


Hautbois Activity Centre Risk Assessment			
GENERIC (ALL SITE)			
Assessment Code: RA-GEN25	SOP Code: SOP-GEN25	Lesson Plan Code: NA	
Review Date: March 2026	Assessor: Rory Howard	Tech Advisor: Fiona Hunter	

Description: Generic Risk Assessment, applicable to more than one (or all) of the onsite activities. For in-depth descriptions please see individual assessments for the activity you require.

General Statement of Policy

It is the policy of Girlguiding Anglia to protect all persons including employees, customers, contractors and members of the public from potential injury and damage to their health which may arise from work activities.

Girlguiding Anglia will provide and maintain safe working conditions, equipment and systems of work for all employees, and to provide such information, training and supervision as they need for this purpose.

Girlguiding Anglia give a high level of commitment to health & safety and will comply with all statutory requirements. For information on general Health & Safety, please refer to the Girlguiding Anglia Health & Safety policy.

SR= Severity Rating; 5 (Catastrophic) 4 (Major) 3 (Moderate) 2 (Minor) 1 (None)

LH=Likelihood Rating 5 (Almost certain) 4 (Likely) 3 (Possible) 2 (Unlikely) 1 (Insignificant)

RR= Risk Rating; A (Acceptable Risk) RR (Residual Risk remains despite controls- 'occupational hazard') U (Unacceptable Risk, action to be taken immediately)

Significant Hazard	Persons at Risk	How	Controls	Severity	Likelihood	Risk Rating
Weather Conditions- General	All site users	Incorrectly dressed for weather conditions, over exposure resulting in hypo/hyperthermia	All users to dress appropriately for the conditions. Instructors to proactively remind groups of the appropriate clothing to wear and the need to remain hydrated and protected with sun protection. Staff advised to have change of clothes in their locker. Hot and cold drinks provided to staff and guests. All site users have a designated area to return to after activities. All staff have access to staff room during breaks.	3	1	A
Weather Conditions- Thunder & Lightning	All site users	Participant or staff struck by lightning.	When a flash of lightning is seen it is reported to a manager immediately. The manager and instructor will both count the time elapsed between lightning strike and thunder clap. If this is less than 30 seconds all activities will be halted. Groups will be accompanied back to their leaders and informed that activities cannot continue until 30 minutes past the last clap of thunder heard. Water activities to egress immediately and seek shelter. Instructor to inform Hautbois of any emergency egress. Activities will continue after this if there is sufficient time left on the session. Sessions will be reorganised at the manager's discretion.	4	1	A
Weather Conditions- High Winds	All site users	Participant or staff being struck by debris or being injured	When high winds are forecast for the following day or over the weekend, the Activities and Programme Manager and/or the Senior Instructor will assess the risk to groups participating in activities on site. Activities that may be affected, particularly those in amongst trees, may be cancelled and the groups informed. Residential visitors will be informed of the forecast by the Centre Manager/duty staff member and a dynamic risk assessment will be carried out. Mitigating action will be taken if possible. Full site inspection carried out after storms to check for debris.	4	1	A

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Weather Conditions- Ice & Snow	All site users	Participants or staff slipping on ice or becoming dangerously cold.	When the site is affected by snow and/or ice, the Centre Manager, the Activities and Programme Manager, the Senior Instructor and/or the duty staff member will assess the risk to groups on site. Mitigating action to reduce the risk will be taken, such as brushing away snow and treating the area with salt. If it is not possible to reduce the risk, access to the area/activity will be restricted. All site users made aware of potential slippery areas. Signage to be used if appropriate.	3	1	A
Slips & Trips	All site users	Natural hazards (rabbit holes etc) Fallen debris, slippery walkways and wet floors.	Instructors to make participants aware of hazards surrounding the activity areas. Activity areas and campsites regularly checked, debris removed, and holes backfilled. A proactive approach taken to maintain grounds and areas of activities. Car park surface maintained; gravel raked at regular intervals. Tarmac path laid up to house from car park to reduce trip hazards. Surface to be inspected regularly to check for damage or cracking and repaired as necessary. Parking spaces for guests or users with disabilities available at entrance to house. Surface to be inspected regularly to check for damage or cracking and repaired as necessary. Good lighting in car park and on pathway, turned on at dusk. Wet floor signs and signage used in dryshelters and house when cleaning.	2	2	A
Misinterpretation of instruction.	All site users	Staff being misunderstood by clients resulting in offence and action.	All staff to have customer service training yearly. Instructors to have training and competency checks on each area before running solo sessions. Crib sheets used by staff during welcome talks to ensure all areas of health and safety are covered.	2	2	A
Infection from water/ river bank/soils etc	All site users	leptospirosis and similar from contaminated water, soil or other environmental factors.	Participant and clients briefed on washing hands with warm soapy water and showering after activity, and washing clothing worn. Hazard information available to all participants on website and sent out in pre booking information as requested.	5	2	RR
Drowning & Drowning as a result of injury.	All site users	Distracted while participating in activity, watching other users on the water. Getting overexcited near the water.	Participants briefed about water hazards during welcome talk. Buoyancy aids worn when on session by all parties. Leaders instructed to supervise participants when on site at all times. Access to main river and deep water restricted- gate access	5	2	RR
Safeguarding	All site users	Accusations of misconducted directed at member of staff. Staff being left alone with participants.	All staff to have safeguarding training. Water sports instructors and those staff members on duty to have had a DBS check. All participants to be accompanied by a leader when on session as well as an instructor. All equipment in stores and sheds to be brought out to participants. Visitors sign in book and lanyards worn by guests. Wristbands issued to groups and briefed during welcome talk.	4	2	RR

