoroughly after washing.	- COSHH assessments are completed where required. - Skin irritation or breathing symptoms are reported promptly and the product reviewed.	Session lead, staff and volunteers

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Waste, broken items and pests	Cuts, contamination, unpleasant odours or pest attraction may result from poorly managed waste or broken equipment.	• Bins are lined, covered where appropriate and emptied before they overflow. • Food waste is removed promptly and bins are cleaned after emptying. • Broken glass, tins or sharp waste are wrapped or placed in a suitable rigid container, labelled and disposed of safely. • Waste is kept separate from clean food and equipment. • Evidence of pests is reported immediately and affected food is not used.	• The kitchen is checked after each session and left clean, dry and free of food waste.	Session lead, staff and volunteers
Choking and safe eating	Participants or visitors may choke while tasting or eating food.	• Known swallowing difficulties and dietary needs are identified before participation. • Food is cut or prepared to an appropriate size and texture where required. • Eating and tasting take place in a calm, seated and supervised manner. • People are not encouraged to throw food into their mouths or eat directly from a cupped hand. • A trained first aider is present and emergency procedures are understood.	• Supporting carers remain responsible for any specialist eating and drinking plans and must advise staff of required controls.	Session lead, staff, carers and participants
Supervision, ability and behaviour	Unsafe use of equipment, distraction, distress or behaviour may cause injury to the person or others.	• The facilitator explains the activity and safety rules before work begins. • Tasks and equipment are matched to each participant's ability and support needs. • Staffing and carer support are sufficient for the planned activity. • Participants are not pressured to complete tasks they do not feel able to do. • Horseplay, rushing and unsafe behaviour are stopped immediately. • A quieter or alternative task is offered where the kitchen environment causes sensory overload or distress.	• The facilitator may stop an individual task or the whole activity whenever safe participation cannot be maintained.	Session lead, staff and supporting carers

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
First aid and emergency response	Injury or sudden illness may be worsened if support is delayed or emergency information is unavailable.	• A stocked first aid kit is readily available and at least one trained first aider is present. • Emergency contact details and relevant medical information are accessible to authorised staff. • Serious injuries, allergic reactions, burns, choking incidents and suspected food poisoning are escalated appropriately. • All accidents, near misses and food safety concerns are recorded and reported to management.	• Following an incident, the activity and controls are reviewed before the equipment or process is used again.	First aider, session lead and manager

Art, Craft and Creative Activities

Scope: This assessment covers art and craft activities, sewing, painting, clay, collage, creative making, drama, music, dance, gentle movement and other participatory creative activities delivered by Uppertunity. It applies to staff, volunteers, members, carers and visitors. Separate risk assessments apply to Kitchen-Based Activities, External Outings, Display Screen Equipment, Fire Safety, Woodwork and any specialist equipment or activity.

General requirements: Activities must be planned and led by a competent staff member or approved facilitator. Materials, equipment, space and the needs of participants must be checked before each session. Clear instructions, choices and suitable supervision must be provided. At least one trained first aider and a stocked first aid kit must be available. Any activity must be adapted or stopped immediately if it cannot be carried out safely.

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Room layout, slips, trips and falls	Members, staff, volunteers, carers and visitors may suffer cuts, bruises, sprains or fractures from clutter, spillages, trailing cables, bags, props or movement in a restricted space.	• The session lead checks the room before activities begin. • Walkways, doors and emergency exits are kept clear. • Bags, coats, materials and unused equipment are stored away from activity areas. • Spillages and dropped materials are cleaned up immediately. • Cables are routed away from walkways or secured with cable covers or tape. • Participants are asked to wear suitable footwear for the activity.	• Use cones or barriers where a temporary hazard cannot be removed immediately. • Reduce group size or rearrange furniture where the space is crowded. • Record and report defects in flooring, furniture or lighting.	Session lead, staff, volunteers and carers
Paints, inks, glues and other art materials	Skin or eye irritation, allergic reaction, accidental ingestion, breathing irritation or illness may result from unsuitable materials or incorrect use.	• Use non-toxic, water-based and age-appropriate materials wherever possible. • Manufacturer instructions and warning labels are followed. • Participants are told not to taste materials or touch their face while working. • Hands and exposed skin are washed after use. • Aprons and gloves are provided where appropriate. • Rooms are ventilated when products have an odour or may release vapour. • Materials are kept in labelled original containers and stored securely.	• Complete a COSHH assessment before introducing any hazardous or specialist substance. • Solvent-based, aerosol or strong adhesive products may only be used by competent staff in a well-ventilated area. • Check known allergies and sensitivities before activities.	Session lead and manager

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Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Paint, water, clay and wet materials	Members, staff, volunteers and visitors may slip on wet floors or experience skin irritation from prolonged contact.	• Water and wet materials are kept within the designated work area. • Spillages are cleaned and dried immediately. • Participants wash hands after handling clay, paint or similar materials. • Tables and floors are cleaned after each session. • Clay dust is not swept dry; surfaces are damp-wiped to avoid airborne dust.	• Stop the activity and isolate the area if a large spill cannot be cleaned immediately. • Use trays or protective floor coverings for particularly messy activities.	Session lead, staff and volunteers
Scissors, needles, pins and small sharp tools	Members, staff and volunteers may suffer cuts, puncture wounds or eye injuries.	• Tools are selected to suit the participant's ability, including rounded scissors or blunt needles where appropriate. • Participants receive instruction and supervision. • Scissors are passed handle first and stored closed. • Needles and pins are kept in labelled containers or pin cushions. • Sharp items are counted out and counted back in. • Damaged, rusty or blunt tools are removed from use. • Sharp items are stored securely when not in use.	• Increase one-to-one support where a participant needs help to use or manage sharp tools safely. • Stop use where behaviour, distress or ability makes the tool unsafe.	Session lead, staff, volunteers and carers
Craft knives and specialist cutting tools	Serious cuts or lacerations may occur through slips, incorrect handling or unsuitable use.	• Craft knives are used only by competent staff or participants assessed as able to use them safely under close supervision. • Retractable or safety cutters are preferred. • Cutting mats and metal safety rulers are used. • The cutting direction is away from the body and other people. • Blades are retracted or covered immediately after use and stored securely.	• Where safer alternatives can complete the task, use scissors, rotary safety cutters or pre-cut materials instead. • Replace damaged handles or blades immediately.	Session lead and authorised users
Glue guns, irons and heated creative equipment	Burns, fire or damage may result from contact with hot equipment, hot glue or unsuitable surfaces.	• Low-temperature glue guns are used wherever possible. • Equipment is placed on a stable heat-resistant mat or stand. • Participants are shown safe use and closely supervised. • Hot equipment is kept away from table edges, paper, fabric and other flammable materials. • Equipment is unplugged after use and allowed to cool before storage. • A first aid kit is readily available.	• Participants unable to recognise or respond safely to heat hazards must not operate hot equipment. • Visually inspect equipment and cables before each use.	Session lead and staff

Opportunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Electrical creative equipment and sound equipment	Electric shock, fire, entanglement or injury may arise from sewing machines, speakers, keyboards, projectors or other powered equipment.	• Portable electrical equipment is PAT tested at appropriate intervals and visually checked before use. • Manufacturer instructions are followed. • Equipment is used on stable surfaces and switched off before adjustment or cleaning. • Liquids are kept away from electrical equipment. • Leads do not cross movement areas unless securely covered. • Only trained or instructed users operate specialist equipment.	• Remove damaged equipment from use, label it clearly and report it to management. • Fully unwind extension leads and avoid overloading sockets.	Manager, session lead and users
Sewing machines and moving parts	Needle injuries, trapped fingers, entanglement or cuts may occur.	• Users receive instruction before operating a sewing machine. • Long hair is tied back and loose clothing, jewellery and lanyards are secured. • Fingers are kept clear of the needle area. • Machines are switched off before threading, changing needles or clearing jams. • Guards and presser feet remain in place. • Participants are supervised according to ability.	• Only competent staff change machine needles or carry out repairs. • Stop the machine immediately if unusual noise, movement or damage is noticed.	Session lead, trained staff and users
Small parts and materials	Choking, ingestion, insertion into ears or nose, or loss of items may occur with beads, buttons, sequins and similar materials.	• Participant needs and behaviours are considered before small items are provided. • Small parts are kept in trays or containers and supervised during use. • Eating and drinking are kept separate from craft materials. • Materials are counted or checked where appropriate and cleared away promptly.	• Use larger alternatives where a participant is at risk of mouthing or ingesting objects. • Provide closer supervision or exclude unsuitable small materials where necessary.	Session lead, staff, volunteers and carers
Drama, role-play and emotional content	Participants may experience distress, embarrassment, conflict, triggering memories or confusion between role-play and real situations.	• Participation is voluntary and people may observe, pause or leave an activity. • Facilitators explain the activity, boundaries and fictional nature of roles clearly. • Sensitive themes are planned carefully and avoided where unsuitable. • No participant is pressured to disclose personal experiences. • Physical and emotional boundaries are respected. • Staff watch for early signs of distress and offer a quiet space or alternative activity.	• Check planned themes with management where they involve trauma, conflict, relationships, discrimination or other sensitive issues. • Debrief after emotionally demanding activities and record significant concerns.	Facilitator, session lead, staff and carers

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Physical contact, props and performance activities	Collision, falls, bruising, boundary violations or distress may occur during acting, games, dance or use of props.	• Activities involving touch require clear explanation and consent. • Non-contact alternatives are always offered. • Running, lifting another person, staged fighting and unsafe horseplay are not permitted unless separately risk assessed and led by a suitably qualified professional. • Props are lightweight, stable and checked for sharp edges or damage. • Participants keep safe spacing and follow stop instructions.	• Agree a clear stop word or signal for active group exercises. • Remove or adapt props and movements that are unsuitable for the space or participant.	Facilitator, session lead, staff and participants
Dance, gentle movement and physical activity	Members, staff or volunteers may experience muscle strain, dizziness, loss of balance, falls, pain or aggravation of an existing condition.	• Activities begin gently and include warm-up and cool-down where appropriate. • Movements are adapted to different mobility, fitness and confidence levels. • Seated and standing options are offered. • Participants are encouraged to work within their own comfortable range and stop if they feel pain, dizziness or unwell. • Chairs used for support are stable and placed on a level surface. • Water and rest breaks are available. • The floor is clear, dry and suitable for movement.	• Ask participants or carers to share relevant limitations before taking part. • Specialist or higher-intensity movement must be delivered by a suitably qualified facilitator and separately assessed where needed.	Facilitator, session lead, staff, carers and participants
Noise, music, lighting and sensory stimulation	Loud sound, flashing lights, crowds, touch or busy environments may cause sensory overload, anxiety, headache, hearing discomfort or behavioural escalation.	• Sound levels are kept reasonable and increased gradually. • Staff consider known sensory needs and triggers. • Participants are warned before loud sounds, lighting changes or unexpected activity. • Quiet areas, ear defenders and breaks are available where possible. • Flashing or strobe lighting is not used unless specifically assessed and communicated in advance.	• Reduce sound, lighting or group size at the first sign of distress. • Offer a low-stimulation alternative activity and allow additional processing time.	Facilitator, session lead, staff and carers

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Accessibility, mobility and individual support needs	A participant may be excluded, injured or unable to evacuate safely if activities, furniture or instructions do not meet their needs.	• Referral information and known support needs are considered when planning. • Tables, chairs, tools and materials are positioned at suitable heights. • Clear verbal, visual or demonstrated instructions are used. • Participants are given time to process information and complete tasks. • Pathways remain wide enough for mobility aids where possible. • Carers and support staff assist within agreed roles.	• Make reasonable adjustments and complete an individual assessment where standard controls are insufficient. • Assign evacuation support where required.	Manager, session lead, staff and carers
Behaviour, frustration and conflict	Distress, impulsive behaviour, throwing materials, harm to self or others, or disruption may occur.	• Staff know participants' support needs and monitor changes in behaviour. • Instructions are clear, calm and broken into manageable stages. • Choice, breaks and alternative activities are offered. • Potentially dangerous tools or materials are removed if behaviour escalates. • Staff follow Uppertunity procedures for de-escalation, safeguarding and incident reporting.	• Stop the activity and seek management support where safety cannot be maintained. • Review triggers and controls after any incident or near miss.	Session lead, staff, carers and manager
Manual handling, storage and setting up	Staff and volunteers may suffer strains, sprains, trapped fingers or impact injuries while moving tables, chairs, equipment, boxes, instruments or displays.	• Loads are assessed before lifting. • Heavy or bulky items are moved by two people or with a trolley. • Smaller loads are used where possible. • Storage is arranged so heavy items are not kept above shoulder height. • Routes are cleared before equipment is moved. • Participants only assist where the task is suitable for their ability.	• Refer to the General and Office Risk Assessment for full manual-handling controls. • Do not allow staff or volunteers to move equipment beyond their capability.	Session lead, staff and volunteers
Cleaning, hygiene and shared equipment	Infection, skin irritation or contamination may arise through shared tools, costumes, instruments, surfaces or unsuitable cleaning products.	• Frequently handled items and surfaces are cleaned routinely. • Handwashing facilities and hand sanitiser are available. • Mouth-contact instruments or equipment are not shared unless effectively cleaned and disinfected between users. • Costumes and fabric items are cleaned as appropriate. • Cleaning products remain labelled and are used according to instructions. • People who are unwell are asked not to attend in line with Uppertunity guidance.	• Increase cleaning during outbreaks or after activities involving close contact. • Complete COSHH assessments for any non-domestic cleaning product.	Session lead, staff and volunteers

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Fire safety and emergency evacuation	Fire, smoke inhalation, burns or difficulty evacuating may result from electrical equipment, heated tools, materials or blocked exits.	• Emergency exits and routes are kept clear. • Staff know the alarm, evacuation procedure, assembly point and how to contact emergency services. • Flammable materials are stored away from heat sources. • Electrical and heated equipment is switched off after use. • Attendance information is available for emergency headcounts.	• Follow Uppertunity's Fire Safety Policy and Emergency Evacuation Plan. • Consider individual evacuation support before each session.	Manager, session lead, staff and carers
First aid, incidents and near misses	Injury or illness may become more serious if not responded to promptly or if lessons are not learned.	• A stocked first aid kit and trained first aider are available. • Staff know how to contact emergency services and management. • Accidents, near misses, safeguarding concerns and equipment faults are reported and recorded. • Activities and controls are reviewed after incidents.	• Replenish first aid supplies after use. • Complete an individual or activity-specific assessment where an incident identifies additional risk.	Session lead, first aider and manager

Community Gardening at Dudhope Castle

Scope: This assessment covers gardening and nature-based activities carried out by Uppertunity in the garden and surrounding outdoor areas at Dudhope Castle. Activities may include planting, watering, weeding, harvesting, composting, maintaining beds, using hand tools, moving materials, litter picking and general garden care. It applies to staff, volunteers, members, carers and visitors. Separate risk assessments apply to External Outings, Driving, Kitchen-Based Activities, Lone Working and any specialist machinery or contractor work.

