

Membership Health and Safety Guide



ROYAL BRITISH LEGION

Introduction

Our Members are proactive and involved. Membership exists so our armed forces family has friends and allies standing by them in every community in supporting this purpose members are running events and activities, supporting beneficiaries through Branch Community Support (BCS) and completing the day to day running and management of their branch or County / District. The RBL has a duty to keep its staff, volunteers and members safe and this guide, in conjunction with the Events and Activities Guide, which you can find on MAP, will support you in keeping your members safe when carrying out Legion activities.

Terminology

For ease the term 'Branch' and 'Member' is used throughout, however this refers to all members in all roles or capacity within any part of the membership structure.

Support

If you have any questions about H&S, this guide or running activities and events, in the first instance you should contact your MEO or Membership Engagement Officer.

Using the Guide

This guide will help you to think about, identify, monitor and minimise risks to members and members of the public who are involved in Legion activities. It gives examples of things you should do and examples of things to consider, but it is not exhaustive; it is down to the branch and members involved in planning and delivering the activity to identify the specific hazards connected with that activity and manage the risks. To support you, there are some hypothetical incidents to think about and some real case studies to highlight the risks involved in some common Legion activities.



Contents

Section A General	3
Section B H&S Plan	5
Section C Meetings	6
Section D Activities / Events	7
Section E Indoor Events	10
Section F Outside Events	11
Section G Risk Assessments	12
Section H Lone Working	15

Annex A

Examples of possible risks and suggested control measures	16
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Annex B

Risk Assessment Template	18
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General

1. Nominated H&S Lead

Every branch event or activity, whatever size, should have a nominated H&S lead. This is the member who has the responsibility of co-ordinating the event or activity and ensures that it happens in a safe manner. Safety is not just about ensuring that risk assessments and safety checks are conducted, it also includes ensuring that individuals supporting the event or activity are clear on what they need to do and are given clear instructions, guidance and roles.

The Nominated H&S Lead does not have to personally fill in every risk assessment or carry out all checks – these can be done by other members of the team involved, but they do need to co-ordinate all aspects of H&S. For example, if you are just holding a meeting, someone should be responsible for ensuring that appropriate H&S is in place.

2. Effective Organising

No matter how small or large your event or activity is, it is essential to have effective organisation. Effective organising contains these four C's:

a. Competence

- 1) Competence is about ensuring that all individuals involved are capable of carrying out the tasks they are being expected to do and have the necessary training, experience, expertise and other qualities to carry out the work safely. For example, if you are asking another member or volunteer to set up the gazebo, they may need training prior to the event or activity on how this is done safely and correctly.
- 2) Competence may also mean the physical fitness to complete a task. You should think about the suitability of your volunteers and supporters to carry out specific roles. In particular this applies to manual handling – if there are items to be lifted and carried or set up – are your

volunteers physically able to do so and do they have the appropriate manual handling training? If you are running any activity which requires a special qualification and experience then you must ensure that an individual with the relevant qualification or experience is present and responsible for this aspect of the event who has the relevant qualification or experience. This individual **MUST** be treated as a third party and **MUST** have their own, separate public liability insurance, even if they are a member of the RBL. They are also responsible for the H&S for their aspect of the activity – it should not be delegated to someone else and is not the branch's responsibility. Examples include: a fundraising bike ride involving the public or a climbing session or you have a piece of specialist equipment as part of your stand.

b. Control.

Control starts with your health and safety plan. This does not need to be a long document but it should show the health and safety responsibilities, site plan (if it is a large event) and the risk assessment. Control also ensures that everyone understands their responsibilities prior to the event or activity.

c. Co-operation.

There is never just one person involved in organising and event or activity. Effective co-operation relies on the involvement of other members, staff or volunteers in your planning and implementation of the H&S Plan. Your event may be a jointly organised one, which means you will need to work closely with the other organisations and be clear who is responsible for the overall H&S of the event or activity.

d. Communication.

Effective communication ensures that all those involved understand the importance and significance of health and safety. You should think about how you will communicate the H&S Plan before the event or activity and on site when it begins.

