

# RISK ASSESSMENT RECORD SHEET – PUBS & CLUBS



Activity under assessment: **Entering Premises – When on patrol the Team Leader will be responsible for ensuring the safety of the other volunteers. Any incidents involving volunteers should be reported to the Team Leader and a report should be made to the next management committee.**

Assessment updated by: Alma Dennison

Location: Any premises we are requested to enter to assist the staff.

Updated: July 2021

**Risk Assessment is an on-going activity whilst out on patrol. Assessments must be reviewed and revised appropriately.**

Next Review **2024** or following a reportable incident

Review signed off by Management Committee

Chair.....dated .....

Hazards	Who It Will Affect	Control Measures	Evaluation of Residual Risk	Additional Measures
<b>Request to enter premises</b>	Volunteers	<ul style="list-style-type: none"> <li>• Upon receiving a request to attend, the Team Leader will decide if appropriate to attend given the circumstances of the moment</li> <li>• Team Leader will advise premises that a member of staff must stay with the team if they attend</li> <li>• After entering a premises, the Team must not be separated even if they are asked to help with another person</li> </ul>		<ul style="list-style-type: none"> <li>• If more than one person requires help deal with the one most at risk. <b>Do Not split the Team up.</b></li> <li>• If necessary call 999 ambulance for further assistance</li> </ul>
<b>Violence</b>	Volunteers <ul style="list-style-type: none"> <li>• Stress</li> <li>• Physical injury</li> </ul>	<ul style="list-style-type: none"> <li>• Conflict Management training</li> <li>• Staff to assist with keeping bystanders away whilst team deal with vulnerable person</li> <li>• Team will not get into conversation with other customers who may make irresponsible remarks</li> </ul>	<b>high</b>	<ul style="list-style-type: none"> <li>• If team feels threatened, <b>they must leave</b> the building and call police or ambulance as appropriate even if this means leaving the vulnerable person.</li> <li>• <b>The Team must not be put at risk</b></li> </ul>
<b>Environment</b>	Volunteers	<ul style="list-style-type: none"> <li>• Before commencing assistance the area must be assessed and deemed safe.</li> <li>• If the area has heavy traffic and is confined, then move the patient if appropriate to a safer area</li> <li>• If person cannot be moved the premises staff should be told to ensure the area is kept clear</li> </ul>	<b>med</b>	<ul style="list-style-type: none"> <li>• If the staff are unwilling to ensure a safe environment the team will leave and call emergency services if appropriate.</li> <li>• <b>The Team must not be put at risk</b></li> </ul>

<p><b>Abuse of volunteers</b></p> <p>Verbal abuse by public to volunteers</p>	<p>Volunteers</p>	<ul style="list-style-type: none"> <li>• Full training package will be offered</li> <li>• Volunteers work in groups of at least three</li> <li>• Volunteer’s routes covered by CCTV camera</li> <li>• Good links with CCTV/ Police and door supervisors</li> <li>• Conflict Management Training</li> </ul>	<p>Med</p>	
<p><b>Injury to volunteers</b></p> <p>Falls, slips &amp; trips Assault by public Hit by traffic Contact with bodily fluids</p>	<p>Volunteers</p>	<ul style="list-style-type: none"> <li>• Full training package will be offered</li> <li>• Volunteers will retreat from potentially violent/ hostile situations</li> <li>• Volunteers will only patrol routes covered by CCTV camera except in an emergency</li> <li>• Good links with CCTV/ Police and door staff</li> <li>• Volunteers will be advised to wear suitable footwear and clothing (advised not canvas, open toes or sandals)</li> <li>• Personal risk assessment / take note of environment / take personal precautions to avoid slips, trips, falls</li> <li>• Provided with Hi-Viz jackets</li> <li>• Ensure radios are charged and working</li> <li>• Team Leaders to carry mobile phones</li> <li>• Always log-on/out with CCTV</li> <li>• Minimum of three members in a team</li> <li>• Wear gloves when dealing with injury and use antibacterial gel as appropriate</li> <li>• Code for volunteers to leave the scene immediately given by Team Leader or Observer – <b>Time for coffee break</b></li> </ul>	<p>Med</p>	<p>Team to comprise</p> <ol style="list-style-type: none"> <li>1. Team Leader – responsible for team safety &amp; direction</li> <li>2. First Aider – delivers basic medical assistance when required</li> <li>3. Observer – stands back from incident/when talking to public and watches the local environs</li> <li>4. Team members will not wonder off on their own</li> </ol> <ul style="list-style-type: none"> <li>• If contact bodily fluids clean area asap, use hand gel provided</li> <li>• If you think an incident might become violent or the team sees a fight DO NOT approach – contact CCTV &amp; or Police</li> </ul>

<b>Needles</b>	Volunteers	<ul style="list-style-type: none"> <li>• Volunteers must not touch needles</li> <li>• Contact Council for removal : 01642 726001 or inform CCTV</li> </ul>	Med	
<b>Complaints</b>  Made against volunteers by member of the public  Made against one volunteer from another	Volunteers	<ul style="list-style-type: none"> <li>• Full training package will be offered</li> <li>• Volunteers work in groups of at least three</li> <li>• Volunteer's routes covered by CCTV camera</li> <li>• Team Leader(s) available each night to resolve problems</li> <li>• Complaints procedure</li> </ul>	Med	
<b>First Aid</b>  Volunteers need to administer First Aid	Public Volunteers	<ul style="list-style-type: none"> <li>• Volunteers offered First Aid Training at induction</li> <li>• Each team to have 1 First Aider as a minimum</li> <li>• 1<sup>st</sup> Aid kits available in every team</li> <li>• Emergency service contactable if needed</li> </ul>	Med	
<b>Inappropriate advice given by volunteers</b>  First Aid General Advice	Public	<ul style="list-style-type: none"> <li>• Full training package will be offered</li> <li>• Volunteers work in groups of at least three</li> <li>• Team Leader makes final decision during any session</li> <li>• Only appropriately trained will give advice</li> </ul>	Low	