General requirements: Activities must be planned and led by a competent staff member or approved facilitator. The garden, weather, tools and individual support needs must be checked before each session. Participants must receive clear instructions, suitable supervision and equipment appropriate to their abilities. A stocked first aid kit and a charged mobile phone must be taken outside. Any activity must be adapted, postponed or stopped immediately where conditions become unsafe.

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Access, moving vehicles and roadways	Members, staff, volunteers, carers and visitors could be struck by a moving vehicle or injured while crossing the car park or access roads.	• Use designated pedestrian routes and paths wherever possible. • Staff supervise members when moving between the Castle and garden. • Participants are reminded to stop, look and listen before crossing vehicle routes. • The group stays together and avoids standing in parking or delivery areas. • Staff remain alert to vehicles entering, reversing or making deliveries.	• Brief the group about the safest route before leaving the building. • Use additional staff or carers to support anyone with reduced road awareness.	Session lead, staff, carers and participants
Uneven, wet or slippery ground	Slips, trips and falls may cause cuts, bruises, sprains, fractures or head injury. People with reduced mobility or balance may be at greater risk.	• Staff inspect the garden before each session for holes, loose stones, damaged paths, ice, mud and other hazards. • Participants wear sturdy, closed footwear suitable for the weather. • Walking routes and work areas are kept clear. • Running is not permitted. • Raised beds, steps and changes in level are pointed out. • Activities are adapted for anyone with limited mobility or balance difficulties.	• Mark or isolate hazards that cannot be removed immediately and report defects to the Castle or site manager. • Cancel or relocate activities where ground conditions are unsafe.	Session lead, staff, carers and site manager
Weather: sun, heat, cold, rain, wind, ice and storms	Sunburn, dehydration, heat exhaustion, hypothermia, discomfort, falling branches or injury from wind-blown objects.	• Check the weather forecast before sessions. • Participants are advised to wear suitable clothing, waterproofs, hats and sturdy footwear. • Drinking water and regular rest breaks are available. • Shade is used during hot weather and time outdoors is reduced where needed. • Activities are postponed during lightning, strong winds, ice, extreme heat or other unsafe conditions.	• Give participants and carers clear clothing and weather information in advance. • Review conditions during the session and stop early if they deteriorate.	Session lead, staff, carers and participants

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Sun exposure	Sunburn, skin damage, overheating and dehydration affecting anyone working outdoors.	• Encourage use of SPF 30 or higher sunscreen, hats and clothing that covers the skin. • Schedule breaks and encourage regular drinking. • Avoid prolonged strenuous work during the hottest part of the day.	• Staff cannot apply sunscreen unless this has been agreed and is appropriate; participants should bring and apply their own or be supported by their carer.	Staff, carers and participants
Hand tools: trowels, forks, spades, rakes, secateurs and similar equipment	Cuts, puncture wounds, bruises, strains or injury to the user or another person.	• Tools are checked before use and removed if damaged, loose, rusty or unsuitable. • Participants are shown how to carry, use and return tools safely. • The right tool and size are selected for the task and individual. • Safe working space is maintained between participants. • Tools are never left lying on paths or with points facing upwards. • Tools are returned to a clearly identified tool point when not in use. • Close supervision is provided where needed.	• Secateurs and sharper tools are issued only where the session lead judges the participant can use them safely. • Specialist or powered equipment requires a separate task-specific assessment and competent operator.	Session lead, staff, volunteers, carers and participants
Powered garden equipment and cutting machinery	Serious cuts, entanglement, impact injuries, electric shock, noise exposure or injury to bystanders.	• Members do not use lawnmowers, hedge trimmers, strimmers, chainsaws or other powered cutting machinery. • Such equipment may only be used by trained, authorised staff, contractors or the site team in line with their own risk assessments. • Participants are kept away from the work area while machinery is operating. • Electrical cables must not cross participant routes.	• Arrange machinery work outside group session times wherever possible. • Confirm contractor or site arrangements before activities begin.	Manager, authorised operator and site manager
Manual handling: compost, soil, pots, water, equipment and garden materials	Back, shoulder or limb strain, crushed fingers or feet, and injury from dropping heavy or awkward objects.	• Avoid unnecessary lifting and divide loads into smaller quantities. • Use wheelbarrows or trolleys where practical. • Team-lift large or awkward items. • Participants fill watering cans only to a weight they can comfortably manage. • Staff demonstrate safe lifting and assess ability before allocating tasks. • Heavy items are stored at an accessible height where possible.	• Refer to the General and Office Risk Assessment for full manual-handling controls. • Do not ask anyone to lift beyond their capability or where the route is uneven or obstructed.	Session lead, staff, volunteers and participants
Soil, compost, manure and animal faeces	Skin irritation, eye exposure or illness from bacteria, fungi, parasites, dust or contaminated material, including risk from cuts or poor hand hygiene.	• Staff check for animal faeces, sharps and contamination before the group starts. • Suitable gloves are worn for soil, compost and waste tasks. • Cuts and grazes are covered with waterproof dressings. • Hands are washed thoroughly with soap and water after gardening and before eating or drinking. • Participants avoid touching their face and do not eat while	• Anyone with a weakened immune system, significant respiratory condition or relevant medical concern should seek appropriate advice and be offered lower-risk tasks.	Session lead, staff, carers and participants

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
		handling soil. • Compost is handled carefully to minimise dust and is not tipped or raked in dry, windy conditions. • Animal faeces are removed by staff using gloves and suitable tools, then safely disposed of.	• Ensure tetanus vaccination advice is signposted where relevant after contaminated puncture wounds.	
Plants, berries, fungi and garden produce	Poisoning, skin irritation, allergic reaction, cuts from thorns, or illness from eating unwashed or unidentified produce.	• Plants intended for eating are clearly identified. • Participants are instructed not to eat plants, berries or fungi unless specifically approved by the session lead. • Produce is washed before tasting or using in kitchen activities. • Gloves are available for thorny or irritating plants. • Known allergies are considered when assigning tasks. • Unknown or potentially harmful plants and fungi are not handled by participants.	• Label edible plants where practical. • Remove or isolate any plant identified as presenting an unacceptable risk.	Session lead, staff, carers and participants
Bees, wasps, ticks and other insects	Stings, bites, allergic reaction, distress or, rarely, anaphylaxis.	• Staff and carers are aware of declared allergies and required medication. • Insects are not deliberately disturbed and nests are avoided. • Participants wear suitable clothing and footwear. • First-aid and emergency procedures are followed after a sting or bite. • Tick checks are encouraged after work in long grass or vegetation.	• Stop work and move the group away if a nest or swarm is found. • Report nests or infestations to the site manager. • Call 999 for signs of anaphylaxis and follow the individual emergency plan.	Session lead, staff, carers and participants
Litter, broken glass, needles and unknown waste	Cuts, puncture wounds, infection or contact with hazardous substances.	• Staff inspect the area before activities. • Litter pickers and suitable gloves are used. • Participants are told never to touch broken glass, needles, chemicals, dog waste or unidentified sharp objects. • Hazardous items are isolated and reported for safe removal. • Waste is placed in appropriate bags or containers and hands are washed afterwards.	• Staff must not manually handle discarded needles. Follow the site procedure or contact the appropriate waste service. • Record and report any sharps injury immediately and seek urgent medical advice.	Session lead, staff, site manager and participants
Watering, hoses and water containers	Trips from hoses, slips on wet paths, strain from heavy containers, or contamination from stagnant water.	• Hoses are routed away from walkways where possible and returned after use. • Temporary hose crossings are clearly identified and supervised. • Participants water plants carefully to avoid soaking paths. • Watering cans are not overfilled. • Containers are emptied and stored to avoid stagnant water. • Running on wet ground is not permitted.	• Use cones or barriers where a hose must cross a route. • Stop watering if drainage causes pooling on paths.	Session lead, staff, volunteers and participants

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Plant supports, canes, wire, string and low-level obstacles	Trips, eye injuries, cuts or puncture wounds.	• Supports are positioned away from main routes and made visible. • Cane tops are covered where they could cause eye injury. • String and wire are kept taut, visible and out of walkways. • Damaged supports are removed promptly. • Participants are reminded to use designated paths.	• Inspect supports and pathways before each session. • Avoid low, dark-coloured guide strings that are difficult to see.	Session lead, staff and volunteers
Chemicals, pesticides, fertilisers and cleaning products	Poisoning, burns, breathing difficulties, skin or eye irritation and environmental harm.	• Participants do not use pesticides, herbicides or hazardous garden chemicals. • Lower-risk and non-chemical methods are used wherever possible. • Any approved product is kept in its original labelled container and stored securely. • Manufacturer instructions and COSHH requirements are followed by trained staff.	• Complete a separate COSHH assessment before introducing any hazardous substance. • Never decant chemicals into food or drink containers.	Manager and authorised staff
Hygiene, eating and drinking	Illness from contaminated hands, shared bottles, soil or garden produce.	• No eating or drinking while handling soil, compost, waste or chemicals. • Hands are washed with soap and water before food or drink and after the session. • Gloves do not replace handwashing. • Reusable drink containers are individually identified and not shared.	• Provide hand-cleaning arrangements where immediate access to indoor sinks is limited; hands must still be properly washed as soon as possible.	Session lead, staff, carers and participants
Accessibility, fatigue and individual support needs	Falls, pain, exclusion, overexertion, anxiety or inability to evacuate safely.	• Individual mobility, communication, sensory and health needs are considered when planning tasks. • Raised beds, seated tasks and adapted or lightweight tools are used where available. • Participation is voluntary and people may rest or stop at any time. • Staff and carers monitor for pain, fatigue, overheating or distress. • Clear routes back to the building and toilets are maintained.	• Complete an individual assessment where a person has needs not adequately covered by this document. • Ensure support roles are agreed before the session.	Session lead, staff, carers and manager
Behaviour, distraction and unsafe use of tools	Injury to the individual or others, distress, conflict or damage to equipment.	• Clear rules are explained before tools are issued. • Staffing and supervision reflect the needs of the group and activity. • Horseplay, throwing tools and threatening behaviour are not permitted. • Staff monitor for frustration, sensory overload or escalation and offer breaks or alternative tasks. • Tools are removed and the activity stopped if safe instructions are not followed.	• Review known triggers and support plans before sessions. • Record incidents and update future controls where needed.	Session lead, staff, carers and participants

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Public access, dogs and other garden users	Unexpected interactions, conflict, distraction, dog bites or contamination from animals.	• Staff remain aware that the garden and surrounding area may be accessible to other people. • Group equipment is kept together and does not obstruct public routes. • Participants do not approach unfamiliar dogs without the owner's permission. • Staff support appropriate interaction and move the group away from conflict or unsafe behaviour. • Dog fouling is treated as contaminated waste and removed safely by staff or reported.	• Use a clearly defined work area where practical. • Contact Castle/site staff if public behaviour creates an ongoing safety concern.	Session lead, staff and site manager
Storage and security of tools and materials	Unauthorised access, cuts, trips, theft or damage.	• Tools are counted out and returned after sessions. • Sharp tools and chemicals are stored securely and out of unsupervised reach. • Storage areas are kept tidy, dry and accessible without overreaching. • Wet tools are cleaned and dried before storage. • Damaged or missing items are reported.	• Carry out periodic inventory and condition checks. • Do not store heavy items above shoulder height.	Session lead, staff, volunteers and manager
First aid, illness and emergencies outdoors	Delay in treatment, worsening injury, inability to summon assistance or confusion during an emergency.	• A stocked first-aid kit and charged mobile phone are taken to the garden. • At least one trained first aider is available. • Staff know the garden location, access point and how to direct emergency services. • Emergency contacts and relevant participant information are accessible. • Serious incidents are reported to management and recorded. • The group returns to the building or another safe area when required.	• Check first-aid supplies and phone charge before each session. • Review emergency arrangements for anyone with significant health needs.	Session lead, first aider, staff and manager

External Outings

Scope: For organised visits and activities taking place away from Uppertunity premises, including museums, galleries, pubs, parks, zoos, craft venues, community buildings and other public attractions. This assessment applies when Uppertunity members, staff and volunteers travel to and attend an external venue or public place. Travel may include walking, public transport, taxis or an authorised vehicle.

General requirements: The event lead must check the venue, journey, accessibility, expected environment and emergency arrangements before each outing. Any significant venue-specific hazard must be added to the final column or recorded in a separate event-specific assessment. The level of support required must be considered before booking. Members may attend with their own carers or support workers where this is part of their usual support arrangement. At least one first-aid-trained person should attend, a stocked first aid kit and charged mobile phone must be carried, and staff must have emergency contact information. Staff and supporting carers must be briefed about the itinerary, meeting points, supervision responsibilities and what to do if someone becomes lost, unwell, distressed or needs to leave early.