Section A continued

3. Reporting H&S

Even when we plan effectively, sometimes things can go wrong. It is important that risks are recognised and reported whether an incident has occurred or the potential for an incident has been identified:

a. Reporting potential incidents:

- 1) If someone sees something that looks potentially unsafe then everyone involved in supporting the event or activity has a responsibility to report it. They need to know who they report it to – generally the Nominated H&S Lead – and action must be taken to remove or minimise the risk.
- 2) Potential risks should also be noted by the branch so that they can ensure that addressing such a risk is included in any future event or activity H&S planning.

b. Reporting near misses or incidents:

- 1) If you experience a near miss (an accident or unplanned event that didn't result in a normally

reportable injury or damage, but had the potential to do so) or an incident where there is injury or damage, then it is important that this is reported. You should report any near miss to your MEO who can report it to the RBL H&S team.

- 2) Reporting near misses and incidents will allow the RBL to respond appropriately and identify patterns of incidents and update best practice advice and guidance for Members to support future activities. The reporting of near misses and incidents is not to place any blame on those involved, but an important part of safeguarding others from harm in similar incidents in the future.

4. Cancelling an Event

In identifying the risk, both during planning and on-site on the day of the activity, branches should be confident to cancel the activity. An example; a sponsored bike ride planned for a weekend where there is a severe weather warning, with temperatures likely to reach 31 degrees. If you feel that something is not right or the risks have increased – cancel.

Pause for Thought

Your branch has planned a sponsored bike ride which will raise funds for the Poppy Appeal.

You have around 200 participants and it is estimated you will raise around £5000.

A week before the event temperatures become unseasonably hot and a weather warning is issued for the day of your event - temperatures are likely to reach 30 degrees.

What would you do?



H&S Plan

1. Overview

For all events you should have a H&S Plan in place. For smaller events this will be a very simple document, but for large events where there are other agencies involved it may be very detailed.

This should include:

- a. An overview of the event / activity.
- b. Briefs that can be given to those involved in planning and supporting the event to identify who is responsible for what.
- c. A site plan – a physical plan of the site which identifies key areas and locations.
- d. A Risk Assessment – the risk assessment identifies hazards and actions to be taken to minimise or reduce the risk of the hazard occurring or the injury, or damage it would cause.
- e. Major incident plan.

2. The Event Overview

Your event overview should include the following. It should be detailed enough that if the Nominated H&S Lead could not attend on the day, someone else could fulfil that role and have the information they needed to hand:

- Type of event.
- The location and venue.
- The venue's H&S arrangements.
- Other organisations involved.
- Time of day and duration.
- Attendee's profile, eg: age, and numbers expected

3. Supporter Briefs

Supporter briefs could be a series of bullet points, including those below, which you use to inform those members, staff or volunteers of the H&S risks and how they are being managed, to a more detailed brief if you have several organisations involved. You can share your supporter brief prior to the event but you should ensure that anyone helping out on the day is also briefed.

- The Health and Safety risks associated with the event, including the risk assessment (you should share this with them).
- The tasks they are expected to perform and anything they should not do.
- The person they should speak with if they have an issue or concern.
- Simple instructions and clear communication

on what actions to take during an emergency situation.

- Manual Handling.

4. Site Plan

Your site plan might be the layout of your stand or could be the layout of a full site for a community event. The H&S site plan is an easy way to identify and highlight hazards, so that you can include them in your risk assessment. More detail is given in Section D.

5. Risk Assessment

Every activity must have a risk assessment. You can find out more about Risk Assessments in Section F.

6. Major Incident Plan

- a. Although we hope that no major incident happens at one of our events, we need to plan so that we are prepared in case something does happen. You should consider major incident plans at any large event:
 - Fire/explosion.
 - Act of terrorism.
 - Crowd disorder.
 - Severe weather.
 - A serious injury or multiple injuries.
- b. In the first instance, in the event of a major incident you should contact the emergency services however, before they arrive, you and your team may need to respond. In your planning you should consider:
 - Who are the key decision makers in the event of a serious incident?
 - Who is responsible for what in the event of a serious incident?
 - Who would be the lead for liaison with the emergency services when they arrive and what is the rendezvous points for emergency services?
 - How would you stop the event?
 - What are the emergency routes and access for the emergency services?
 - How would you support people with special needs or requiring specific mobility assistance?
 - How would you communicate with the public at your event?
 - What are your evacuation and containment measures and procedures?

