

## Form: 197 Process Health & Safety Risk Assessment Record, Non-Technical Subjects

<b>Site/Premises:</b> Queen Elizabeth Olympic Park	<b>Department :</b>	<b>Record No.</b> 1
<b>Area/Task:</b> Information Point (opposite Aquatics) / Out on the Park		

<b>Persons affected</b>	Identify the types and numbers of persons who may be affected by the activity
Volunteers and staff delivering the Mobility service (approx 3 staff each day of operation). Volunteers overseen and managed by the Volunteer Manager	

<b>RISK MATRIX</b> Use the a or b to show origin of score				Risk Score = 1	Acceptable - unlikely to cause injury, risk to health or property damage
Likelihood of Harm	Severity of Injury			Risk Score = 2	Acceptable – 2a - unlikely to cause serious injury, risk to health or property damage, 2b - may cause slight injury.
	Slight - 1	Serious -2	Major - 3	Risk Score = 3	Acceptable – 3a - unlikely to cause major injury, risk to health or property damage, 3b - likely to cause slight injury.
Unlikely 1	1	2a	3a	Risk Score = 4	Tolerable - possible risk of serious injury, risk to health or property damage. Substantial control measures to be in place.
Possible 2	2b	4	6a	<b>Risk Score = 6</b>	<b>Unacceptable</b> – 6a&b - revisit work procedures to reduce the risk to a score of four or below.
Likely 3	3b	6b	9	<b>Risk Score = 9</b>	<b>Unacceptable</b> - refer the operation to the Manager responsible to consider alternative methods of working.

Identify ALL hazards and enter risk score (Likelihood of Harm x Severity of Injury)		
Item	Hazard Identification and Risk Score	Risk Score
	<b>SITE- INFORMATION POINT</b>	
1	<b>Abusive members of the public</b> Verbal or physical abuse	3a
	<b>SITE- OUT ON THE PARK</b>	
2	<b>Weather</b> Sunstroke/heat exhaustion Hyperthermia	6b
3	<b>Aggressive Dogs</b> Attack from dogs (e.g. bites)	3b
4	<b>Abusive members of the public</b> Verbal or physical abuse	3a
5	<b>Collection of equipment from Park HQ and drop off at end of day</b> Manual handling of equipment	6a
6	<b>Causing or being involved in an accident whilst driving the buggy</b>	4
	<b>EQUIPMENT</b>	
7	<b>Operating mobility equipment</b> Injury caused by incorrect use of equipment (volunteer or customer)	2b
8	<b>Training customers to use equipment/issuing out</b> Injury caused by incorrect use of equipment (volunteer or customer)	
	<b>HAZARDOUS SUBSTANCES</b>	
9	<b>Poison, irritation</b> Using hazardous substances for cleaning/disinfecting equipment	2a

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	<b>VULNERABLE ADULTS AND SAFEGUARDING</b>	
10	Accusation of incident whilst delivering sighted guide service	2a
11	Accusation of incident whilst delivering buggy service	2a
	<b>WELFARE</b>	
12	Lone working	2a
<b>Item</b>	<b>Control Measures (including training) to be taken</b>	<b>Residual Risk Score</b>
	<b>SITE- INFORMATION POINT</b>	
1	<p><b>Abusive members of the public</b> Verbal or physical abuse</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>Duty Manager on site at all times and will be contacted immediately.</li> <li>All staff/volunteers to be trained in appropriate action and reporting processes.</li> <li>Conflict Management advice points given in Induction training delivered by staff and security team</li> <li>All staff/volunteers to carry a radio and pool mobile whilst delivering the service. All radios enable contact with Security- volunteers briefed to contact security via channel 1 or use over ride button in case of extreme emergency.</li> </ul>	2a
	<b>SITE- OUT ON THE PARK</b>	
2	<p><b>Weather</b> Sunstroke/heat exhaustion Hyperthermia Dehydration Rain and wind</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>All staff/volunteers to be issued with appropriate PPE and uniform- Warm waterproof clothing, high vis, hat and uniform. Suncream and water to be available at the Information Point.</li> <li>Regular breaks as appropriate to staff/volunteers and shift length</li> <li>Chairs provided to avoid long amounts of time standing</li> <li>Check with all staff/volunteers they feel comfortable with the physical demands of the role</li> </ul>	1
3	<p><b>Aggressive Dogs</b> Attack from dogs (e.g. bites).</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>Volunteer Manager on site at all times and will be contacted immediately in the event of an attack.</li> <li>Maintain sensible distance</li> <li>Park bylaws state dogs must remain under control at all times</li> <li>All staff/volunteers to be trained in appropriate action and reporting processes (report/log with security)</li> </ul>	2a
4	<p><b>Abusive members of the public</b> Verbal or physical abuse</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>Volunteer Manager on site at all times and will be contacted immediately in the event of an attack.</li> <li>All staff/volunteers to be trained in appropriate action and reporting processes (report/log with security)</li> <li>Conflict Management advice points given in Induction training delivered by staff and security team</li> <li>All staff/volunteers to be briefed on nearest radio carrier. All volunteers issued with Control Room number for reporting.</li> <li>Volunteers advised to go out on in the Park in pairs where possible.</li> <li>Volunteers to be issued with Radio and Pool Mobile</li> </ul>	2a