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Insufficient planning or unsuitable venue Injury, exclusion, distress or disruption	Members, staff, volunteers and carers	• Venue, activity, travel arrangements, costs, opening times and facilities are checked in advance. • Accessibility, toilets, seating, quiet space and food arrangements are considered. • The expected environment, walking distance, clothing and support needs are communicated before the outing. • Venues are asked about significant hazards, restrictions and emergency procedures where appropriate.	Complete a brief outing plan before each visit. Add any venue-specific controls or complete a separate assessment where risks are not covered here.	Event lead and manager
Walking routes, roads and vehicle movement Collision, injury, fear or separation	Members, staff, volunteers and carers	• Safer walking routes and pedestrian crossings are used wherever possible. • Staff supervise road crossings and remind the group to stop, look and listen. • The group stays together or is divided into smaller supervised groups. • Extra support is provided to anyone with limited road awareness, mobility or vision.	Confirm the route and safe meeting points in advance. Avoid busy or unsuitable crossings where a safer alternative is available.	Event lead, staff and supporting carers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Public transport, taxis or authorised vehicles Falls, separation, unsafe interactions or road traffic injury	Members, staff, volunteers and carers	• Journey times, stops and ticket arrangements are planned. • Head counts are completed when boarding, leaving and changing transport. • Members are supported to sit or stand safely and use seatbelts where provided. • Staff supervise interactions with the public and keep the group together. • Uppertunity driving requirements apply where staff transport people or equipment.	Allocate staff to particular members where the group may be separated. Have a backup plan for delays, cancellations or missed transport.	Event lead, drivers, staff and supporting carers
Uneven, wet or unfamiliar surfaces; stairs, lifts and crowded entrances Slips, trips, falls and difficulty moving safely	Everyone attending	• Staff remain alert to steps, kerbs, wet floors, poor lighting and uneven ground. • Participants are advised to wear suitable, secure footwear. • Walking pace is adjusted and additional assistance is provided where needed. • Lifts and accessible routes are used for anyone who requires them. • Running is discouraged.	Check access information before the visit. Report or avoid unsafe areas and notify venue staff of spillages or defects immediately.	Event lead, staff, venue staff and supporting carers
Limited accessibility or individual mobility needs Falls, strain, inability to access facilities or exclusion	Members, staff and carers	• Individual mobility, wheelchair, sensory and personal care needs are considered during planning. • Accessible entrances, toilets, seating, lifts and evacuation arrangements are checked. • Members are not expected to undertake routes or activities beyond their safe ability. • Reasonable alternatives are offered where possible.	Contact the venue before booking when accessibility information is unclear. Complete an individual assessment where needs are complex or the venue presents barriers.	Event lead, manager and supporting carers
Someone becomes lost or separated from the group Fear, distress, safeguarding risk or injury	Members, particularly those needing additional support	• Named staff or carers are allocated supervision responsibilities. • Head counts are completed at departure, arrival, transitions and before leaving. • Clear meeting points and boundaries are explained. • Staff carry charged phones and exchange contact numbers. • Members are told to stay where they are or approach venue staff if separated, according to their understanding and ability.	Record clothing descriptions where helpful for larger or crowded outings. Follow the missing-person procedure and contact venue security, management or police when necessary.	Event lead, staff and supporting carers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Illness, injury or medical emergency Deterioration in health, delayed treatment or hospital attendance	Everyone attending	• At least one first aider and a stocked first aid kit attend. • Staff carry a charged mobile phone and know how to contact emergency services. • Relevant medical information and emergency contacts are available securely. • Members bring required medication; administration remains with the authorised person in line with their support plan. • Staff know the venue location and access point for emergency services.	Confirm who is responsible for medication before departure. Record and report incidents in line with Uppertunity procedures.	Event lead, first aider, staff and supporting carers
Fire, evacuation or other venue emergency Burns, smoke inhalation, panic, injury or separation	Everyone attending	• Staff identify exits, assembly points and venue emergency arrangements on arrival. • The group is briefed where appropriate. • Exits and escape routes are kept clear. • Staff support members to leave promptly and complete a head count at the assembly point. • Venue staff instructions are followed.	Agree who will support anyone with reduced mobility, sensory needs or difficulty understanding emergency instructions.	Event lead, staff, venue staff and supporting carers
Crowds, noise, darkness, unfamiliar environments or sensory overload Anxiety, distress, shutdown, escalation or leaving the group	Members, staff and carers	• Likely sensory conditions are explained before the outing. • Known triggers and coping strategies are considered. • Choice, reassurance, processing time and breaks are offered. • A quieter area or exit route is identified where possible. • Participation is not forced and a member may leave an activity with appropriate support.	Plan shorter visits, quieter times or smaller groups for people likely to become overwhelmed. Agree an early-departure plan.	Event lead, staff and supporting carers
Contact with members of the public; challenging, discriminatory or aggressive behaviour Emotional harm, conflict or physical injury	Members, staff, volunteers, carers and public	• Staff model respectful behaviour and supervise interactions where required. • Concerns are addressed calmly; individuals are given space and moved away from conflict. • Staff seek assistance from venue staff or security. • Staff do not place themselves or others at risk and call 999 where there is immediate danger. • Safeguarding and incident reporting procedures are followed.	Brief staff on any known behavioural risks and ensure no staff member manages a serious incident alone.	Event lead, staff, venue staff and supporting carers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Food, drinks, allergies, choking and alcohol at pubs or venues Allergic reaction, choking, burns or impaired judgement	Members, staff, volunteers and carers	• Known food allergies, intolerances and swallowing risks are considered. • Staff or carers support members to check ingredients and choose suitable food. • Hot food and drinks are handled carefully. • Alcohol is only consumed where appropriate and in line with individual support arrangements; staff model responsible behaviour. • Anyone showing signs of illness or intoxication is supported safely and may be asked to stop drinking or leave.	Check menus and allergen information before the visit where necessary. Ensure prescribed emergency medication is available to the authorised person.	Event lead, venue staff and supporting carers
Animals, insects, plants or animal-contact activities Bites, scratches, stings, allergies, infection or fear	Members, staff, volunteers and carers	• Venue instructions and barriers are followed. • Animals are approached only where permitted and under supervision. • Known allergies, phobias and medical needs are considered in advance. • Hands are washed after animal contact and before eating. • Members are reminded not to feed or touch animals unless instructed.	Confirm any additional requirements with zoos, farms or animal venues. Avoid contact where individual risk is significant.	Event lead, venue staff and supporting carers
Activities, rides, workshops or equipment operated by an external provider Injury, fear or misuse of equipment	Members, staff, volunteers and carers	• Reputable venues and qualified providers are used. • Venue safety rules, age/height restrictions and staff instructions are followed. • Individual ability, medical conditions and willingness are considered. • Members receive a clear briefing and appropriate supervision. • No one is pressured to participate.	Obtain the provider's risk information where the activity has significant hazards. Complete a separate activity assessment where required.	Event lead, external provider and supporting carers
Weather and outdoor exposure Sunburn, dehydration, heat illness, cold, wind or hypothermia	Everyone attending	• Weather forecasts are checked and plans adapted or cancelled where conditions are unsafe. • Suitable clothing, waterproofs, footwear, sun protection and drinks are advised. • Breaks, shade, shelter and hydration are provided as needed. • Staff monitor members who may not recognise or communicate discomfort.	Provide reminders before departure and carry spare water or basic weather protection where practical.	Event lead, staff, members and supporting carers
Spread of infection Transmission of viruses or bacteria in transport, venues or shared activities	Everyone attending	• Anyone with sickness, diarrhoea, fever or significant infectious symptoms is asked not to attend. • The 48-hour exclusion period after sickness or diarrhoea applies. • Handwashing or sanitiser is encouraged, particularly before eating and after toilets, animals or shared equipment. • Venue hygiene rules are followed.	Adjust or cancel plans during significant outbreaks or when a venue cannot provide appropriate hygiene arrangements.	Event lead, staff, members and supporting carers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Carrying bags, equipment, wheelchairs or purchases Strains, trapped fingers, falls or blocked routes	Staff, volunteers, carers and members	• Only necessary items are taken. • Loads are divided and heavier or awkward items are moved by two people or with suitable aids. • Bags and equipment are stored so they do not obstruct exits, aisles or walkways. • Safe lifting techniques are used.	Arrange delivery, storage or additional help when equipment cannot be moved safely by the attending team.	Event lead, staff, volunteers and supporting carers
Personal belongings, money and confidential information Loss, theft or data breach	Members, staff, volunteers and carers	• Participants are encouraged to keep valuables to a minimum and secure personal belongings. • Staff carry only the personal information necessary for the outing and keep it secure. • Cash and payment cards are handled discreetly. • Losses or suspected data breaches are reported promptly.	Use a named person or secure bag for group money, tickets and essential records.	Event lead, staff, members and supporting carers

Working with People Under 18 (Volunteering or on Placement)

Scope: This assessment covers people under 18 who volunteer, complete work experience, undertake a school, college or training placement, or otherwise support activities at Uppertunity. It applies alongside Uppertunity’s safeguarding, confidentiality, lone-working and activity-specific risk assessments. The young person’s age, maturity, experience, communication needs and the tasks proposed must be considered before the placement begins.

General requirements: A named staff supervisor must be responsible for the placement. The young person must receive an age-appropriate induction, clear instructions and suitable supervision. They must not work alone, provide unsupervised support to members, administer medication, manage safeguarding concerns independently, use restricted equipment, or carry out tasks beyond their competence. The placement must be stopped or adapted if the young person or supervising staff feel it is unsafe or unsuitable.

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Insufficient planning or unsuitable placement	Young person may be allocated duties that are unsafe, inappropriate, overwhelming or beyond their maturity, skills or physical ability.	• A placement discussion is completed before the start date to confirm age, proposed duties, hours, support needs and relevant experience. • Tasks are selected to be suitable for the young person’s age, maturity and ability. • A named staff supervisor is identified before the placement starts. • Relevant information is obtained from the school, college, training provider or parent/carers where applicable.	• Review the placement during the first week and whenever duties change. • Complete an individual or task-specific assessment where additional needs or higher-risk duties are identified.	Manager, placement coordinator and named supervisor
Safeguarding and boundaries	Risk of emotional or physical harm to the young person or members through inappropriate contact, blurred boundaries, unsupervised situations or failure to follow safeguarding procedures.	• Young people are never left in sole charge of members or asked to provide personal care. • They are supervised when working with adults, members, volunteers or visitors. • Safeguarding, professional boundaries, appropriate touch and reporting routes are explained during induction. • The young person is told to report any concern, disclosure or behaviour that makes them uncomfortable immediately to a staff member.	• Avoid one-to-one situations in closed or isolated rooms. Keep doors open or work in visible shared spaces. • Record and report safeguarding concerns in line with Uppertunity procedures; the young person must not investigate concerns themselves.	All staff, named supervisor and manager

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Professional conduct and communication	Inappropriate language, jokes, personal disclosures, use of phones or social media, or misunderstanding of boundaries could cause distress, reputational harm or safeguarding concerns.	- Expected behaviour is explained, including respectful language, confidentiality, mobile-phone use and appropriate communication with members. - Staff model suitable workplace behaviour and correct concerns promptly and calmly. - Young people are not permitted to photograph, film or contact members privately unless specifically authorised as part of an approved task.	- Provide additional examples or written guidance where expectations may be unclear. - Address concerns early and review whether the placement remains suitable.	Named supervisor, all staff and young person
Lack of workplace experience	Young person may not recognise hazards, ask for help, understand instructions or appreciate the consequences of unsafe actions.	- Induction includes emergency procedures, accident reporting, hygiene, safe movement around the building and how to ask for help. - Instructions are given clearly, demonstrated where needed and checked for understanding. - Staff do not assume previous knowledge of routine workplace tasks.	- Use short, staged tasks and closer supervision until competence is demonstrated. - Repeat guidance whenever a new task, room or piece of equipment is introduced.	Named supervisor and all staff
Inadequate supervision or lone working	Young person may be left without support during an emergency, difficult interaction or unfamiliar task.	- A young person must not work alone on Uppertunity premises, at events, on outings or from home. - A responsible staff member remains available and knows where the young person is working. - Young people do not open or close premises, hold keys, handle emergencies alone or supervise activities independently.	- Confirm supervision arrangements at the start of each shift and during staff breaks. - If suitable supervision cannot be maintained, postpone or end the shift.	Manager, rota lead and named supervisor
Use of tools, kitchen equipment, machinery or electrical equipment	Cuts, burns, electric shock, entanglement, crushing or other injury due to inexperience or unsuitable equipment.	- Only low-risk equipment appropriate to the young person's age and demonstrated competence may be used. - Relevant activity-specific risk assessments must be followed. - Equipment is checked before use and the young person receives instruction and direct supervision. - Restricted, powered or specialist equipment is not used unless specifically approved by management and covered by a separate assessment.	- Create a clear list of permitted and prohibited equipment for the placement. - Stop use immediately if instructions are not followed or the task appears unsafe.	Manager, activity lead and named supervisor
Manual handling and physical tasks	Strains, sprains, back injury, trapped fingers or dropped items may result from lifting loads that are too heavy, bulky or awkward.	- Young people receive basic instruction in safe lifting and are told not to lift anything they consider too heavy or awkward. - Heavy or bulky items are moved by trained adults, in smaller loads, with a trolley or by team lifting. - Tasks are matched to the young person's physical capacity.	- Supervise initial lifting tasks and do not allocate repetitive or high-demand manual handling. - Review any pain, discomfort or previous injury before continuing the task.	Named supervisor, staff and young person

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Slips, trips and falls	Young person, members, staff or visitors may be injured by clutter, spillages, uneven surfaces, trailing cables or inappropriate footwear.	• Work areas and walkways are kept clear and spillages are cleaned immediately. • The young person is shown safe routes, stairs, exits and any known access hazards. • Suitable closed, secure footwear is required for practical activities.	• Include site-specific hazards in the first-day tour. • Report defects and isolate hazards that cannot be corrected immediately.	All staff, named supervisor and young person
Emotional distress, anxiety or sensory overload	Unfamiliar people, busy environments, challenging behaviour, feedback or emotionally sensitive activities may cause distress or overwhelm.	• The young person is introduced gradually to the setting, team and members. • A named staff member is available for questions and regular check-ins. • They may step away from an activity and use a quieter space when needed. • Staff monitor wellbeing and do not pressure the young person to continue an unsuitable task.	• Agree a simple support or communication plan where additional needs are known. • Contact the placement provider or parent/carer where appropriate if significant concerns arise.	Named supervisor, manager and placement provider where applicable
Challenging behaviour, conflict or difficult situations	Risk of fear, verbal abuse, threats, physical injury or the young person attempting to manage a situation beyond their role.	• Young people are not expected to manage conflict, distressed members or challenging behaviour. • They are instructed to move away, alert a staff member and follow staff directions. • Staff maintain suitable supervision and intervene promptly.	• Brief the young person on known environmental risks without sharing unnecessary confidential information. • Review the placement after any significant incident.	All staff, named supervisor and manager
Confidentiality and data protection	Personal or sensitive information about members, staff or the organisation could be disclosed, photographed, lost or accessed without permission.	• Confidentiality expectations are included in induction and any required agreement is signed. • Access to files, email, databases and personal information is limited to what is necessary for approved tasks. • Paper records and screens are not left visible or unattended. • Information is not discussed outside Uppertunity or shared through personal devices or accounts.	• Supervise any administrative task involving personal information. • Remove access immediately at the end of the placement.	Manager, named supervisor, staff and young person
Working hours, breaks and fatigue	Tiredness, hunger, excessive hours or insufficient breaks may reduce concentration and increase the risk of mistakes or injury.	• Hours and duties are agreed in advance and remain appropriate for the young person's age and placement arrangements. • Regular rest, hydration and meal breaks are provided. • The young person is encouraged to report tiredness, pain or difficulty concentrating.	• Adjust duties or finish early if fatigue affects safety or wellbeing. • Coordinate hours with the school, college, provider or parent/carer where applicable.	Manager, named supervisor and placement provider

