



Organisation: Unmask Your Potential Ltd
Policy owner: Helen Kent
Designated Safeguarding Lead: Helen Kent
Deputy Designated Safeguarding Lead: N/A
Online Safety Lead: Helen Kent
Version: 1.0
Date approved: 01/09/2025
Review date: 31/08/2026

8. Health and Safety Policy and Risk Assessment Procedures

8.1 Policy statement

Unmask Your Potential Ltd is committed to providing and maintaining a safe and healthy environment for staff, associates, contractors, volunteers, young people, service users, visitors and anyone affected by our work. We recognise our responsibility to manage health and safety risks in relation to the services we deliver, including 1:1 work, group work, alternative provision, coaching, mentoring, Clarity4D Youth Profile work, online delivery, meetings, travel and any activities delivered on behalf of commissioners.

Unmask Your Potential Ltd will take all reasonably practicable steps to prevent accidents, injury, ill health and avoidable harm. We will identify hazards, assess risks, put appropriate control measures in place, review those controls, and ensure that staff and representatives understand their health and safety responsibilities.

This policy applies to all directors, employees, associates, contractors, sessional workers, volunteers and anyone acting on behalf of Unmask Your Potential Ltd.

8.2 Statement of organisation

The Director has overall responsibility for health and safety within Unmask Your Potential Ltd. Day-to-day responsibility may be delegated to named staff, associates or contractors where appropriate, but overall accountability remains with the Director.

All staff, associates, contractors and volunteers are responsible for taking reasonable care of their own health and safety and the health and safety of others who may be affected by their actions or omissions. Everyone working on behalf of Unmask Your Potential Ltd must follow this policy, complete or follow relevant risk assessments, report hazards and incidents, and cooperate with health and safety arrangements.

Where services are delivered in premises owned or managed by another organisation, such as schools, community venues, local authority buildings or partner sites, Unmask Your Potential Ltd will work in line with the venue's health and safety procedures as well as its own policies and risk assessments.

8.3 Health and safety responsibilities

Director

The Director is responsible for:

- Ensuring that this Health and Safety Policy is in place, reviewed and communicated
- Ensuring suitable and sufficient risk assessments are completed where required
- Ensuring reasonable control measures are implemented
- Ensuring staff, associates, contractors and volunteers understand their responsibilities
- Ensuring accidents, incidents, near misses and hazards are reported and reviewed
- Ensuring health and safety concerns are acted on promptly
- Ensuring appropriate insurance, training and competent advice are in place
- Ensuring health and safety is considered when planning new services, venues or activities
- Liaising with commissioners, schools, venues or partner organisations where needed

Staff, associates, contractors and volunteers

All staff, associates, contractors and volunteers must:

- Take reasonable care of their own health and safety
- Take reasonable care of the health and safety of young people, service users, colleagues and others
- Follow risk assessments, procedures and reasonable instructions
- Report hazards, accidents, incidents, near misses and unsafe practice
- Use equipment safely and only for its intended purpose
- Maintain safe professional boundaries and safe working practice
- Follow venue procedures where services are delivered on another site
- Not undertake work where they believe there is an unmanaged serious risk
- Inform the Director of any health, safety or wellbeing concern that may affect safe delivery

Commissioners, schools and host venues

Where provision is commissioned or hosted by another organisation, Unmask Your Potential Ltd expects commissioners and venues to provide relevant health and safety information, including:

- Site access arrangements
- Fire and emergency procedures
- First aid arrangements
- Known risks relating to the young person or setting
- Behaviour, medical, SEND or safeguarding information relevant to safe delivery
- Incident reporting expectations
- Contact details for site leads or emergency contacts

8.4 Competent health and safety advice

Unmask Your Potential Ltd will seek competent health and safety advice when required. This may include advice from:

- The Health and Safety Executive guidance and resources
- The organisation's insurers
- Qualified or experienced health and safety consultants where required
- Commissioning schools, local authorities or venue health and safety leads
- Relevant professional guidance linked to coaching, mentoring, youth work, alternative provision and safeguarding practice

Where activities, venues or risks fall outside the organisation's existing experience or competence, additional advice will be sought before delivery proceeds.

8.5 Arrangements for managing health and safety

Unmask Your Potential Ltd manages health and safety through:

- Written policies and procedures
- Risk assessments for services, venues and activities
- Individual risk assessments where a young person's needs or circumstances require this
- Safeguarding and health and safety induction for staff and representatives
- Clear reporting procedures for accidents, incidents, near misses and hazards
- Communication with commissioners, parents/carers, schools and partner agencies where appropriate
- Safe working procedures for 1:1 work, lone working, online delivery and group activities

- Review of incidents, concerns and feedback
- Regular policy review

Health and safety will be considered at the planning stage of all provision, including before accepting referrals, arranging venues, agreeing activities, delivering online sessions or providing off-site support.

8.6 Risk assessment procedures

Risk assessments will be undertaken to identify and evaluate potential risks involved in activities or services. Risk assessments will consider who may be harmed, how harm could occur, what controls are already in place, what further action is needed, and whether the activity or service can be delivered safely.

Risk assessments may be completed for:

- 1:1 sessions
- Group sessions
- Alternative provision programmes
- Use of external venues
- Online or remote sessions
- Lone working
- Travel or community-based work
- Activities involving movement, practical tasks or off-site delivery
- Young people with known health, behaviour, emotional wellbeing, SEND or safeguarding needs
- Any new or changed provision

Risk assessments will be proportionate to the level of risk. Some low-risk routine work may be covered by standard operating procedures or generic risk assessments. Higher-risk work will require a specific written risk assessment.