Section C

Meetings

1. Overview

- a. Even if you are holding a meeting or small activity you still need to think about H&S. If it is in a RBL owned property then you can be sure that the proper property inspections, checks and maintenance has been done, and the property is covered by our Public Liability. But you still need to think about ways in which someone could be at risk and have a risk assessment in place. Have a look at the box below and have a think about what other risks you should consider.
- b. If your meeting is being held in a location owned by a third party you should always check that it meets your needs, for example, it has a room that is the right size and won't be crowded (which could put people at risk if there was an incident). You should also confirm:

What H&S arrangements are in place eg: first aid, fire procedures, firefighting equipment and exits. That they have public liability in place.

2. Safety of Attendees and Visitors

In any location you should think about the following things to ensure that your attendees and visitors are safe during their time at the venue:

- Make sure that rooms are properly ventilated, with clean and fresh air.
- Keep temperatures at a comfortable level.
- Ensure that there is sufficient light so that people can move about the venue safely
- Ensure any equipment / furniture is in good working order
- Ensure that floors, walkways, stairs and meeting rooms are safe to use and free from obstructions or trip hazards.
- Ensure there are suitable washing facilities and clean drinking water
- Ensure there is access for those with disabilities.
- Ensure that there is a first aid kit and let everyone know where this is and who is the qualified first aider (where you are using a third party's venue, this may be one of their staff / volunteers)
- Let everyone know about fire drills, fire exits and assembly points.
- Ensure that everyone has left prior to the venue being secured.



Case Study

The branch holds a branch meeting at the local RBL Club which provides them with a water boiler so they can keep their brews topped up throughout.

It's a long meeting and during a break one member, who has not used the boiler before opens the lid to see how much water is left in it. Unfortunately, the boiler is on and the water is still boiling; as she looks in hot steam rises out of the boiler and scalds her face badly, resulting in the RBL being sued.

What risks should have been identified in the risk assessment and what should the branch have done differently?

Section D

Activities / Events

1. Overview

Branches are involved in a wide range of activities or events which may just involve members or could involve the general public. These can be inside (Section E gives specific factors to consider) or outside (Section F gives specific factors to consider).

2. Types of Event

The type of event affects the level of planning and the level of responsibility for H&S:

Involvement Level	Small Scale	Large scale	What aspects of H&S are you responsible for:
3rd Party capacity: Attending an event with no involvement with organising or managing the event.	The branch has a stand at a local fete organised by the council.	The branch has a stand with exhibition and activities including a soft assault course, at a large Air Show event.	<ul style="list-style-type: none">• Your volunteers.• Any participants in the activity you are running.• Your equipment and kit.• The immediate area around your space.• Movement of your kit and equipment into place.
Organiser: Responsible for the overall planning and managing of the event.	A veterans breakfast or branch meeting.	The branch organises an Armed Forces Day event with other organisations having stands and members of the public attending.	All of it.
Joint organiser: Jointly planned and managed with another organisation.	A drop-in session with several other local groups.	A veterans' and families day with a local Armed Forces Charity.	All of it, and for ensuring that there are clear responsibilities across the different organisations for different aspects of H&S.

3. Size of events

- a. The size of event is important and does not just account for individuals attending or participating in the activity – it includes spectators too, which you are also responsible for if you are the event organiser or co-organiser. The following is a guide to size – if you are planning an event which is a medium or large-scale activity or event you must speak with your MEO during the planning stage and you should notify your County Committee during the planning phase:

- **Small events** – 1-100 attendees
- **Medium-sized events** – 101-500 attendees
- **Large events** – 500+ attendees

- b. For larger events you should plan for the following to be scaled up, depending on the event size:

- First Aid provision.
- Crowd / attendee management and the number of volunteers needed to do this.
- You should check the fire safety capacity of the location – you may need to limit participants and spectator numbers.