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Travel, external outings and events	Young person could become separated, injured in transit, exposed to unfamiliar public environments or left without suitable supervision.	• External Outings, Driving and event risk assessments are followed. • Transport and supervision arrangements are agreed in advance. • The young person remains with the allocated staff member or group and receives clear meeting-point and emergency instructions. • Emergency contact information is available to the responsible staff member.	• Obtain any permissions required by the placement provider or parent/carers. • Complete a venue-specific assessment where the outing introduces additional hazards.	Event or outing lead, named supervisor and manager
Illness, medication, first aid and emergencies	Delay in receiving help, worsening illness, allergic reaction or confusion during a fire or other emergency.	• Relevant emergency contact and health information is obtained and kept securely where required. • At least one first aider and a stocked first aid kit are available during activities. • The young person is shown fire exits, alarm procedures and the assembly point. • Medication is managed by the young person or authorised adult in line with agreed arrangements; the young person is not asked to administer medication to others.	• Record and report all accidents, near misses and significant wellbeing concerns. • Contact emergency services and the appropriate parent/carers or placement provider when required.	Manager, first aider, named supervisor and placement provider
Emergency evacuation and missing person	Young person may not understand evacuation arrangements or could become separated in a busy setting.	• Fire and emergency procedures are explained on the first day. • Staff include the young person in headcounts and know whether they are on site. • The young person is told not to leave the premises or event without informing the named supervisor.	• Assign a specific staff member to support the young person during evacuation or at large events. • Follow missing-person and emergency procedures immediately if their whereabouts are unknown.	Named supervisor, event lead and all staff
Accidents, concerns and placement review	Repeated minor concerns may be missed, unsafe practice may continue, or the placement may no longer be beneficial or appropriate.	• The named supervisor checks in regularly and gives clear, constructive feedback. • Accidents, near misses, safeguarding concerns and breaches of procedure are documented and reported. • The young person is encouraged to raise concerns without fear of criticism.	• Hold a formal review with the young person and provider where concerns persist. • Management may change duties, increase supervision, pause or end the placement if safety or wellbeing cannot be maintained.	Manager, named supervisor, young person and placement provider

Woodwork Activities

Scope: This assessment covers woodwork and related practical activities carried out by Uppertunity in the designated downstairs work area or outdoors. Activities may include measuring and marking, sanding, assembling, gluing, painting or finishing wood, and using approved hand tools and small powered tools. It applies to staff, volunteers, members, carers and visitors. The chop saw is excluded from general participation and may only be used by the specifically trained and authorised staff or volunteer member.

General requirements: Woodwork must only take place downstairs or outdoors and must be led by a competent staff member. Members and volunteers must be supervised and only use tools appropriate to their ability, understanding and experience. The work area, tools and materials must be checked before use. A stocked first aid kit must be readily available. Activities must stop immediately if equipment is damaged, a person cannot follow safety instructions, or the environment becomes unsafe. Fire extinguishers are available downstairs and escape routes must remain clear.

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Suitability, supervision and behaviour	Members, volunteers or others may be injured if they use tools beyond their ability, misunderstand instructions, become distracted or behave unsafely.	• A competent staff member leads each session and assesses each person's ability before tools are issued. • Members and volunteers are supervised while using tools. • Clear demonstrations and simple instructions are given before each task. • Horseplay, rushing and distracting others are not permitted. • Staff may adapt or stop participation immediately where safe working cannot be maintained.	• Record any individual restrictions or additional support arrangements. • Maintain enough space between workstations and limit numbers to the safe capacity of the area.	Session lead, staff, carers, volunteers and participants
Work area downstairs or outdoors	Poor layout, restricted space, weather, uneven surfaces or unauthorised access may lead to slips, collisions or injury.	• All woodwork activities take place in the designated downstairs area or outdoors. • The area is checked before use and kept tidy, well lit and ventilated. • Walkways, doors, stairs and fire exits are kept clear. • Tools and materials are arranged so people do not need to reach across another person's workspace. • Outdoor activities are postponed during unsafe weather or poor ground conditions.	• Use barriers or clear signage where a restricted tool-use area is needed. • Confirm that tables or benches are stable before work begins.	Session lead and staff

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Hand tools: saws, hammers, screwdrivers, chisels and similar tools	Cuts, puncture wounds, bruising, trapped fingers, impact injuries or damage to eyes.	• Only suitable tools in good condition are used. • Participants are shown the correct grip, working direction and safe body position. • Wood is secured with a vice or clamp before sawing, drilling or chiselling. • Hands and other people are kept clear of the cutting or striking line. • Tools are counted out and returned to secure storage after use.	• Use safer or adapted tools where appropriate. • Remove damaged, loose, rusty or unsuitable tools from use immediately.	Session lead, staff and authorised tool users
Sharp blades and cutting tools	Cuts and lacerations from craft knives, utility knives, saw blades or other sharp edges.	• Sharp tools are issued only when appropriate to the individual and task. • Retractable or guarded blades are used where possible. • Cutting is carried out on a stable cutting mat or secured work surface and away from the body. • Blades are never left loose on tables or placed in sinks. • Used or broken blades are disposed of in a suitable sharps container.	• Craft or utility knives should normally be used only by staff or under direct one-to-one supervision.	Session lead and staff
Chop saw / mitre saw	Severe cuts, amputation, entanglement, impact from ejected material, eye injury, hearing damage, dust inhalation, electric shock or fire.	• Only the specifically trained and authorised staff or volunteer member may operate the chop saw. Members are not permitted to use it. • The saw has a functioning blade guard and is visually checked before every use. • The saw is used only in the designated downstairs area or outdoors, on a stable surface with adequate clear space. • The workpiece is checked for nails, screws or other foreign objects and is firmly supported and clamped where appropriate. • Suitable eye and hearing protection are worn; respiratory protection is used where dust control requires it. • Hands remain outside the manufacturer's safe zone. The blade is allowed to reach full speed before cutting and to stop fully before the workpiece or waste is moved. • The saw is disconnected from power before blade changes, cleaning, adjustments or clearing jams. • No unauthorised person may enter the restricted operating area while the saw is running.	• The authorised operator must follow the manufacturer's instructions and any equipment-specific safe system of work. • Record pre-use defects and remove the saw from use until repaired by a competent person. • Do not use the saw when working alone.	Authorised trained operator and manager

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Other powered tools	Cuts, entanglement, impact, vibration, electric shock, noise or dust exposure.	• Powered tools may only be used where approved by the session lead and appropriate to the user. • Participants receive instruction and direct supervision. • Guards and safety devices must remain fitted and working. • Long hair is tied back and loose clothing, jewellery and lanyards are secured. • Tools are switched off and unplugged before adjustments or changing accessories. • Manufacturer's instructions are followed.	• Complete an equipment-specific assessment where a powered tool presents hazards not adequately covered here. • Restrict higher-risk powered tools to trained staff.	Manager, session lead and authorised users
Sanding and wood dust	Dust may irritate eyes, skin and lungs or aggravate asthma. Sanding may cause splinters, abrasions or repetitive strain.	• Sanding is carried out outdoors where practicable or in a well-ventilated area. • Suitable dust masks or respiratory protective equipment are provided and worn where required. • Eye protection is used for powered sanding or dusty work. • Work is secured at a comfortable height and breaks are taken. • Dust is removed using a vacuum or damp method rather than dry sweeping or blowing.	• Check known respiratory conditions before dusty activities and adapt or exclude the task if needed. • Use local dust extraction where available and required by the equipment.	Session lead, staff and participants
Splinters and rough timber	Splinters, cuts and puncture wounds to hands or exposed skin.	• Wood is inspected before use for splinters, sharp edges, protruding nails, staples or screws. • Suitable gloves are worn when carrying rough timber or where they do not create an entanglement risk. • Rough edges are sanded before handling or assembly where possible. • A first aid kit and trained first aider are available.	• Do not use damaged, contaminated or unsuitable reclaimed timber.	Session lead, staff and participants
Glues, paints, varnishes and wood treatments	Skin or eye irritation, inhalation of vapours, allergic reaction, poisoning or fire.	• Water-based, low-toxicity products are chosen wherever possible. • Products are used according to manufacturer instructions and relevant COSHH information. • Good ventilation is provided, and gloves or eye protection are used where stated. • Containers remain labelled and are closed after use. • Products are stored securely away from participants and ignition sources. • Eating and drinking are not permitted in the work area.	• Complete a specific COSHH assessment for any hazardous product. • Do not allow members to use solvent-based, highly flammable or specialist treatments unless separately assessed.	Manager and session lead

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Electrical equipment, sockets and extension leads	Electric shock, burns, fire or trips caused by damaged equipment or trailing cables.	• Electrical equipment is PAT tested at appropriate intervals and visually checked before use. • Damaged plugs, cables, guards or equipment are taken out of use immediately. • Extension reels are fully unwound and kept away from cutting lines, moisture and walkways. • Equipment is unplugged when not in use. • Outdoor electrical equipment is used only with appropriate protection and suitable weather conditions.	• Use cable covers or reposition cables where they could cross a route. • Report defects to management and do not attempt unauthorised repairs.	Manager, session lead and staff
Fire and combustible materials	Wood, sawdust, finishes or electrical equipment may contribute to fire, causing burns, smoke inhalation or evacuation difficulties.	• Fire extinguishers are available downstairs and staff know their location. • Fire exits, stairs and escape routes are kept clear at all times. • Sawdust, offcuts and waste are cleared regularly and not allowed to accumulate. • Flammable products are stored correctly and kept away from heat or ignition sources. • Electrical equipment is switched off and unplugged after use. • Staff follow the premises fire and evacuation procedures.	• Check extinguishers remain accessible before each session. • Only attempt to use an extinguisher if trained, it is safe to do so and an escape route remains available; otherwise evacuate and call 999.	Session lead, staff and site management
Slips, trips and falling objects	Cuts, bruises, fractures or head injuries from offcuts, tools, sawdust, cables or poorly stored materials.	• Floors and work areas are kept clear throughout the session. • Spillages and sawdust are cleaned promptly using a safe method. • Timber is stored securely and cannot roll, slide or fall. • Tools are not left on floor edges or unstable surfaces. • Suitable closed footwear is worn.	• Carry out a final area check after every session. • Use warning signs or isolate wet or unsafe areas until made safe.	Session lead, staff, volunteers and participants
Manual handling and moving timber or equipment	Strains, sprains, trapped fingers, crushed feet or back injury.	• Loads are assessed before lifting. • Long, bulky or heavy items are moved by two people or with a suitable trolley. • Loads are divided where possible and routes are cleared before moving. • Safe lifting techniques are used and people do not lift beyond their ability. • Heavy materials are stored at a practical height.	• Staff should request help rather than attempting awkward lifts alone. • Use gloves and closed footwear when moving timber.	Staff, volunteers and participants

Uppertunity – Risk Assessments

Hazard	Risk / Who may be harmed	Existing control measures	Further management of risk	Who needs to take action
Noise	Temporary or permanent hearing damage, distress or sensory overload.	- Noisy activities are limited in duration and carried out away from others where possible. - Hearing protection is provided and worn when required, including during chop saw use. - People are warned before loud equipment is started. - Individuals may move to a quieter area or opt out.	Consider the needs of people with sensory sensitivities and schedule noisy work separately.	Session lead, authorised operator and participants
Personal protective equipment (PPE)	Injury may occur if PPE is unsuitable, damaged, incorrectly fitted or creates an entanglement risk.	- PPE is selected for the specific task and may include eye protection, hearing protection, respiratory protection, aprons and suitable gloves. - PPE is checked before use, fitted correctly and kept clean. - Gloves are not worn where they could be caught in rotating machinery unless the manufacturer specifically requires them. - Closed footwear and practical clothing are worn.	Provide instruction on correct use and replace damaged or contaminated PPE.	Session lead, staff and participants
First aid, accidents and emergencies	Injury may worsen if first aid or emergency action is delayed.	- A stocked first aid kit is readily available and at least one first-aid-trained person is available during activities. - A charged phone is accessible for emergency calls. - Serious injury requires equipment to be isolated, first aid provided and emergency services contacted where necessary. - All accidents, near misses and equipment faults are reported and recorded.	Review this risk assessment and individual controls after an incident or significant near miss.	Session lead, first aider and manager
Cleaning, storage and end-of-session checks	Injury, fire, unauthorised access or equipment damage may result from poor cleaning or insecure storage.	- Tools are switched off, unplugged, cleaned and returned to secure designated storage. - Sharp tools and the chop saw are inaccessible to members and unauthorised volunteers. - Offcuts, dust and waste are disposed of safely. - The work area is checked for hot equipment, live power, spills and trip hazards before leaving.	Maintain an inventory of higher-risk tools and periodically check storage and condition.	Session lead and staff

Community Pop-Up Events

Scope: For community events hosted by Uppertunity, such as our annual UpperFest, celebration events, showcases and other activities open to members, families and the wider public. This assessment covers event setup, public access, activities, entertainment, stalls, safeguarding, crowd movement and pack-down.

General requirements: It should be used alongside the relevant activity-specific risk assessments, the venue risk assessment and Uppertunity safeguarding, fire, first aid and incident-reporting procedures. Food preparation or service is covered by the separate Catering Pop-Ups risk assessment.

Event-specific checks: The event lead must review the venue, planned activities, expected attendance, staffing, accessibility, weather and emergency arrangements before each event. Any significant local hazards must be recorded in the final column below or in a separate event-specific assessment.