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Falling trees and 'summer/deadfall'	All site users	Being in contact with falling trees or branches.	Tree survey carried out annually by qualified arboriculturalist. Estate walk carried out by trained staff regularly and after high winds to check on all trees. Tree maintenance work carried out as recommended and appropriate. Fallen trees made safe and removed as soon as possible. Guidance given to all customers as appropriate e.g. after extended dry season. Campers advised not to pitch tents or park vehicles under trees.	3	1	A
Road Crossing	All site users	Pedestrians could suffer serious injury if struck by cars when crossing the road from the House side of the site to Limepits for activities or camping	Road crossing takes place at the designated road crossing place at the brow of the hill with good visibility in both directions. The road is accessed through gates on either side of the road which are kept shut at all times to stop people running out onto the road unexpectedly. Gates are only opened when a group is passing through them. Warning signs are placed on the inside of both gates warning that there is a busy road ahead. Group leaders are advised not to let younger visitors cross the road unsupervised. There are facilities provided on both sides of the site reducing the need to cross the road unnecessarily. Activity instructors collect groups from their campsite/residential location and supervise road crossing if the activity is on the other side of the site. For large events, crossing is controlled by marshals wearing high visibility vests.	5	2	RR
Vehicular movement on site	All site users	Pedestrians could suffer serious injury if struck by cars entering / leaving car park or site or moving in it.	Entrance to car park clearly marked. Apply 5 mph speed limit on site and signs in place. Access to the house is restricted by the use of a remotely controlled barrier to reduce speed and limit access. For large events, parking controlled by marshals wearing high visibility vests. Car park and pathway to house well lit - lighting is checked to ensure in good working order and maintain appropriately. Deliveries are delivered to the designated area only. Clear signage is provided to warn of moving vehicles and staff available to assist with reversing if needed. Collection of refuse bins located outside the grounds to minimise risk of danger to pedestrians. Pedestrians routed via rear of house wherever possible. Hautbois vehicles used by competent and signed off members of staff. Hazards and warning lights used when driving onsite. Vehicles and keys are locked securely away when not in use.	5	2	RR
Legionnaires' disease	All site users	Being in contact with contaminated water	Legionella risk assessment carried out and reviewed regularly, with recommendations carried out as required. Regular monitoring, cleaning and running water systems in place and implemented.	5	1	A

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Inappropriate clothing and equipment	All site users	Being injured as a result of using faulty/inappropriate equipment or clothing.	Only Hautbois activity equipment to be used on session. Instructors wishing to use their own harnesses etc must have it inspected by the activities manager before using. All participants briefed on suitable clothing for activities. Terms and conditions state that instructors may refuse to run sessions if participants are not suitably dressed for activities. Staff to wear uniform and PPE issued at all times when working.	2	2	A
Hautbois staff not on site and available to assist in the event of a site related incident.	All site users	Examples of emergencies: <ul style="list-style-type: none"> • Fire • Pipe burst • Electrical problem (fuses blown) • Lift malfunction • Unable to access the house • Gas related issues • Notifiable illness • Lightning strike • Flooding This is not a definitive list - the leader should use their own judgement as to whether the problem is something that is an emergency or if it can wait the arrival of staff the following morning	Emergency duty mobile telephone number communicated to group leaders in their welcome packs and on notice boards on site and in the house. Hautbois duty mobile telephone held overnight by a duty staff member who is on call and available If there is no reply, leader should continue to call repeatedly until answered as staff member might be “otherwise engaged” (e.g. driving) In the event that the duty staff member misses the call but is aware of it, they will return the call as soon as physically and safely possible. The duty staff member will endeavour to resolve the issue by giving advice over the phone but, if this is not possible, they will attend site (assuming that this is an issue they can resolve during the night) If the issue is beyond their capacity/knowledge to resolve, the duty staff member will escalate the problem to the Centre Manager/CEO or appropriate staff member (e.g. Maintenance if available) Centre Manager/Region Manager will follow emergency procedures/disaster recovery plan	4	2	RR
Violence and aggression against staff member or instructor	Staff/Instructors	Being injured/threatened as a result of an altercation.	All staff to carry radios to communicate with other staff onsite in case of emergency. All groups to be with a leader during activity sessions to manage behavioural issues on behalf of the instructor. Duty staff members available at all times to assist or attend incidents onsite. Staff have the right to end sessions if unsafe or after an incident occurred. All incidents are reported to a manager for investigation.	5	1	A
Manual handling - injuries from moving activity equipment	Instructors & participants	Instructors becoming injured while setting up activity equipment. Participants sustaining injuries while moving activity equipment.	All activity equipment is stored closer to activity locations to reduce the distance items need to be moved. Instructors receive manual handling training for specific items such as canoes alongside generic manual handling training. If participants need to move items, such as kayaks, instructors will demonstrate effective lifting techniques. Where possible instructors will get multiple participants to move activity equipment.	3	1	A