8.7 Individual risk assessments

An individual risk assessment may be required where a young person has known needs or risks that could affect safe delivery. This may include:

- Behaviour that may present risk to self or others
- History of absconding or going missing
- Known safeguarding concerns
- Medical conditions or medication needs
- Mental health risks, including self-harm or suicidal ideation
- Substance misuse concerns
- Risk of exploitation or harmful relationships

- Communication, SEND or neurodiversity-related needs
- Sensory needs or environmental triggers
- Known conflict with peers or adults
- Transport or arrival/departure risks

Individual risk assessments should be informed by referral information, commissioner input, parent/carer information where appropriate, staff observations and professional judgement.

8.8 Risk assessment process

The risk assessment process will normally include:

1. Identifying the activity, service, venue or individual circumstances being assessed
2. Identifying potential hazards
3. Identifying who may be harmed and how
4. Evaluating the level of risk
5. Identifying existing control measures
6. Deciding whether further controls are needed
7. Recording the assessment where required
8. Sharing relevant information with staff involved in delivery
9. Reviewing the assessment after incidents, changes or at agreed intervals

Control measures may include:

- Clear session plans and boundaries
- Appropriate staffing levels
- Safe venue selection
- Emergency contact details
- Sign-in/sign-out arrangements
- Agreed arrival and collection arrangements
- Breaks and flexible pacing
- De-escalation strategies
- Adjustments for SEND or neurodiversity
- First aid arrangements
- Safeguarding escalation routes
- Online safety measures
- Lone working check-in procedures
- Ending or pausing provision if risk becomes unsafe

8.9 Dynamic risk assessment

Staff must carry out dynamic risk assessment during delivery. This means continually observing and responding to changes in risk as they arise. If a situation becomes unsafe, staff should pause, adapt or end the activity and seek support.

Examples of changing risk may include:

- A young person becoming distressed or dysregulated
- Conflict or aggression
- Disclosure of immediate harm
- Unsafe venue conditions
- A young person leaving unexpectedly
- Online safety concerns during a remote session
- Medical concerns
- Weather or travel disruption affecting safe delivery

8.10 Evidence and monitoring of risk assessments

Risk assessments will be retained securely and made available for monitoring visits or meetings where appropriate. Commissioners may request evidence of relevant risk assessments as part of quality assurance or contract monitoring.

Unmask Your Potential Ltd will ensure that risk assessments are:

- Completed before higher-risk provision begins
- Reviewed when circumstances change
- Updated after incidents or near misses
- Shared with relevant staff on a need-to-know basis
- Stored securely in line with data protection requirements

8.11 Accidents, incidents, near misses and hazard reporting

All accidents, incidents, near misses and hazards must be reported to the Director / Senior Manager as soon as possible.

Reports should include:

- Date, time and location
- Names of people involved
- Description of what happened
- Any injury, harm or damage
- Immediate action taken
- Whether first aid or emergency services were required

- Witnesses, if any
- Follow-up action required
- Whether safeguarding procedures were also triggered

The Director will review reports and decide whether further action is required, such as updating a risk assessment, informing a commissioner, seeking medical advice, contacting parents/carers, reporting under safeguarding procedures, or seeking health and safety advice.

8.12 First aid and medical arrangements

Where provision is delivered in a school, community venue or partner site, Unmask Your Potential Ltd will confirm the first aid arrangements for that site. Where provision is delivered independently, appropriate arrangements will be considered as part of the risk assessment.

Staff should not administer medication unless this has been specifically agreed, authorised, risk assessed and documented.

In a medical emergency, staff must call 999 and then inform the Director / Senior Manager, parent/carer and commissioner as appropriate.

8.13 Fire and emergency procedures

Where provision is delivered at a host venue, staff must familiarise themselves with fire exits, evacuation routes, assembly points and emergency procedures. Young people should be made aware of relevant emergency arrangements in an appropriate way.

For online sessions, staff must consider what action to take if a young person appears to be at immediate risk and must have appropriate emergency contact information available where this is part of the agreed provision plan.

8.14 Lone working

Lone working will be managed in line with the organisation's Lone Working and Risk Assessment Policy. 1:1 sessions must be planned with appropriate safeguards, including suitable venues, communication arrangements, emergency contacts and professional boundaries.

8.15 Online delivery

Online delivery will be managed in line with the organisation's Online Safety Policy. Risk assessments for online work may consider platform safety, privacy, consent, safeguarding escalation, professional boundaries, recording, cyberbullying, online disclosures and the young person's environment.

8.16 Monitoring arrangements

Health and safety practice will be monitored through:

- Review of risk assessments
- Review of accident, incident and near-miss reports
- Feedback from staff, young people, parents/carers and commissioners
- Supervision or reflective practice discussions
- Safeguarding and health and safety reviews
- Monitoring visits or contract review meetings
- Annual policy review

Where monitoring identifies concerns, Unmask Your Potential Ltd will take action to improve practice. This may include additional training, revised risk assessments, changes to delivery arrangements, updated procedures or seeking competent advice.

8.17 Review

This policy will be reviewed annually or sooner if:

- Statutory guidance changes
- Suffolk safeguarding procedures change
- There is a safeguarding incident or serious concern
- Provision changes significantly
- Commissioning requirements change

Approved by: Helen Kent

Role: Director

Signature: 

Date: 01/09/2025