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Event planning, unclear responsibilities or inadequate staffing Risk of delayed response, unsafe activities or poor supervision	Staff, volunteers, members and public	• A named event lead is appointed and staff/volunteer roles are agreed before opening. • Staff and volunteers receive a briefing covering layout, activities, first aid, fire/evacuation, safeguarding, lost persons and incident reporting. • Staffing is matched to the scale of the event and the support needs of participating members. • At least one trained first aider and a stocked first aid kit are available.	• Confirm expected numbers, event timetable and named leads. • Record emergency contacts and agree how staff will communicate during the event. • Arrange extra support or restrict activities if safe staffing cannot be maintained.	Event lead and managers
Venue layout, access and egress Risk of crowding, blocked routes, falls or difficulty evacuating	Everyone attending	• A pre-event walk-through is completed. • Entrances, exits, fire exits and pedestrian routes are kept clear. • Stalls, tables, cables and displays are positioned so that they do not narrow walkways. • Accessible routes, toilets and seating are identified and communicated.	• Obtain and follow the venue fire and emergency procedures. • Check capacity, lighting, steps, ramps, uneven surfaces and accessible evacuation arrangements. • Create a simple site plan for larger events.	Event lead and venue contact
Crowds, queues and moving around the event Risk of collision, distress, separation or overcrowding	Members, public, staff and volunteers	• The layout provides clear entry, exit, queue and circulation areas. • Staff monitor busy points and redirect people when needed. • Numbers are limited where rooms or activity areas become too crowded. • A quiet or lower-stimulation space is identified where possible.	• Use signs, barriers or a one-way flow if required. • Agree the maximum safe number for indoor or enclosed areas. • Schedule popular performances or activities to reduce crowding.	Event lead and stewards

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Slips, trips and falls Uneven ground, wet floors, trailing cables, tent lines or loose equipment	Everyone attending	• The site is checked before opening and monitored throughout. • Spillages and dropped items are cleaned up promptly. • Cables are routed away from walkways or covered and secured. • Tent lines, stakes, steps and changes in level are made visible. • Suitable footwear is encouraged for staff, volunteers and members.	• Use cones, tape or barriers around temporary hazards. • Suspend access to unsafe areas until corrected. • Recheck outdoor surfaces after rain.	All staff and volunteers; event lead oversees
Temporary structures, gazebos, tables, displays and decorations Risk of collapse, impact or items blowing/falling	Everyone attending	• Equipment is suitable, in good condition and assembled according to instructions. • Gazebos and outdoor structures are securely weighted or anchored. • Tables and displays are stable and not overloaded. • Heavy or breakable items are kept away from edges and public reach.	• Check wind forecast and manufacturer wind limits. • Do not use structures that cannot be safely secured. • Inspect after any strong gusts or accidental impact.	Event setup team and event lead
Weather and outdoor conditions Risk of sunburn, dehydration, cold, wind, rain, lightning or unsafe surfaces	Everyone attending, particularly vulnerable people	• Weather forecasts are checked during planning and on the day. • Drinking water, shelter, rest breaks and weather-appropriate clothing are encouraged. • Outdoor activities are adapted, moved or cancelled when conditions are unsafe. • Electrical items and paper displays are protected from rain.	• Agree cancellation or relocation thresholds and how attendees will be notified. • Provide shade/shelter and additional seating where needed. • Stop activity immediately during lightning or dangerous wind.	Event lead and managers
Electrical equipment and temporary power Risk of electric shock, burns or fire	Staff, volunteers, members and public	• Only suitable, maintained and PAT-tested portable equipment is used. • Equipment and leads are visually checked before use; damaged items are removed. • Extension leads are fully unwound, kept dry and protected from foot traffic. • Sockets are not overloaded and public access to plugs/equipment is prevented.	• Confirm the venue supply is suitable and permission has been given. • Use outdoor-rated equipment and RCD protection where required. • Identify isolation points and venue reporting arrangements.	Event lead, competent staff and venue contact
Fire, smoke or emergency evacuation Risk of burns, smoke inhalation, panic or delayed evacuation	Everyone attending	• Fire exits and escape routes remain clear. • Staff know how to raise the alarm, contact emergency services and direct people to the assembly point. • No unapproved naked flames or heat sources are used. • Attendees requiring support to evacuate are identified and staff roles agreed.	• Confirm location of alarms, extinguishers and assembly point. • Consider a short pre-opening emergency briefing. • Record any event-specific Personal Emergency Evacuation arrangements.	Event lead, venue contact and all staff

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Activities, games, demonstrations or performances Risk of injury from unsuitable equipment, poor spacing or insufficient supervision	Participants and nearby attendees	- Each activity is led by a competent person and follows the relevant Uppertunity activity risk assessment. - Equipment is checked before use and matched to participants abilities. - Activity areas are separated from busy walkways and spectators. - Participation is voluntary and instructions are clear and accessible.	- Complete a separate assessment for higher-risk or unfamiliar activities. - Confirm performer/provider insurance and risk assessments where external providers are used. - Stop the activity if behaviour, crowding or conditions become unsafe.	Activity lead and event lead
Safeguarding, vulnerable adults and children Risk of harm, inappropriate contact, distress or allegations	Members, children, vulnerable adults, staff and volunteers	- Uppertunity safeguarding procedures remain in force at public events. - Staff and volunteers maintain appropriate boundaries and do not work beyond their role. - Members needing individual support attend with agreed staffing or carers. - Concerns are reported immediately to the event lead or safeguarding lead and recorded.	- Identify the safeguarding lead for the event. - Avoid unsupervised one-to-one situations in isolated spaces. - External photographers, performers and volunteers follow event guidance.	Safeguarding lead, staff and volunteers
Lost, missing or separated person Risk of fear, harm or inability to locate support	Members, children and vulnerable attendees	- Staff know which members they are supporting and use agreed check-ins or headcounts. - A clear meeting point and lost-person procedure are agreed. - Personal information is handled discreetly and shared only as needed to locate the person safely.	- Agree who searches, who remains at the meeting point and when police or carers are contacted. - For larger events, brief stewards and venue staff on the procedure.	Event lead and supporting staff/carers
Challenging behaviour, conflict, intoxication or aggressive conduct Risk of distress, verbal abuse or physical injury	Everyone attending	- Staff remain calm, provide space, seek support and avoid escalating confrontation. - A person presenting an immediate risk may be asked to leave; police are contacted where necessary. - Alcohol is not provided unless separately authorised and assessed. - Staff do not physically intervene unless required to prevent immediate serious harm and trained/authorised to do so.	- Identify a quiet space and a senior person to manage incidents. - Arrange security or venue support for larger public events where appropriate. - Record and review all significant incidents.	Event lead and managers
Manual handling during setup and pack-down Risk of strains, crush injuries or dropped objects	Staff and volunteers	- Heavy or awkward items are moved by two people or with suitable trolleys. - Loads are reduced where possible and lifting routes are cleared. - Volunteers are not asked to lift beyond their ability. - Setup and pack-down are planned to avoid rushing.	- Arrange vehicle access and storage close to the event area where possible. - Allocate enough people and time for setup/pack-down.	Event lead and setup team

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Cash, donations and merchandise Risk of theft, loss, confrontation or data error	Staff and volunteers handling money	•Cash is kept discreetly in a secure cash box and access is limited. •Two people check significant cash totals where possible. •Large amounts are removed from public view and transferred securely. •Card devices and personal data are kept under staff control.	•Set a maximum cash holding for the event. •Agree who transports and reconciles money after the event.	Named cash handler and manager
Waste, litter, hygiene and infection Risk of contamination, cuts, pests or illness	Everyone attending	•Adequate general and recycling bins are provided and emptied safely. •Staff use gloves or litter pickers for unknown or sharp waste. •Handwashing or sanitising facilities are available. •People who are unwell are asked not to attend or work at the event.	•Confirm waste collection and end-of-event cleaning arrangements. •Use a sharps procedure if needles or hazardous waste are found; do not handle directly.	Event lead, venue and all staff
First aid, illness or medical emergency Risk of delayed treatment or worsening condition	Everyone attending	•A trained first aider and stocked kit are available and clearly identifiable to staff. •Emergency access routes are kept clear. •Staff know how to contact emergency services and provide the venue address. •Members bring required medication and their usual support arrangements remain in place.	•Confirm exact venue address, postcode and access point for ambulances. •Record accidents and near misses and notify relevant managers/carers. •Consider an AED location for larger events.	First aider, event lead and managers

Catering Pop Up's

Scope: For catering stalls and temporary food service delivered by Uppertunity at external venues, community events, markets and other pop-up locations. This assessment covers transport, setup, temporary food service, temperature control, allergens, hygiene, hot equipment, customer service and pack-down.

General requirements: It should be used alongside Uppertunity cooking and baking, driving, food safety management, allergen, cleaning/COSHH and incident-reporting procedures. The catering lead must also follow any requirements set by the host venue or event organiser.

Event-specific checks: The event lead must review the venue, planned activities, expected attendance, staffing, accessibility, weather and emergency arrangements before each event. Any significant local hazards must be recorded in the final column below or in a separate event-specific assessment.

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Planning, venue suitability and unclear responsibilities Risk of unsafe service or delayed response	Staff, volunteers, customers and members	• A named catering lead is responsible for the pop-up. • The menu, quantities, equipment, staffing, transport and service method are planned in advance. • Only staff/volunteers who have been briefed and are competent undertake food handling tasks. • A stocked first aid kit and trained first aider are available.	• Confirm venue permissions, handwashing, potable water, power, waste, refrigeration and emergency arrangements. • Record any venue-specific hazards before service. • Do not operate if essential food-safety facilities are unavailable.	Catering lead and managers
Transporting food and equipment Risk of contamination, unsafe temperatures, spills or injury	Staff, volunteers and customers	• Food is covered, labelled and transported in clean food-grade containers. • Hot and chilled food is transported in suitable insulated equipment and kept separate from chemicals and non-food items. • Equipment is secured in the vehicle and vehicles are not overloaded. • Raw and ready-to-eat foods are kept separate.	• Check and record temperatures at dispatch and arrival where required by the food safety system. • Plan journey times and loading order to minimise time out of temperature control. • Follow the separate driving risk assessment.	Catering lead and driver
Food temperature control Risk of bacterial growth and food poisoning	Customers, staff and volunteers	• Chilled food is kept at 0-5°C and frozen food at -18°C or below where applicable. • Hot food is kept hot using suitable equipment and service times are controlled. • Food temperatures are checked with a clean, calibrated probe where required. • Food outside safe controls is discarded rather than re-served.	• Confirm adequate fridge, freezer, cool boxes or hot-holding capacity. • Keep temperature records in line with Uppertunity food safety procedures. • Use time controls only where documented and supervised by the catering lead.	Catering lead and trained food handlers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Cross-contamination and poor hygiene Risk of food poisoning	Customers	• Hands are washed thoroughly before food handling and after contamination risks. • Separate utensils, boards and containers are used for raw and ready-to-eat foods. • Food-contact surfaces are cleaned and sanitised before service and as required. • Clean aprons are worn; hair is tied back; jewellery and loose clothing are controlled. • Food is protected from customers, coughing, dust, insects and handling.	• Confirm a dedicated handwashing point with soap, warm water and hygienic drying. • Bring sufficient sanitiser, cloths, gloves, blue plasters and disposable towels. • Set up a clear clean/dirty workflow.	Catering lead and all food handlers
Food handler illness, cuts or poor personal hygiene Risk of contaminating food	Customers	• Anyone with vomiting or diarrhoea does not handle food and remains away for 48 hours after symptoms end. • Other illness or infected skin conditions are reported to the catering lead before work. • Cuts are covered with visible waterproof blue dressings; gloves are used where needed. • Eating, smoking and personal items are kept away from food areas.	• Catering lead checks staff fitness before service. • Arrange replacement cover rather than allowing an unwell person to work.	Catering lead and all food handlers
Allergens and incorrect information Risk of severe allergic reaction or death	Customers with food allergies or intolerances	• A current written ingredient and allergen record is available for every item sold. • Allergen information is communicated clearly and staff refer questions to the catering lead if unsure. • Recipes and suppliers are not changed without updating allergen information. • Separate clean utensils/areas are used where a cross-contact-free option has been agreed; no guarantee is made unless it can be safely supported.	• Display clear signage inviting customers to ask about allergens. • Keep packaging, labels and recipe sheets available. • If information is uncertain, do not serve the item to the customer.	Catering lead and trained serving staff
Hot food, liquids, steam and heated equipment Risk of burns and scalds	Staff, volunteers and customers	• Hot equipment is positioned on stable, heat-resistant surfaces away from customer reach. • Oven gloves, aprons and suitable utensils are used. • Lids are opened away from the face and hot liquids are poured slowly. • Customers are warned when food or drinks are hot. • Children and unsupported members do not enter the hot-service area.	• Create a physical barrier or clear service line where needed. • Check equipment cannot be knocked or pulled by cables. • Keep burn first-aid supplies accessible.	Catering lead and serving team

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Electrical equipment and temporary power Risk of shock, fire or equipment failure	Staff, volunteers and customers	• Portable appliances are maintained, PAT tested and visually checked before use. • Leads are fully unwound, kept dry, secured and routed away from walkways. • Sockets are not overloaded and equipment is unplugged safely before cleaning or moving. • Faulty equipment is removed from use immediately.	• Confirm venue power capacity, socket location and RCD protection. • Seek venue approval before connecting equipment. • If gas or other fuel is proposed, complete a separate specific assessment and use competent operators only.	Catering lead, competent staff and venue contact
Fire and emergency evacuation Risk of burns, smoke inhalation or delayed evacuation	Everyone nearby	• Hot equipment is kept away from combustible material. • Escape routes and fire exits are kept clear. • Staff know how to raise the alarm, isolate equipment if safe and evacuate. • A suitable fire blanket/extinguisher is available through the venue or brought where appropriate.	• Confirm assembly point and venue fire arrangements. • Identify isolation switches and do not obstruct firefighting equipment. • Stop service if fire safety arrangements are inadequate.	Catering lead and venue contact
Sharp objects and breakages Risk of cuts or contamination	Staff and volunteers	• Knives and scissors are used only by competent people and stored securely. • Sharp items are never left in washing-up water or loose boxes. • Broken glass or ceramics are isolated, wrapped and disposed of safely; nearby food is discarded if contamination is possible. • A first aid kit is accessible.	• Use minimal sharp equipment at the service point. • Provide a designated sharps container/basket during transport and washing.	Catering lead and food handlers
Slips, trips, congestion and spillages Risk of falls and physical injury	Staff, volunteers and customers	• The stall and back-of-house area are kept tidy with clear walkways. • Spillages are cleaned immediately and the area left dry or isolated. • Cables, boxes, coolers and waste are kept out of public routes. • Staff wear closed, stable footwear.	• Inspect the setup before opening and regularly during service. • Use cones or barriers for wet or damaged surfaces. • Arrange separate customer queue and staff work areas.	All staff and volunteers; catering lead oversees
Manual handling and repetitive work Risk of strains, crush injuries or fatigue	Staff and volunteers	• Heavy containers, urns and equipment are moved by two people or with trolleys. • Containers are not filled beyond safe lifting capacity. • Work surfaces are at a reasonable height and staff rotate tasks. • Breaks, water and seating are provided during longer events.	• Plan loading/unloading access and avoid lifting hot or full equipment where possible. • Shorten shifts for anyone unable to stand for long periods.	Catering lead and all team members