Section D continued

- Security measures – you may need more entry and exit points.
- Signage – you need to ensure that signage is clear and is visible at regular intervals.

4. Site Plan

Whether your event is inside or outside, you need a site plan. This should be a physical plan that can be shared with everyone involved in the planning and delivery of the event. On your site plan you should consider the following and these should feed into your H&S Plan and risk assessment:

- Emergency vehicle and personnel parking and access – these emergency access routes should be kept clear at all times
- First-aid posts.
- Rendezvous points – this may include a highly visible 'lost child' point if necessary.
- Fire appliances.
- Attendee / participant routes, pathways or waiting areas.
- Entrances and exits
- Reception / Information Site.
- Catering facilities
- Toilets including accessible toilets
- Hospitality area for guests, for example, if you are inviting civic dignitaries.
- Stands / Marquees / Tables – both for the RBL and any other organisation.
- Electricity points
- Signage, including to Fire Assembly areas
- Any out of bounds areas for attendees.
- Water points
- Welfare point – this should be a location which can support any participant who may be feeling unwell.
- Waste locations / rubbish bins.

5 Controlling Numbers

One risk to any event is overcrowding. You should consider how you will restrict numbers attending your event – this could be through pre-booked places, tickets or a clicker to count attendees in via the entrance.

6. Traffic Management and Road Closures

If you are organising an event it must not involve any redirection of traffic or road closures. The Legion does NOT own or insure road closures (known as Temporary Traffic Management Orders or TTMOs). That is because the law relating to

the safe deployment and removal of a TTMO is complex and should be left to local authorities or the police, who are the experts. TTMOs are formal arrangements and branches should not seek to make local arrangements with their local police or any other organisation or individuals as these would also not be covered. The requirements of the various Health & Safety regulations and Road Traffic Acts make it near impossible for a voluntary organisation to comply, leaving the branch and RBL vulnerable to the human cost of dealing with serious road accidents and liability issues. As a result, our insurers will not provide cover.

7. First Aid

At any event or activity where the branch is the organiser you must ensure that there is appropriate, qualified first aid cover. Two is the minimum number of First Aiders for an event. This may mean having a first aid kit and someone who is qualified in basic first aid or, for a large event, having a St John Ambulance or Red Cross point. If it is a third-party event, you should check with them what first aid cover they have in place.

8. Catering

- a. If you are planning to prepare or sell food at your event, you must ensure that anyone involved in handling the food is appropriately trained. In the UK, food handlers don't have to hold a food hygiene certificate to prepare or sell food. You must however be able to demonstrate that they have received instructions appropriate to the role they are undertaking. The levels of food hygiene training needed:



Section D continued

- 1) **Essentials.** Anyone who is handling food should have written or verbal instructions in the essentials of food hygiene before starting. This should include personal hygiene, temperature control, cleaning procedures and pest awareness. This would be the basics for someone selling tea and coffee with pre-prepared cake or biscuits, for example.
 - 2) **Level 1 Food Hygiene Certificate.** This is also known as the basic food hygiene certificate. It teaches the basic principles of food hygiene and food hazards. If you are regularly holding events where there is food preparation, you should consider having some members who are qualified to this level.
 - 3) **Level 2 Food Hygiene Certificate.** This certificate is designed for those who handle, prepare or serve food at any part of the food process including cooking and the selling of food. For example, if you are running a veterans breakfast club and are preparing and serving the breakfasts, then the members involved should be qualified to this level.
- b. **Storage and Transportation.** You should consider how you will keep the food safe during transportation and when storing on site at the event. This could be a particular consideration in warmer weather.