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Hautbois Activity Centre Safe Operating Procedure
Generic Safe Operating Procedure SOP-GEN25
Review Date: March 2026
Qualifications Required
<ul style="list-style-type: none"> • Instructors must be at least 17 years of age • Instructors must have a valid first aid certificate - minimum 1 day • Instructors must have the qualifications listed on the activities' safe operating procedure • Once certified instructors will need to have a competency check carried out by the Activities Manager • The instructor must have signed to say they have read, understood and will adhere to our procedures. • Instructors that do not possess the relevant qualifications will not be able to run a session and will result in the session being cancelled.
Activity Area
<ul style="list-style-type: none"> • A comprehensive check of the activity area needs to be carried out prior to the start of the activity • All activity areas need to be made safe and presentable prior to the start of each session • All equipment needs to be prepared in a presentable manner prior to each session
Equipment:
<ul style="list-style-type: none"> • It is the responsibility of the instructor to check all equipment is set up prior to the session. • Visual checks of all equipment must be carried out before each session. • Instructors must wear the same personal protective equipment as the participants on all activities. • Instructors must always have their first aid kit and radio on them during sessions - and always accessible in an emergency • All personal protective equipment must be fitted/ used to manufacturers specifications.
Group Management
<ul style="list-style-type: none"> • The session is one and a half hours long. • Activities that must not exceed a ratio of 1:8 are; Kayaking, Canoeing, Stand-up paddle boarding, Sit-on-top kayaking and Katakana's • All other activities have a recommended ratio of instructors to participants of 1:12, the maximum ratio is 1:16. • Check participants are dressed appropriately for the weather and temperature. • Participants must wear laced-up or fastened, closed-toe shoes that will not fall off -applies to all activities. • All hair long enough to be tied back must be put into a low ponytail - this applies to all activities. • Shorts must be long enough to be appropriate for sessions - instructors may refuse participation if the length of the shorts are inappropriate - this applies to all activities. • Tops must cover all the participant's stomach - this applies to all activities. • Jewellery should be removed for all activities, including piercings, rings and necklaces -if jewellery cannot be removed it must be securely covered to prevent injury - this is at the instructor's discretion. • No one deemed intoxicated by drugs or alcohol may participate in sessions. • The leader or group members as appropriate must confirm with the instructor, if there are any members with medical needs, special educational needs or open wounds that need covering. • Only Hautbois Personal Protective Equipment to be used on Activities.
Session Management
<ul style="list-style-type: none"> • Instructor to introduce themselves to participants and escort them to the Activity Area. • If crossing road Instructors will check road is clear and assist in assuring participants cross the road safely. • The group must receive an initial briefing in an appropriate area regarding behaviour/ conduct, safety regulations, safe areas and how the activity is to be run. • Explanation of risk to personal belongings such as glasses and phones if taken onto sessions. • All equipment being used on session should be explained and fitted/ sized correctly. • Safe manual handling must be demonstrated and explained. • Instructors will conduct the session in line with the activities' corresponding Safe Operating Procedure, Risk Assessment and Lesson Plan. • A review of the activity should be built into the session. • On completion of the session participants assist in returning all the equipment safely and appropriately. • Instructors must check all equipment is returned to the correct place. • Following the final session of the day all equipment must be returned to store and any faults/ defects reported to the Activities Manager for repairing and recording. • If any repairs are required, then instructors are expected to make repairs where possible or place items in decommissioning bin. • Any incidents, near misses with the participants must be reported to the Activities Manager and an incident form completed as appropriate. • Where appropriate participants must be taken to the office if they require first aid. If first aid is provided on session participants must be taken to the office following treatment to fill out a First Aid form.

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