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
Cleaning chemicals and washing up Risk of skin/eye irritation, fumes or chemical contamination of food	Staff and volunteers	• Only labelled, suitable cleaning products are used according to instructions. • Chemicals are stored away from food and never decanted into food containers. • Rubber gloves are available for prolonged cleaning. • Hands are rinsed and dried thoroughly; skin problems are reported.	• Bring safety data/COSHH information where required. • Ensure adequate ventilation and never mix cleaning chemicals.	Catering lead and cleaning staff
Outdoor weather, insects and environmental contamination Risk of unsafe temperatures, contamination or injury	Staff, volunteers and customers	• Food is covered and protected from rain, dust, wind, insects and direct sun. • Gazebos and equipment are safely anchored. • Weather forecasts are checked and service is adapted or cancelled if unsafe. • Staff have weather-appropriate clothing, fluids and breaks.	• Monitor chilled/hot food more frequently in extreme temperatures. • Do not serve from an unstable or leaking structure. • Use suitable pest controls that cannot contaminate food.	Catering lead and event lead
Waste, dirty equipment and wastewater Risk of contamination, pests, spills or cuts	Staff, volunteers, customers and venue users	• Waste bins are lined, covered where appropriate and emptied before overflowing. • Food waste, recyclables and general waste are separated where facilities allow. • Dirty utensils are contained away from clean items and food. • Wastewater is disposed of only through an approved drain, not onto ground or surface-water systems.	• Agree venue waste and washing-up arrangements in advance. • Provide containers for safe return of dirty equipment if on-site washing is unsuitable.	Catering lead and venue contact
Cash handling and customer interaction Risk of theft, conflict or distraction from food safety	Staff and volunteers	• A separate person handles money where staffing allows, or hands are washed before returning to food handling. • Cash and card devices are kept secure and out of public reach. • Staff remain calm during complaints and refer difficult situations to the lead.	• Set a maximum cash holding and agree secure transfer/cash-up arrangements. • Use a clear complaints and refund process.	Catering lead and named cash handler
Members or volunteers with additional support needs working at the pop-up Risk of injury, distress, unsafe tasks or insufficient support	Participating members and volunteers	• Roles are matched to the persons abilities, training and support needs. • Clear demonstrations, visual prompts and close supervision are provided. • High-risk tasks involving hot equipment, sharp tools or complex allergen decisions are restricted to competent authorised staff. • Participants can take breaks or stop without pressure.	• Agree roles and support before travel. • Maintain safe staffing ratios and arrange carers/support where required. • Reassign or stop a task if the person cannot complete it safely.	Catering lead, supporting staff and carers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Additional event or venue checks	Who needs to take action
First aid, choking, allergic reaction or medical emergency Risk of serious harm or delayed treatment	Customers, staff, volunteers and members	• A trained first aider and stocked kit are available. • Staff know the exact venue address and how to summon emergency help. • Emergency access is kept clear. • Serious allergen reactions, choking and burns are treated as emergencies and 999 is called when indicated.	• Confirm AED location and venue emergency contacts where available. • Record accidents, near misses and food-safety incidents and notify management. • Preserve relevant food/packaging information following a suspected food reaction or illness.	First aider, catering lead and managers

Lone Working

Scope: For work carried out without close or direct supervision, including low-risk work at Uppertunity, travel for work, external meetings and agreed work away from the main team. Lone working means carrying out work without another Uppertunity staff member nearby or immediately available to provide help. It may include low-risk administration before or after normal hours, travelling to meetings or training, attending an external venue, meeting a contractor or member of the public, and occasional homeworking. Homeworking is also covered by a separate risk assessment.

General requirements: Lone working is minimised and is not the normal arrangement while Uppertunity services are operating. However, lone working may take place where the person, activity, location and emergency arrangements can be safely managed by one staff member. A staff member may work alone with a member only where the member's support and evacuation needs can be safely managed by one staff member, the member is not Red and does not have a PEEP requiring more than one person, the activity is suitable for lone working, and reliable communication arrangements are maintained. Lone working must not take place with a Red member. At least two appropriately trained evacuation staff must be available whenever a Red member is attending. Before lone working begins, the staff member must tell a manager or the agreed staff WhatsApp group where they will be, what they are doing and their expected finishing/check-out time. They must keep a charged mobile phone available and confirm when they have finished or left safely. High-risk work, restricted machinery, work at height, hazardous substances, hot-food production and heavy or awkward manual handling must not be undertaken while lone working.

Individual checks: Lone working must be suitable for the person, task, location and time. Any health condition, anxiety, previous incident, accessibility need or other factor that may make lone working unsafe must be discussed with a manager. Staff have authority to stop, leave or rearrange work whenever they feel unsafe.

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Failure to maintain contact Risk that an illness, accident, distress or emergency is not noticed promptly.	Staff working alone	• Staff must notify a manager or the agreed WhatsApp group before entering a lone-working situation. • The message must include location, task and expected finish/check-out time. • A charged mobile phone must be kept accessible. • Staff must confirm when they have finished or left safely.	• Agree additional check-in times for longer, unfamiliar or higher-concern tasks. • If a staff member does not check out and cannot be contacted, the manager follows the agreed escalation process, including contacting their emergency contact or emergency services where appropriate.	Staff member and manager
Illness, injury or medical emergency Risk of delayed first aid or assistance.	Staff working alone	• Lone working is limited to suitable, low-risk tasks. • Staff must have access to a phone and know the site address and how to call emergency services. • First-aid supplies are available at Uppertunity. • Staff must not work alone where a known medical condition makes this unsafe.	• Consider individual medical suitability and seek occupational or medical advice where necessary. • Record and review any accident, near miss or health concern linked to lone working.	Staff member and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Working alone at Dudhope Castle before or after normal hours Risk from slips, falls, fire, intruders or lack of immediate assistance.	Staff working alone	• This is discouraged and limited to low-risk office or administrative work. • Staff must tell the WhatsApp group when they enter and leave. • The Castle's access and locking arrangements must be followed. • Staff must remain in agreed work areas and keep exits clear. • No high-risk equipment or tasks may be used or completed.	• Check reception/site staffing and access arrangements before staying outside normal hours. • Leave immediately and go to reception or another occupied area if feeling unsafe.	Staff member and manager
Fire or evacuation while alone Risk of smoke inhalation, burns or delayed awareness and assistance.	Staff working alone	• Staff must know the fire exits, alarm points and assembly point. • On discovering fire or hearing the alarm, leave immediately; do not attempt to fight the fire or collect belongings. • Call 999 when safe and notify management/site staff. • Fire exits and routes must remain unobstructed. • Where a staff member is lone working with a member, they must be able to safely support that person to evacuate while also protecting their own safety. A Red member must never be present under lone-working arrangements. • Where a staff member is working alone with a member at Uppertunity, that staff member must be a trained Fire Marshal.	• Confirm venue-specific emergency procedures when working at another organisation's premises. • Consider any personal evacuation assistance needs before lone working is approved.	Staff member, manager and venue lead
Violence, aggression, harassment or threatening behaviour Risk of physical or psychological harm.	Staff working alone	• Staff must not arrange a lone meeting where there is a known or suspected risk of violence or aggression. • Meetings should be in a public, staffed or easily observable area, with the door unlocked and a clear exit route. • Another colleague must know who is being met and the expected finish time. • Staff should not challenge aggressive behaviour and should leave and call for help.	• Use two staff, relocate, postpone or cancel where risks cannot be adequately controlled. • Report all threats, abuse and incidents, including verbal threats, and offer post-incident support.	Staff member and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Meeting contractors, visitors or members of the public Risk from unknown people, unsafe access or being isolated in a room.	Staff working alone	• Confirm the person's identity and purpose where possible. • Hold meetings during normal opening hours or when other building users are present. • Keep doors unlocked and choose a room with a clear exit. • Do not give unknown visitors unsupervised access to restricted areas.	• Use reception or request another staff member for visits involving access to equipment, money, disputes or sensitive matters.	Staff member and manager
Travel to meetings, training, events or other work locations Risk of road incidents, breakdown, getting lost or being stranded.	Staff travelling alone	• Plan the route and allow sufficient time. • Tell colleagues the destination and expected return time. • Keep the phone charged, but do not use a handheld phone while driving. • Follow the separate Driving Risk Assessment when driving for work. • Avoid travel when fatigued, unwell or in severe weather.	• Check travel and venue arrangements in advance, particularly for unfamiliar or remote locations. • Park in a well-lit, safe area and keep valuables out of sight.	Staff member and manager
Working at another organisation's premises Risk from unfamiliar hazards, access controls or emergency arrangements.	Staff working alone	• Obtain information from the host about access, fire procedures, first aid, security and any known hazards. • Sign in and out where required. • Follow the host organisation's safety instructions. • Maintain agreed contact with Uppertunity.	• Do not proceed where the host cannot provide adequate safety information or the environment appears unsafe.	Staff member, manager and host venue
Hazardous, restricted or unsuitable tasks Risk of serious injury without immediate assistance.	Staff working alone	• Lone workers must not use the chop saw or other restricted machinery. • No work at height, ladders, heavy/awkward lifting, hazardous substances, hot-food production, powered cutting equipment or other high-risk activity while alone. • Staff must remain within their training and competence and stop if circumstances change.	• Managers must set clear limits on tasks permitted during lone working. • Arrange a second competent person or reschedule the task.	Staff member and manager
Slips, trips, falls and manual handling Risk of injury with no immediate help available.	Staff working alone	• Keep floors, stairs and access routes clear and well lit. • Clean or isolate spillages promptly. • Wear suitable footwear. • Only light, manageable items may be moved alone; use a trolley or wait for assistance for heavier or awkward items.	• Report defects to the venue or manager and avoid affected areas until made safe.	Staff member, manager and venue lead

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Cash, keys, laptops or valuable equipment Risk of theft, robbery or personal harm.	Staff working alone	• Avoid carrying or displaying significant cash or valuables while alone. • Keep keys, phones, laptops and records secure and out of sight when travelling. • Do not resist if threatened; move to safety and contact police/management.	• Arrange two-person transport for larger cash amounts or valuable equipment where required.	Staff member and manager
Stress, isolation, anxiety or reduced wellbeing Risk of distress, impaired judgement or disconnection from support.	Staff working alone	• Lone working is occasional and not the normal full-time work pattern. • Staff maintain contact with colleagues through office attendance, meetings and the WhatsApp group. • Staff are encouraged to raise concerns early and take normal rest breaks. • Managers provide regular supervision and check-ins.	• Review or stop lone working where it contributes to stress, anxiety or reduced wellbeing. • Adjust duties, location or frequency and provide support following difficult incidents.	Staff member and manager
Confidentiality and safeguarding while alone Risk of information being overheard, lost, accessed inappropriately or concerns being managed without support.	Staff, members and others whose information is held	• Keep records and screens secure and follow data-protection procedures. • Do not discuss confidential matters where others can overhear. • Lone working with a member may only take place where it has been assessed as safe under this Lone Working Risk Assessment. Staff must not work alone with a Red member or anyone whose support or evacuation needs require more than one person. • Safeguarding concerns must be recorded and reported through Uppertunity procedures; staff must not manage them alone.	• Seek immediate management or emergency support where a concern involves imminent risk.	Staff member and manager
Communication failure, flat battery or poor signal Risk that help cannot be requested.	Staff working alone	• Charge phones before lone working and carry a charger/power bank where appropriate. • Check mobile reception at unfamiliar or remote venues. • Keep key contact numbers available. • Do not begin or continue lone work if there is no reliable way to call for help and the risk cannot otherwise be controlled.	• Agree an alternative contact method or second person for locations with poor signal.	Staff member and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Incident, near miss or failure to check out Risk of repeated or unaddressed hazards.	Staff and others who may later work alone	• All accidents, threats, near misses and contact failures must be reported promptly. • Managers review what happened and update controls before similar lone work continues. • Appropriate support is offered after distressing events.	• Record agreed actions and review this risk assessment annually or sooner after an incident or material change.	Staff member and manager

Bowling League

Scope: For Uppertunity bowling sessions and leagues held at a commercial bowling venue, including participation by members, staff, volunteers, carers and invited teams. This assessment covers bowling activities organised or coordinated by Uppertunity at an external bowling venue. The venue remains responsible for the safety and maintenance of its lanes, machinery, equipment, fire systems and premises. Uppertunity staff and supporting organisations remain responsible for supervision, individual support and safe participation.

General requirements: Each team or organisation attending must provide an appropriate staff member, carer or responsible volunteer to support its participants if the person requires additional support. Support needs, mobility, medical conditions, sensory needs and any behaviours that may affect safety must be considered before play begins. Participants must follow venue rules and staff instructions. Anyone who cannot take part safely, or whose behaviour places themselves or others at risk, may be asked to pause or stop playing.

Individual and venue checks: The event lead must confirm accessibility, emergency arrangements, first-aid provision, suitable lanes and any venue-specific restrictions. A separate individual assessment or additional controls must be used where someone has needs not adequately covered here.