9. Adventurous or Physical activities

- a. The RBL does not offer or deliver adventurous activities. Adventurous activities are any activity which is exciting and challenging and which involves a risk of harm, or which takes place in a remote or hazardous location. All adventurous activities must be run by qualified, licenced individuals and must be sub-contracted to an individual or company with the appropriate qualifications and experience. The following list is not exhaustive:
 - Archery
 - Caving
 - Climbing and abseiling
 - Hill walking
 - Off-road cycling
 - Hovercrafting
 - Snowsports
 - All water activities
 - All motorised water activities and SCUBA activities

- b. **Physical Activities.** Any event where there is the requirement for a participant to exert themselves physically must be raised with the H&S Team via the MEO prior to any planning taking place. This does not mean that the event or activity cannot go ahead, however, it does ensure that we can support you to put a rigorous risk assessment and H&S plan in place. Example may include:
 - A family sports day.
 - A cycling event.
 - An assault course.

10. Higher risk events

Any event where there is a high risk of injury or damage identified during the risk assessment (high amber or red risk score) must be raised with the H&S Team via the MEO prior to any planning taking place. This does not necessarily mean that the event or activity cannot go ahead, however, it does ensure that we can support you to put a rigorous risk assessment and H&S plan in place.

11. Electrical Equipment

Where members are providing electrical equipment for an activity or event, the use and operation of the item must be considered in the risk assessment. The item's cables should be inspected to ensure that they are not damaged, the item should be in good working order and extension leads should not be used. For items that are used regularly by the Branch, the Branch should consider engaging with a local company that provides a PAT testing service and should get the item tested every 2 years.

12. Ending the Event

Once your event or activity has ended, this does not mean that the responsibilities towards health and safety are over. If you just have a stand, this may mean breaking the gazebo down and tidying away but if you have organised the event you need to ensure that all involved organisations have finished and left before you leave site.

Indoor Events

1. Overview

If you are planning an activity or event inside then the owner of the property should be able to provide details of their H&S arrangements. This should include:

- What H&S arrangements are in place eg: first aid, fire procedures, firefighting equipment.
- That they have public liability in place.
- Access for people with limited mobility or wheelchair users.
- The capacity of the building / room that you are using – this is generally set by the property fire risk assessment and must be adhered to. This means that you may need to have a system to count the number of people entering or leaving the event.
- Security of the building - will someone be on site?

2. Safety of Attendees and Visitors

In any location you should think about the following things to ensure that your attendees and visitors are safe during their time at the venue:

- Make sure that rooms are properly ventilated, with clean and fresh air.
- Keep temperatures at a comfortable level.
- Ensure that there is sufficient light so that people can move about the venue safely
- Ensure any equipment / furniture is in good working order
- Ensure that floors, walkways, stairs and meeting rooms are safe to use and free from obstructions or trip hazards.
- Ensure there are suitable washing facilities and clean drinking water
- Ensure there is access for those with disabilities.
- Ensure that there is a first aid kit and let everyone, including other organisations involved, know where this is and who is the qualified first aider (where you are using a third party's venue, this may be one of their staff / volunteers)
- Let everyone know, including other organisations involved, about fire drills, fire exits and assembly points.
- Ensure you know the maximum capacity for the venue and do not exceed this.
- Ensure that everyone has left prior to the venue being secured.

Pause for Thought

The branch holds a veterans coffee and cake session in an upstairs meeting room in a local café. There is no lift and one of the attendees, Harry, has limited mobility but he is very stoic and slowly makes his way up the stairs. It takes him a long time but he makes it in the end!

Halfway through the session, a fire breaks out in the café. The fire alarms go off and smoke quickly fills the café and the staircase. Most people rush down the stairs and out through the main entrance, unharmed but coughing. But Harry can't move quickly and there is no evac chair to carry him down on.

Two members stay with him to try and help him down the stairs but by the time the fire brigade arrives all three are suffering from smoke inhalation and Harry is already unconscious. He remains in hospital seriously ill for many months.

What risks should have been identified in the risk assessment and what should the branch have done differently?

Outdoor Events

1. Overview

Whether you are involved as an organisation attending an event with your gazebo or you are organising the event as a branch, there are a lot of things to consider and the risk grows in size depending on the size of event or activity.

2. Planning

You should always visit the site before-hand to ensure it is suitable. Factors to consider include the following.