	<ul style="list-style-type: none"> <li>Volunteers to walk away and not engage in exchanges.</li> <li>Volunteers advised to seek a senior person or person of authority if needed.</li> <li>Regular checks of volunteers by trained staff</li> </ul>	
5	<p><b>Collection of equipment from Park HQ</b> Manual handling of equipment and loading and unloading equipment from container</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>Appropriate training on the operation of equipment including safely loading and unloading and collection of all equipment</li> <li>Ensure appropriate footwear at all times</li> <li>Advise volunteers not to open the container if they do not feel comfortable doing so.</li> </ul>	2a
6	<p><b>Causing or being involved in an accident whilst driving the buggy</b></p> <p><b>CONTROL MEASURES:</b> All volunteers to provide:</p> <ul style="list-style-type: none"> <li>A full and valid driving license</li> <li>Ensure appropriate footwear at all times</li> <li>A driving test on the agreed route will be overseen and signed off by the Duty Manager.</li> <li>Trial drives will be carried out to ensure the volunteer is fully proficient in driving the buggy within the park on the agreed route.</li> <li>In the event of an accident the Volunteer Manager must be contacted immediately (after necessary emergency services if appropriate).</li> <li>All staff/volunteers to be trained in appropriate action and reporting processes (report to security)</li> <li>Park under full CCTV surveillance</li> <li>Speed restrictions in place on the park</li> <li>Pedestrians have right of way</li> <li>Observe the highway code at all times</li> <li>Mobility team clearly identifiable by Park staff (Landscape, Security, venues etc) whilst delivering the service</li> <li>All staff/volunteers will always be contactable via radio (same channel as security team)</li> <li>Service always delivered within the publicly accessible areas of the park (including venues)</li> <li>Service always delivered in daylight hours</li> </ul>	3a
<b>EQUIPMENT</b>		
7	<p><b>Operating mobility equipment</b> Injury caused by incorrect use of equipment</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>All staff/volunteers to be fully trained on the correct use of all the mobility equipment (scooters, wheelchairs and buggy) including procedures for reporting defective equipment</li> </ul>	2a
8	<p><b>Training customers to use equipment and issuing out</b> Accusation of inappropriate language or action</p> <p><b>CONTROL MEASURES:</b></p> <ul style="list-style-type: none"> <li>All staff/volunteers to deliver training on equipment in full sight of other members of the public and in the presence of carers/friends/family.</li> <li>All staff/volunteers to be fully trained on the correct use of all the mobility equipment (scooters, wheelchairs and buggy)</li> </ul>	1
9	<p><b>HAZARDOUS SUBSTANCES- CLEANING</b></p> <ul style="list-style-type: none"> <li>Volunteers to wash all equipment using warm soapy water only</li> <li>Trained cleaning staff to attend to any cleanups involving chemicals</li> <li>Duty Managers to carry out buggy checks and top up of batteries</li> <li>Gloves and aprons to be provided for cleaning duties such as washing down equipment</li> </ul>	
<b>VULNERABLE ADULTS AND SAFEGUARDING</b>		

10	<b>Accusation of incident whilst delivering sighted guide service</b> <b>CONTROL MEASURES:</b> <ul style="list-style-type: none"> <li>All staff/volunteers to receive appropriate training on the delivery of the sighted guide service</li> <li>Park under full CCTV surveillance</li> <li>Mobility team clearly identifiable by Park staff (Landscape, Security, venues etc) whilst delivering the service</li> <li>Volunteer will always be contactable via radio (access to Security emergency channel 1, otherwise will operate on own channel- 13)</li> <li>Service always delivered within the publicly accessible areas of the park (including venues)</li> <li>Service always delivered in daylight hours.</li> </ul>	2a
11	<b>Accusation of incident whilst delivering buggy service</b> <b>CONTROL MEASURES:</b> <ul style="list-style-type: none"> <li>All staff/volunteers to receive appropriate training on the delivery of the buggy service.</li> <li>Park under full CCTV surveillance</li> <li>Mobility team clearly identifiable by Park staff (Landscape, Security, venues etc) whilst delivering the service</li> <li>All staff/volunteers will always be contactable via radio (same channel as security team)</li> <li>Service always delivered within the publicly accessible areas of the park (including venues)</li> <li>Service always delivered in daylight hours</li> </ul>	2a
	<b>Causing or being involved in an accident whilst driving the buggy</b> <ul style="list-style-type: none"> <li></li> </ul>	
	<b>WELFARE</b>	
12	<b>Lone working</b> <b>CONTROL MEASURES:</b> <ul style="list-style-type: none"> <li>Lone working must not occur on this service</li> <li>Service always delivered within daylight hours and around other staff and members of the public.</li> </ul>	1
TICK THIS BOX IF CONTINUATION SHEET(S) BBWF/SHEQ/197e USED		

#### Assessor Details

<b>Name:</b>	<b>Signature:</b>	<b>Job Title:</b> Volunteer Manager	<b>Date:</b> 17 July 2015
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Additional Risk Assessments to be carried out for service uplifts for major events where shift times and equipment will vary.