<p><b>Abuse of public (by volunteers)</b></p> <p>Verbal abuse/ physical abuse to public by a volunteer</p>	Public	<ul style="list-style-type: none"> <li>• DBS certificates if available requested, Reference checks carried out on every applicant</li> <li>• Two references carried out on every applicant after 1<sup>st</sup> observation</li> <li>• Volunteers work in groups of at least three</li> <li>• Conflict Management Training</li> </ul>	Low	
<p><b>Contact with</b></p> <ul style="list-style-type: none"> <li>• <b>Minors (17 years or under)</b></li> <li>• <b>Vulnerable Adults (18 years and over)</b></li> </ul>	Volunteer Public	<ul style="list-style-type: none"> <li>• Never approach minors or vulnerable adults or engage in conversation with them on your own. Ensure other volunteers are within hearing distance.</li> <li>• Request monitoring by CCTV whilst dealing with a minor.</li> <li>• Inform the police/CCTV asap giving description, indication of age group, gender(s) etc</li> </ul>	Med	
<p><b>Terrorist Attack</b></p>	<p><b>Volunteers Public</b></p>	<p><b>Volunteers first and foremost must keep themselves safe and not put others at risk.</b></p> <p><b>RUN</b></p> <ul style="list-style-type: none"> <li>• Escape if you can</li> <li>• Consider the safest options</li> <li>• Is there a safe route? RUN if not HIDE</li> <li>• Can you get there without exposing yourself to greater danger?</li> <li>• Insist others leave with you</li> <li>• Leave belongings behind</li> </ul> <p><b>HIDE</b></p> <ul style="list-style-type: none"> <li>• If you cannot RUN, HIDE</li> <li>• Find cover from gunfire</li> <li>• If you can see the attacker, they may be able to see you</li> <li>• Cover from view does not mean you are safe, bullets go through glass, brick, wood and metal</li> <li>• Find cover from gunfire e.g. substantial brickwork / heavy reinforced walls</li> <li>• Be aware of your exits</li> <li>• Try not to get trapped</li> </ul>	<p><b>Set by the government</b></p> <p><b>Will be in news bulletins and on official websites</b></p>	<p><b>POLICE ARMED RESPONSE:-</b></p> <ul style="list-style-type: none"> <li>• Follow Officers instructions</li> <li>• Remain calm</li> <li>• Can you move to a safer area?</li> <li>• Avoid sudden movements that may be considered a threat</li> <li>• Keep your hands in view</li> </ul> <p><b>BE PREPARED OFFICERS MAY:-</b></p> <ul style="list-style-type: none"> <li>• Point guns at you</li> </ul>

		<ul style="list-style-type: none"> <li>• Be quiet, <b>silence your phone and turn off vibrate</b></li> <li>• Lock / barricade yourself in</li> <li>• Move away from the door</li> </ul> <p><b>TELL</b> If safe to do so call 999, THINK about what the police will need to know – try to remain calm, breathe deeply, try to clear your mind and concentrate.</p> <ul style="list-style-type: none"> <li>• <b>Location</b> - Where are the suspects?</li> <li>• <b>Direction</b> - Where did you last see the suspects?</li> <li>• <b>Descriptions</b> – Describe the attacker, numbers, features, clothing, weapons etc.</li> <li>• <b>Further information</b> – Casualties, type of injury, building information, entrances, exits, hostages etc.</li> <li>• Stop other people entering the area if it is safe to do so</li> </ul>	<ul style="list-style-type: none"> <li>• Treat you firmly</li> <li>• Question you</li> <li>• Be unable to distinguish you from the attacker</li> <li>• Officers will evacuate you when it is safe to do so</li> </ul>
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<p><b>Acid Attack</b></p>	<p><b>Volunteer Public</b></p>	<ul style="list-style-type: none"> <li>• Make sure that the area around the casualty is safe. Wear gloves to prevent you coming into contact with the chemical. If the chemical is in powder form, it can be brushed off of the skin.</li> <li>• Flood the burn with water for at least 20 minutes to disperse the chemical and stop the burning. Ensure that the water does not collect underneath the casualty.</li> <li>• Eyes – protect a non-contaminated eye from splashes and rinse the injured eye with water for at least 10 minutes, irrigate the lids inside and out.</li> <li>• Gently remove any contaminated clothing while flooding the injury.</li> <li>• Arrange to send the casualty to hospital. <u>Monitor vital signs</u>, such as breathing, pulse and level of response.</li> <li>• <b>Caution</b> <ul style="list-style-type: none"> <li>• <b>Never attempt to neutralise acid or alkali burns unless you are trained to do so</b></li> <li>• <b>Do not delay starting treatment by searching for an antidote</b></li> <li>• <b>Do not allow the casualty to touch an injured eye</b></li> <li>• <b>Do not forcibly remove a contact lens</b></li> </ul> </li> </ul>		
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