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Slips, trips and falls Risk from bowling approaches, steps, seating areas, bags, drinks, wet floors or crowded walkways.	Members, staff, volunteers, carers and visitors	Walkways, approaches and seating areas must be kept clear of bags, coats and equipment. No running is allowed. Participants are reminded to move slowly and watch for changes in floor level. Spillages must be reported to venue staff immediately and the area avoided until made safe. Participants must wear suitable flat, closed footwear. Venue bowling shoes must be worn where required.	Check the allocated area before play and report hazards to venue staff. Use additional support or a walking aid where needed, provided it can be used safely within the venue.	Uppertunity event lead, supporting staff and venue staff
Dropping or mishandling a bowling ball Risk of crushed fingers, foot injuries, strains or impact injuries.	People bowling and those nearby	Participants are shown how to select, lift, carry and hold an appropriate-weight ball. Balls must be carried with both hands where needed and kept below waist height. Only one person should stand at the ball return or prepare to bowl at a time. Closed footwear must be worn. Participants must not throw balls anywhere other than down the lane.	Provide a lighter ball, ball ramp or one-to-one support where required. Stop participation if a person cannot handle a ball safely.	Supporting staff, carers and participants
Ball return machinery and moving parts	People bowling	Hands must be kept away from openings and moving parts of the ball return.		Supporting staff, carers, participants and venue staff

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Risk of trapped or pinched fingers.		Participants must wait until the ball has fully arrived before picking it up. No one may reach into, climb on or attempt to repair the ball return. Faults or trapped balls must be reported to venue staff.	Give a clear safety reminder before each session, particularly to new participants.	
Bowling technique, overexertion and repetitive movement Risk of muscle strain, joint pain, loss of balance or falls.	People bowling	Participants are encouraged to use a comfortable ball weight and bowl within their ability. Staff demonstrate a simple, controlled approach without forceful twisting or overreaching. Breaks and seating are available between turns and games. People may bowl from a stationary position or use a ball ramp where appropriate. No participant is pressured to continue if tired, sore or unwell.	Adapt the number of games, turns or ball weight for individual ability. Seek advice where a known health condition may make bowling unsuitable.	Supporting staff, carers and participants
Foul line, lane surface and gutters Risk of slipping or falling on the oiled lane.	People bowling	Participants must remain behind the foul line and must not walk onto the bowling lane. Balls, pins or equipment on the lane must only be dealt with by venue staff. Bumpers and ball ramps may be used where available and appropriate.	Brief all participants before play and reinforce the rule if someone approaches the line unsafely.	Supporting staff, carers, participants and venue staff
Unsafe throwing, horseplay or poor awareness of others Risk of being struck by a ball or collision with others.	Everyone in the bowling area	Only the person taking their turn may enter the approach area. Balls must not be swung above shoulder height or thrown backwards or sideways. Horseplay, pushing and distracting a person who is bowling are not permitted. Staff and carers supervise behaviour and intervene early.	Pause or stop play for anyone who repeatedly ignores safety instructions.	Supporting staff, carers and participants
Mobility, balance and accessibility Risk of falls, exclusion or difficulty moving around the venue.	Members and visitors with mobility or balance needs	Accessibility needs are identified in advance. Accessible entrances, toilets, seating and lanes are confirmed with the venue where required. Ball ramps, bumpers, lighter balls and seated or stationary bowling can be used when appropriate. Carers or supporting staff provide the individual assistance normally required.	Complete additional individual planning where transfers, wheelchair positioning or significant physical support are needed.	Event lead, supporting staff and carers

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Sensory overload, anxiety or distress Risk from noise, lighting, crowds, waiting, competition or unfamiliar surroundings.	Members, staff and volunteers	Participants are told in advance what to expect, including noise, lighting and busy periods. Choice-based participation is encouraged; no one is forced to bowl. People may use ear defenders, take breaks or move to a quieter area where available. Staff monitor early signs of distress and respond calmly.	Arrange quieter lanes or times with the venue where practicable. Agree a support plan for known triggers or behaviours.	Event lead, supporting staff and carers
Individual becoming separated or leaving the group Risk of distress, vulnerability or harm.	Members requiring support	Each person remains the responsibility of their team, carer or allocated supporting adult. Head counts or visual checks are completed at arrival, during transitions and before departure. Participants are told where the group is based and who to approach for help. Staff carry charged phones and have relevant emergency contact details.	Agree a venue meeting point and response plan before play begins.	Event lead, supporting staff and carers
Illness, injury or medical emergency Risk of delayed treatment or worsening condition.	Everyone attending	A first-aid kit is available and at least one first-aid-trained person is identified. Venue first-aid arrangements and the full site address are confirmed. Participants bring required medication and remain supported according to their normal arrangements. Emergency services are called where required and incidents are recorded.	Check first-aid supplies and confirm who will lead in an emergency before the session.	Event lead, first aider, supporting staff and venue staff
Food, drinks, allergies and choking Risk of allergic reaction, choking or spillages.	Members, staff, volunteers and visitors	Known allergies and eating-support needs remain the responsibility of the individual and their supporting staff or carer. Food and drink are consumed in designated areas and kept away from bowling approaches. Staff support people to choose suitable food and supervise where choking risk is known. Spillages are reported and cleaned promptly by venue staff.	Follow the separate Kitchen-Based Activities or Catering Pop-Ups assessment where Uppertunity supplies or serves food.	Supporting staff, carers, participants and venue staff
Alcohol and impaired judgement, where the venue has a licensed bar	Adults attending	Staff and volunteers responsible for supporting members do not drink alcohol while on duty.	Set event-specific expectations where alcohol may be available.	Event lead, supporting staff and participants

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Risk of unsafe behaviour, falls or conflict.		Participants who drink alcohol must remain able to follow safety instructions and behave appropriately. Anyone who appears intoxicated or unsafe will not bowl.		
Shared equipment and infection Risk of spreading illness through bowling balls, shoes, touchscreens and shared surfaces.	Everyone attending	People who are unwell are asked not to attend. Handwashing or sanitising is encouraged before eating and after using shared equipment. Cuts are covered before play. Venue cleaning arrangements are followed.	Increase hygiene controls during periods of heightened illness.	Participants, supporting staff and venue staff
Fire, evacuation and other venue emergency Risk of injury, panic or separation.	Everyone attending	The event lead identifies emergency exits, assembly points and venue procedures. Exits and walkways are kept clear. Supporting staff remain responsible for helping their allocated participants evacuate. Lifts are not used during a fire unless the venue has an approved evacuation arrangement.	Brief supporting staff and identify anyone who may need a personal evacuation arrangement.	Event lead, supporting staff, carers and venue staff
Travel to and from the venue Risk during walking, road crossing, public transport or vehicle travel.	Members, staff, volunteers and carers	Travel is planned and supervised according to individual needs. The separate External Outings and Driving risk assessments apply. Arrival and collection arrangements are confirmed in advance.	Add journey-specific controls where necessary.	Event lead, drivers, supporting staff and carers

Driving for Work Activities

Scope: For staff and authorised volunteers who drive as part of Uppertunity work, including journeys to meetings, training, external activities, catering deliveries, events and other approved business tasks. This assessment applies only to driving undertaken for Uppertunity work. It does not cover ordinary travel between a person's home and their normal place of work.

General requirements: Driving must be necessary, authorised and appropriate for the task. Public transport, remote meetings, shared travel or delivery services should be considered where these are safer or more practical. Anyone driving their own vehicle for work must hold the correct driving licence, have valid MOT and tax where required, and have insurance that covers business use. Evidence must be provided when requested and reviewed at least annually. Drivers are responsible for following road traffic law, the Highway Code, vehicle restrictions and any venue or parking rules. They must not drive if tired, unwell, impaired by alcohol or drugs, or affected by medication that may make driving unsafe.

Individual and journey checks: The manager or journey lead must consider the driver, vehicle, route, weather, timing, passengers and load. Additional arrangements must be made for long journeys, adverse weather, unfamiliar vehicles, passengers with support needs, or transport of bulky catering and event equipment.

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Driver not legally entitled or appropriately insured Risk of unlawful driving, invalid insurance and collision liability	Driver, passengers, other road users and Uppertunity	Drivers must hold a valid licence for the vehicle being used. Privately owned vehicles used for work must have business-use insurance, valid MOT and tax where required. Drivers must immediately report licence restrictions, disqualification, significant penalty points or any change that may affect insurance. Only authorised drivers may drive on Uppertunity business.	Record and review licence, MOT and insurance evidence at least annually. Use the DVLA check-code process with the driver's consent where a formal licence check is required.	Manager and driver
Vehicle condition or breakdown Risk of collision, injury or being stranded	Driver, passengers and other road users	The driver must ensure the vehicle is roadworthy, serviced and suitable for the journey. Before travel, check tyres, lights, mirrors, windows, fuel or charge, warning lights and obvious damage. Faults affecting safety must be addressed before travel; an unsafe vehicle must not be used. The driver must know what to do in a breakdown and have access to breakdown contact details.	For longer or unfamiliar journeys, carry a charged phone, suitable clothing and essential emergency supplies. Report vehicle faults or breakdowns that affect work arrangements to the manager.	Driver and manager
Poor journey planning, time pressure or unfamiliar routes Risk of speeding, distraction, stress or collision	Driver, passengers and other road users	Plan the route, parking, access arrangements and realistic journey time before departure. Allow extra time for traffic, loading, passengers and finding an unfamiliar venue. Work schedules must not encourage speeding or unsafe driving.	For complicated journeys, the manager and driver should agree the route, timing and contingency plan in advance. Contact the destination if delayed; do not attempt to recover lost time by driving faster.	Driver, manager and event lead

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
		Sat-nav destinations must be entered before setting off or while safely parked.		
Fatigue, illness, stress or reduced concentration Risk of delayed reactions and collision	Driver, passengers and other road users	Drivers must not drive when excessively tired, unwell or unable to concentrate safely. Breaks must be planned for longer journeys and taken whenever the driver feels tired. Managers must consider the full working day, including physical event work before a return journey. Drivers may stop, delay or decline a journey where they believe it would be unsafe.	Arrange another driver, overnight accommodation, public transport or postponement where necessary. Any recurring health or fatigue concern affecting driving must be discussed confidentially with management.	Driver and manager
Alcohol, drugs or medication Risk of impairment and serious collision	Driver, passengers and other road users	No one may drive for work while impaired by alcohol, illegal drugs or misused medication. Drivers must follow medical advice and medicine warnings. A driver who is unsure whether a health condition or medicine affects driving must seek professional advice before driving.	Stop the journey and arrange alternative transport where impairment is suspected. Report relevant restrictions to DVLA and the insurer where legally required.	Driver and manager
Mobile phones, messages, sat navs and other distractions Risk of loss of control or collision	Driver, passengers and other road users	Hand-held phone or device use is prohibited while driving, including when stopped in traffic. Phones should be silenced or placed out of reach before setting off. Calls, messages, route changes and other tasks must be dealt with while safely parked. Passengers must not pressure the driver to answer messages or deal with work while driving.	Hands-free calls should be avoided unless essential, brief and not distracting; the driver must end the call if concentration is affected. Managers and colleagues should not expect an immediate response from someone known to be driving.	Driver, passengers, manager and colleagues
Adverse weather, poor visibility or unsafe road conditions Risk of skidding, collision or becoming stranded	Driver, passengers and other road users	Check the weather and travel conditions before setting out. Use lights, demisters and wipers correctly and reduce speed and increase stopping distance. Windows, mirrors, lights and registration plates must be clear of ice, snow or dirt. Non-essential travel may be delayed or cancelled in severe conditions.	Agree alternative travel, remote attendance or postponement when warnings or local conditions make travel unsafe. Drivers must not continue merely because a work commitment has been arranged.	Driver, manager and event lead
Loading and carrying catering, event or work equipment Risk of strain, falling items, blocked visibility or vehicle instability	Driver, passengers and people loading or unloading	Do not overload the vehicle or exceed its load limits. Heavy items should be lifted using safe techniques and team lifting where needed. Equipment, boxes, hot-food containers and tools must be secured so they cannot move during travel. Loads must not obstruct the driver's view, controls, mirrors or exits.	Use trolleys, smaller loads or additional journeys where this reduces risk. Check the load again before moving off and after any stop where it may have shifted.	Driver and staff or volunteers loading the vehicle

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
		Sharp, hot, chemical or breakable items must be contained and separated appropriately.		
Loading and unloading near traffic, car parks or delivery areas Risk of being struck, slips, falls or manual-handling injury	Driver, staff, volunteers, members and public	Park legally in a suitable, well-lit location as close as reasonably possible to the delivery point. Use designated loading areas and hazard lights only where lawful and appropriate. Keep doors and equipment within the parking space where possible. Do not unload into live traffic or block pedestrian routes. Wear suitable footwear and take care on kerbs, ramps and wet surfaces.	Ask the venue in advance about safe loading access and assistance. Use a second person as a guide where visibility is restricted or reversing near people cannot be avoided.	Driver, event lead and venue contact
Reversing, parking and manoeuvring Risk of collision with people, vehicles or property	Driver, passengers, pedestrians and other road users	Avoid unnecessary reversing and choose spaces that allow safe exit. Check all around the vehicle before moving and manoeuvre slowly. Cameras and sensors are aids only and do not replace direct observation. Passengers must remain clear while loading, unloading or guiding.	Use a competent banksman or guide when manoeuvring a larger vehicle or where the area is congested or visibility is poor. Stop immediately if the driver loses sight of the guide.	Driver and appointed guide
Transporting passengers or Uppertunity members Risk of injury, distraction, safeguarding concerns or unmet support needs	Driver, passengers and other road users	Passenger transport must be authorised and suitable for the driver, vehicle and insurance cover. Every passenger must use an appropriate seat and seat belt; legal child-restraint rules apply where relevant. The driver must not provide support that distracts from driving. Mobility, sensory, behavioural, communication and medical needs must be considered before travel. Passengers must enter and leave the vehicle in a safe location.	Use an additional supporting staff member or carer where a passenger may need assistance or supervision during travel. Complete an individual assessment where support needs are not covered by this general document.	Manager, driver and supporting staff or carers
Passenger behaviour or driver distraction Risk of loss of concentration and collision	Driver, passengers and other road users	Passengers must behave in a way that allows the driver to concentrate. Seat belts must remain fastened and doors must not be opened while the vehicle is moving. The driver should stop safely if behaviour becomes distracting or unsafe. Music and conversation must be kept at a level that does not interfere with concentration.	Plan seating and support arrangements before travel for anyone known to become distressed or dysregulated. Do not continue until the situation is safe.	Driver, passengers and supporting staff

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Working alone while driving or attending an external location Risk of delayed help following illness, collision or threatening behaviour	Driver	Staff must follow the Lone Working Risk Assessment where the journey or destination involves lone working. The journey and expected return time should be known to a manager or colleague. A charged mobile phone and emergency contact details must be available, but the phone must not be used while driving. Staff should check in and out through the agreed communication process where required.	Escalate missed check-ins in line with the lone-working procedure. Avoid isolated loading areas or unsafe meetings where suitable alternatives are available.	Driver and manager
Collision, near miss, injury or vehicle damage Risk of further harm and failure to respond appropriately	Driver, passengers and other road users	Stop in a safe place, switch off the engine and assess immediate danger. Call emergency services when anyone is injured, the road is unsafe or urgent assistance is needed. Exchange legally required details and record relevant information without admitting liability. Notify the manager and insurer as soon as reasonably possible. All work-related collisions and significant near misses must be recorded through Uppertunity's incident process.	Management must review the incident, driver wellbeing and whether work driving should pause pending further action. Preserve relevant evidence and cooperate with police, insurers and regulatory reporting requirements.	Driver and manager
Security, keys and valuables Risk of theft, confrontation or loss of confidential information	Driver, staff, passengers and Uppertunity	Lock the vehicle when unattended and keep keys secure. Do not leave cash, devices, personal information or valuable equipment visible. Confidential records should only be transported where necessary and must be secured. Do not confront someone attempting theft; move to safety and contact police.	Remove valuable or confidential items at the end of the journey. Report theft, lost keys, lost records or data breaches immediately.	Driver and manager

Homeworking

Scope: For staff completing work for Uppertunity from home on an occasional or hybrid basis. Homeworking means carrying out work for Uppertunity from home, including administration, online meetings, planning, writing and other computer-based duties.