Ground conditions - are they suitable for the activity you are running? Even and well-drained open sites are preferable. If the ground is likely to get boggy or muddy, you may need to put additional plans in place such as what you can do to minimise the risk of people slipping or falling.

- Traffic and pedestrian routes and emergency access and exits
- What routes already exist?
- Are they suitable to handle the proposed capacity?

- Is a separate emergency access possible? If not, can other routes be provided?
- Natural Hazards- Are there any natural hazards/ features such as lakes and rivers?
- Capacity – how many people can the site safely hold?

3. Site Plan

In addition to section E, you need to think about a site plan – just for your own activity or if you are organising an event with other organisations attending. Your site plan could include items such as the ones below and should feed into your Risk Assessment:

- Location of your gazebo and any guide ropes.
- Location of any additional stand items / exhibition eg: the Rider's Branch motorcycle.
- Entry points and exit points, including for individuals with restricted mobility or wheelchair users.
- Emergency vehicle access.
- Signage
- Parking
- Weather, e.g: excessive heat/cold/rain



Pause for Thought

A gazebo is put up. It is already a windy day and the material is flapping about even once erected. The wind stays strong throughout the morning and the members on the stand do not realise that the pegs are slowly being pulled out of the ground.

Suddenly the gazebo lifts up and is blown away, hitting one of the members hard as it goes past and knocking them to the ground. They are not badly injured but are shaken.

How could this have been avoided?

Risk Assessments

1. Overview

The purpose of a risk assessment is to identify hazards which could cause harm, assess the risks which may arise from those hazards and decide on suitable measures to eliminate, or control, the risks. You must visit the venue / location of your meeting, activity or event prior to completing the risk assessment. A Risk Assessment template is at Annex B.

You should have a risk assessment completed before the event or activity but also complete a review of it on the day amending it to reflect the on-site conditions or changes.

2. Risk Assessments

a. Risk assessments identify the:

- 1) Hazards – this is anything which has the potential to cause damage or harm to people.
 - 2) Risk - this is the likelihood that the hazard could occur and the level of harm or damage it could cause.
- b. Once these have been identified the Risk Assessment enables us to consider the hazard and risk and identify ways in which the hazard could be removed or minimised so that we can reduce the risk.

3. Risk Assessment Content

a. A risk assessment contains five key elements:

- 1) What hazards are associated with activities or event, where the activities are carried out and how the activities are to be undertaken
- 2) Who may be harmed and how
- 3) What is the risk.
- 4) Control measures
- 5) The probability.

b. You should be able to show from your assessment that:

- A proper check was made.
- All people who might be affected were considered.
- All significant risks have been assessed.
- The precautions are reasonable.
- The remaining risk is low (tolerable).

4. Identifying Hazards

You should identify every hazard that exists. For small activities and meetings this may not include many, but for large events, your risk assessment may be long.

Some examples are below:

Hazardous substances

Fire

Electricity

Lone working

Weather

Storage

Access/Egress

Slips, trips and falls

Manual handling

5. Who may be harmed and how

Consider who may come into contact or be at risk from the hazard you have identified

6. What is the risk?

The level of risk is measured by looking at the probability of the likelihood of an incident occurring and the impact it would have - this enables us to see where the highest risks are.

7. Control Measures

Identify what actions may be required to remove or reduce the hazard or the risk.

Section G continued

8. The Risk Score

Calculating the risk score has three stages:

a. Step 1 – identify the Probability: Use the grid below to help you to measure probability:

Probability	Explanation	Probability
1 Remote	Virtually impossible	0 to 10% chance
2 Unlikely	Low but not impossible	11 to 25% chance
3 Possible	Fairly likely to occur	26 to 50% chance
4 Likely	Highly likely to occur	51 to 75% chance
5 Probable	Very likely to occur than not	76% to 90% chance
6 Almost Certain	Almost certain to occur	>90% chance

b. Step 2 – Identify the Impact. Use the grid below to measure the impact:

Impact	Severity
1 None	No injury
2 Minor	Minor injury, such as paper cut
3 Moderate	Injury requiring first aid
4 Serious	Injury requiring time off work
5 Major	Injury resulting in hospitalisation
6 Critical	Death

c. Step 3 – Multiply the two to get your Risk Score:

Probability	1 None	2 Minor	3 Moderate	4 Serious	5 Major	6 Critical
1 Remote	1	2	3	4	5	6
2 Unlikely	2	4	6	8	10	12
3 Possible	3	6	9	12	15	18
4 Likely	4	8	12	16	20	24
5 Probable	5	10	15	20	25	30
6 Almost Certain	6	12	18	24	30	36

Key: ● **Low Risk** Score 1 to 6 ● **Medium Risk** Score 8 to 15 ● **High Risk** Score 16 to 36

Section G continued

9. Completing the risk assessment

Annex B shows an example line. o help you to assess risk think about the following scenario:

10. Reviewing Risk Assessments

- Risk assessments should be reviewed on a regular basis. This will depend on the residual risk.
- Risk assessments should also be reviewed after all relevant accidents and incidents, near misses and if anything changes or if there is a concern with regard to safety.
- If you regularly run an event the risk assessment should be reviewed before each event to ensure that things have not changed.



Pause for Thought

The Branch is setting up a stand at a local event. It's May but is unseasonably cold and the four members on the stand are rubbing their hands together and stomping their feet to keep warm.

The gazebo is enclosed on three sides and has two tables across the front set up with leaflets and fundraising materials.

There's a space down one side of one of the tables for the members to get in and out of the gazebo.

One of the members has brought a camping stove with them and begins to set it up on the floor at the rear of the gazebo with the intention of keeping a kettle boiling for hot drinks throughout the day.

What are the hazards you would identify in the scenario?

What is the harm that could be caused?

Using the tables above, what would be the risk for each of the hazards you've identified?

Thinking about your risk assessment — what would you do differently in this scenario?

Lone Working

1. Overview.

- a. Lone working is when a member is undertaking Legion activities and there is no other member of staff, member or RBL volunteer nearby or easily contactable, for example, in the office next door. This may be when there is no-one around or when there are a small number of members of the public, or a beneficiary present.
- b. Members are not always at risk when lone working, so this is why including it in a risk assessment when there are branch activities being planned or when a member will be working alone is important.

2. Lone Working by Members

Lone working could occur (this list is not exhaustive):

- a. when a member is working at a fixed site but are separated from others or there is no one else at the location. This includes members who turns up to an event or activity first to set up or is last to leave.
- b. when a member is out and about on Legion activity e.g. home visiting for BCS.
- c. when a member travels alone as part of their Legion activities e.g. travelling to meetings or events.

3. Risks

- a. When members lone work there are increased risks from certain activities, for example:
 - Being alone with a beneficiary.
 - Manual handling equipment to set up a stand.
 - Where the member has a health condition.
- b. The risks will depend on the activity, person, location etc and should be identified within a risk assessment with control measures agreed and implemented to manage the hazards and risks.

4. Control measures

You should consider the following control measures or any others which reflect the activity, location, time taken for activity and risks:

- Working with someone else.
- Phoning in and out to a certain person to confirm arrival and safe departure.
- Prohibition of the activity if alone.
- Conducting the activity, including meetings with beneficiaries, in another location which is more public, such as a coffee shop.
- Completing a home visit risk assessment prior to each visit.
- Ensuring members know how to report and concerns or issues when lone working.
- Ensuring members have access to and know how to use a mobile phone when lone working.
- Ensuring that anyone who may lone work familiarises themselves with the layout of the building, activity location or event site, including entrance and exit points, where the lone working is due to take place;

If a member feels unsafe or threatened while lone working they should remove themselves from the situation if they can and or they should call 999.

5. Training

Members in certain roles can complete the on-line training module lone working.

Annex A

Examples of possible risks and suggested control measures

Hazard and Potential Consequences	Control Measures
Slips, Trips & Falls. E.g. Injuries arising from slips, trips and falls from uneven ground or obstructions and debris in access /egress routes and pedestrian areas	Tidy work area, No trailing cables or obstructions. Pre event site assessment. Emergency routes to be of adequate width and kept clear at all times. Any uneven or damaged surfaces must be appropriately highlighted usually by means of a physical barrier or hazard tape to warn others of the risks until it can be suitably repaired or replaced.
Manual Handling E.g. Musculoskeletal injuries such as back injury from people attempting to move heavy or awkward objects.	Test weight first, have sufficient staff to lift items
Electrical	Do not use defective equipment, operate according to manufacturer's instructions.
Lone Working	Ensure someone knows where you are and could access the building you are in for an emergency.
Fire	Be aware of premises Fire Risk Assessment. Do not let rubbish build up. Check possible sources of ignition – electrical or hot items.
Violence and Threatening Behaviour	Where possible work in pairs. Do not confront antisocial behaviour, report to Police.
Contact with hot steam, hot water	Devices should be clearly marked as possibly hot.
Cuts	Cover sharp surfaces. Safe storage.
Inclement Weather Conditions – Dehydration/heat exhaustion	Have a wet weather plan. Organiser/team leader to cancel activity if there is extreme weather (e.g. high winds, rain, snow, lightning etc) Ensure there is an adequate supply of water to prevent dehydration. Ensure all Gazebos etc are well tethered.
First Aid	Provide adequate First Aid Cover – NB 2 is the minimum number of First Aiders for an event.
Moving Vehicles	Road closures should not be manned by RBL members. Hi-Viz jackets required for car parking.
Chemicals	Face painting – warning re allergic reaction.
Barbeque	Fenced off from public. Keep away from trees and combustible materials. Wear Gloves
Food Hygiene	Warnings re nuts and other allergens. Wear gloves. Ensure food fully cooked.

continued overleaf

Annex A continued

Hazard and Potential Consequences	Control Measures
Pinch and Trap Injuries	Follow instructions when erecting Gazebos. Have sufficient staff for the required task. Wear gloves. Trip hazards from guy ropes. Do not overload tables.
Emergency Incidents	Know location of nearest Hospital. Have a designated plan and Emergency Officer to make calls.
Crowds	Ensure free movement and avoid narrow points.
Site Hazards/Natural Hazards including dangerous plants cuts from thorns, Wasp & Bee nests	Bodies of Water/Steep slopes. Use barriers or tape to mark off areas. Check site before event. Attendees to wear clothing suitable for conditions. Events should not be carried out in areas where there is a high risk to participants. Areas that may be unsuitable include anywhere within unguarded access to deep or fast flowing water (e.g. rivers) Steep, slippery or unstable ground (including those with holes or excavations)
Welfare Arrangements	Provide adequate and clearly marked toilet facilities. Consider special requirements – i.e. disabled.
Children & Young persons NB: the RBL does not run youth activities. Any youth group activity must involve parents or the staff of the partner organisation.	Organiser to carry out a pre-event site visit to ensure that the area is suitable for young persons. Age plays a big part in the ability to recognise and avoid risk. Accordingly, where young persons (16 or over for any volunteering with the RBL – check with Events guide) are volunteering in an event, there should be adequate supervision at all times. All staff and stewards made aware of the Lost Child policy
Contractor/ Third Party providers	Ensure that any contractors or subcontractors hired, are competent in managing their own health and safety on site. Request copies of the contractors' safety policies, risk assessments for their work, safety method statements and public liability insurance prior to employment.
Participants going missing / getting lost	Steward points, counting participants in and out, safety vehicle checking route, clear signage at junctions or critical points on route.

Annex B — Risk Assessment Template

Use this template to record your risk assessment findings.

Hazard Description	Existing control measures	Initial risk			Proposed control measures, to reduce risk	Action date
		L	S	R		
Example only: Slips/Trips & falls – Cables from use of electrical equipment (laptop, extension lead, projector).	<ul style="list-style-type: none"> Equipment visually inspected prior to use Cables taped down. 	2	5	10	<ul style="list-style-type: none"> Cables to be run around walls if possible Bob to Inspect area prior to use. 	Day of event or before



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