General requirements: Homeworking is not intended to be a full-time arrangement. Staff must also work from the office or other agreed Uppertunity settings so they maintain regular contact, collaboration and engagement with colleagues and the wider organisation. Staff must set up a safe and suitable workspace before regularly working from home. Uppertunity can provide a laptop stand, separate keyboard, mouse and office chair where required.

Individual checks: The staff member must send a photograph of their home workstation to their manager when homeworking begins, and whenever the setup changes. Any discomfort, equipment problems, health concerns or difficulties staying connected must be reported promptly.

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Unsuitable workstation setup Risk of back, neck, shoulder or upper-limb pain; eye strain and fatigue	Staff working from home	• Staff must use a stable desk or table rather than routinely working from a sofa, bed or other unsuitable surface. • The screen must be positioned at a comfortable height and distance. • Uppertunity can provide a laptop stand, separate keyboard, mouse and office chair where required. • The chair should support a comfortable, upright posture, with feet supported and shoulders relaxed. • Staff must send a photograph of their workstation to their manager for review.	• Review the setup at least annually and whenever equipment, location or health needs change. • Agree reasonable adjustments where required.	Staff member and manager
Prolonged sitting and repetitive computer work Risk of stiffness, discomfort, repetitive strain and reduced concentration	Staff working from home	• Staff must take regular short breaks away from the screen and change position throughout the day. • Work should be varied where possible rather than completing long uninterrupted periods of keyboard or mouse work. • Staff are encouraged to stand, stretch and move regularly. • Normal working hours and agreed breaks continue to apply when working from home.	• Manager to discuss workload or work patterns if the staff member reports ongoing discomfort or difficulty taking breaks.	Staff member and manager
Isolation, reduced communication or lack of support	Staff working from home	• Staff must remain contactable during agreed working hours. • Staff keep in touch with their manager and use the agreed	• Agree the expected frequency of check-ins	Staff member and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Risk of stress, low mood, misunderstandings or delayed support		staff WhatsApp group chat for work-related check-ins and communication. • Staff attend agreed meetings, supervision and team activities. • Homeworking is not a full-time arrangement; staff also work in person to maintain regular contact and involvement with the team.	for each homeworking arrangement. • Increase contact where a staff member is experiencing stress, isolation or changing circumstances.	
Work-related stress, blurred boundaries or excessive hours Risk of fatigue, burnout and reduced wellbeing	Staff working from home	• Staff work only their agreed hours unless additional hours have been authorised. • Staff should have a clear start and finish to the working day and take their normal breaks. • Staff should raise workload concerns promptly with their manager. • Staff are not expected to respond to routine messages outside their working hours.	• Review workload and homeworking arrangements during supervision. • Adjust duties or working arrangements where concerns are identified.	Staff member and manager
Electrical equipment, chargers and extension leads Risk of electric shock, overheating or fire	Staff member, household members and visitors	• Uppertunity equipment must be visually checked before use. • Damaged cables, plugs or equipment must not be used and must be reported immediately. • Equipment must be used according to the manufacturer's instructions and kept away from liquids and heat sources. • Extension leads must not be overloaded and should be fully unwound when required. • Uppertunity electrical equipment is included in regular PAT testing arrangements.	• Staff must inform the manager when equipment is due for testing or cannot safely be returned to the office for inspection.	Staff member and manager
Trailing cables, clutter or unsuitable access Risk of slips, trips and falls	Staff member, household members and visitors	• The work area and access route must be kept clear. • Cables should be positioned away from walkways or secured appropriately. • Bags, boxes and equipment must be stored safely. • Adequate lighting must be available around the workstation.	• Staff must review the area when the setup changes or when other people regularly use the space.	Staff member
Poor lighting, temperature, ventilation or noise Risk of eye strain, headaches, discomfort and reduced concentration	Staff working from home	• Staff should choose a reasonably quiet, well-lit and ventilated work area. • Screen glare should be reduced by repositioning the screen, blinds or lighting. • The room should be kept at a comfortable temperature. • Staff may adjust screen brightness and text size to suit their needs.	• Report any ongoing difficulty that prevents safe or effective homeworking so an alternative arrangement can be agreed.	Staff member and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Confidentiality, data protection and safeguarding Risk of unauthorised access to personal or organisational information	Uppertunity, members, staff and other individuals whose information is handled	• Work devices must be password protected and locked when unattended. • Confidential conversations and online meetings must take place where they cannot be overheard. • Paperwork containing personal information must be kept secure and returned to Uppertunity for storage or disposal. • Staff must use approved Uppertunity systems and follow data protection, confidentiality and safeguarding procedures. • Household members must not use Uppertunity devices or access work information.	• Any loss, theft, accidental disclosure or suspected data breach must be reported immediately to management.	Staff member and manager
Illness, accident or emergency while working at home Risk of delayed assistance	Staff working from home	• Staff keep a charged phone nearby and ensure their manager knows they are working from home. • Staff follow normal sickness reporting procedures. • In an emergency, staff contact the emergency services first and then notify their manager when safe to do so. • Staff must not carry out hazardous activities or significant manual handling while working alone at home.	• Review individual arrangements where there are known health, mobility or emergency-support needs.	Staff member and manager
Moving or setting up work equipment Risk of strains, sprains or equipment damage	Staff working from home	• Staff should avoid carrying more than they can safely manage. • Larger or heavier items, including office chairs, should be moved with assistance where needed. • Equipment must be transported and stored securely. • Safe lifting techniques must be used.	• Arrange delivery, collection or assistance for equipment where the staff member cannot safely move it.	Staff member and manager

Display Screen Equipment

Scope: This assessment covers staff and regular volunteers who use laptops, monitors or other display screen equipment as part of their Uppertunity work, whether at Uppertunity, at home or another agreed work location. Uppertunity uses shared, non-designated workspaces, so users may set up their workstation in different locations and are expected to check and adjust their setup each time they begin DSE work.

DSE user: Any staff member or regular volunteer who uses a laptop or other display screen equipment for one hour or more per week as part of their Uppertunity work.

General requirements: DSE users must follow the controls in this assessment, complete DSE training, undertake an individual DSE assessment at least annually, and complete an annual eye test through Uppertunity's agreed arrangements. Any discomfort, eyesight concerns, equipment problems or adjustment needs must be reported promptly to their manager.

Set-up and reset: Because workstations are shared, DSE users must check their workstation each time they begin work. This includes adjusting their chair, positioning the screen, setting up the laptop stand, keyboard and mouse where required, checking lighting and glare, and making sure cables and the surrounding area are safe. The individual DSE assessment must also be reviewed sooner if the person's equipment, workstation, role, working location or needs change.

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Poor workstation setup or posture Risk of back, neck, shoulder, arm or wrist pain	Regular DSE users	A workstation assessment is completed for each regular user. Users adjust their chair, screen, keyboard and mouse before starting work. Feet are supported on the floor or a footrest, shoulders are relaxed and forearms are approximately level with the desk. Frequently used items are kept within comfortable reach. Users follow the 'set-up and reset' approach whenever they change workstation.	Review the assessment at least annually and whenever the workstation, role or user needs change. Provide additional equipment or an occupational health referral where ordinary adjustments do not resolve discomfort.	User and manager
Using a laptop without separate accessories Risk of sustained bending of the neck and poor arm position	Laptop users	Laptop stands must be used for regular laptop work. A separate keyboard and mouse must be connected when the laptop is raised on a stand. The top of the screen is positioned at or slightly below eye level and approximately an arm length away. Users are shown where the available stands, keyboards and mice are stored. Laptop stands and separate keyboard/mouse are available.	Managers check that sufficient working accessories are available and in good condition. For brief mobile tasks where accessories are unavailable, keep use short and change position regularly.	User and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Unsuitable chair or desk height Risk of discomfort, strain and poor circulation	Regular DSE users	Adjustable office chairs are provided. Users adjust seat height and back support so they are comfortable and supported. The desk area provides enough room for legs and movement. Users do not continue working in a position that causes pain or numbness. Hips, knees and elbows should be approximately at right angles where comfortable; feet should be supported.	Provide a footrest, cushion or alternative chair where required following assessment. Remove damaged or unstable chairs from use and report them immediately.	User and manager
Prolonged or uninterrupted screen work Risk of fatigue, headaches, reduced concentration and muscle discomfort	Regular DSE users	Users take short, frequent breaks or change activity rather than working continuously at the screen. Users are encouraged to stand, stretch, walk and change posture regularly. Reminder signs are displayed in the office. Work is organised to include non-screen tasks where practical.	As a guide, pause or change activity for around 5-10 minutes after 50-60 minutes of concentrated screen work. Managers monitor workloads where people are unable to take suitable breaks.	User and manager
Eye strain, dry eyes, headaches or changes in vision Risk of discomfort and reduced ability to work safely	Regular DSE users	Anyone using DSE for one hour or more per week must complete an eye test through Scottish Health Care. The eye test must be renewed every year. Users follow the 20-20-20 approach where helpful: every 20 minutes, look around 20 feet away for about 20 seconds. Screen brightness, text size and contrast are adjusted for comfortable viewing.	Managers maintain a record of annual completion and send renewal reminders. Users report blurred vision, recurring headaches or other eyesight concerns promptly and seek appropriate advice.	User and manager
Glare, reflections, poor lighting or screen flicker Risk of eye strain, headaches and awkward posture	DSE users	Screens are positioned to avoid direct glare from windows and lights. Blinds or lighting are adjusted where available. Screens are kept clean and brightness is matched to the room. Faulty or flickering screens are removed from use or reported.	Reposition the workstation or provide an anti-glare solution if glare cannot otherwise be controlled. Ensure lighting is sufficient for documents without being excessive on the screen.	User and manager
Repetitive keyboard or mouse use Risk of wrist, hand, finger or forearm strain	Regular DSE users	Keyboard and mouse are positioned close to the body and used with relaxed hands and wrists. Users avoid gripping the mouse tightly or resting wrists on hard desk edges. Keyboard shortcuts and task variation are encouraged. Equipment is kept clean and functioning correctly.	Consider an alternative mouse, keyboard or wrist support where discomfort is reported. Seek specialist advice if symptoms continue or worsen.	User and manager

Uppertunity – Risk Assessments

Hazard / risk	Who may be harmed?	Existing control measures	Further management of risk	Who needs to take action
Cables, chargers and electrical equipment Risk of trips, electric shock, overheating or fire	Users and others in the work area	Cables are routed away from walkways and secured where necessary. Chargers and equipment are visually checked before use; damaged items are removed immediately. Electrical equipment is PAT tested in line with Uppertunity arrangements. Extension leads are fully unwound and sockets are not overloaded. Do not daisy-chain extension leads.	Keep drinks away from electrical equipment. Report hot, damaged or unreliable chargers, plugs or batteries immediately.	All users and manager
Cluttered or restricted workstation Risk of trips, collision, strain or inability to sit correctly	Users and others nearby	Desks and floor areas are kept clear enough for safe movement. Bags, boxes and equipment are not stored in leg space or walkways. Users have enough space to position equipment comfortably. Shared workstations are left clean and ready for the next person.	Complete regular office housekeeping checks. Rearrange or relocate workstations that cannot provide adequate space.	All users and manager
Working from home or at another temporary location Risk of poor setup, isolation or prolonged unsuitable posture	Staff and authorised volunteers working remotely	The same DSE principles apply away from the office. Users choose a stable surface and supportive chair rather than working for long periods from a sofa or bed. Laptop stands, keyboards and mice are used where regular work is undertaken. Users maintain agreed contact with their manager or colleagues.	Complete a remote workstation assessment where home working is regular. Discuss equipment needs with management rather than tolerating an unsuitable setup.	Remote user and manager
Pre-existing health condition, disability or changing needs Risk of increased pain, fatigue, sensory difficulty or exclusion	Individual DSE users	Users are encouraged to tell their manager about adjustments needed to work safely and comfortably. Reasonable adjustments may include alternative equipment, enlarged text, speech-to-text, reduced glare, additional breaks or a different workstation. Information is handled sensitively and only shared where necessary.	Seek occupational health, Access to Work or other specialist advice where needed. Review adjustments after any change in symptoms, medication, role or working pattern.	User and manager
Lack of training or failure to report problems Risk of preventable injury becoming worse	Regular DSE users	Users receive guidance on adjusting the chair, laptop stand, keyboard, mouse and screen. Signs remind users about posture, breaks and reporting discomfort. Users stop or change the task if pain, numbness, tingling or significant discomfort occurs. Equipment faults and health concerns are reported promptly.	Include DSE information in induction for relevant staff and volunteers. Managers review recurring concerns and update controls where needed.	Manager and all regular users