

## DELIVERY OF PHYSICAL ACTIVITIES SERVICE – TO BE FULLY COMPLETED FOR EACH INDIVIDUAL LOCATION

This risk assessment covers directly outside and inside any event space. All venues will have a unique set-up and location; therefore, risks may vary. This Generic Risk Assessment forms a basis from which to assess each location and is required for every venue.

|                                            |            |                         |                  |
|--------------------------------------------|------------|-------------------------|------------------|
| <b>Event space and Location</b>            |            |                         |                  |
| <b>Date Event space Assessed:</b>          |            | <b>Assessed by:</b>     |                  |
| <b>Contact details for the Event space</b> |            |                         |                  |
| <b>Date Form reviewed for audit</b>        | 23/09/2026 | <b>Reviewed by whom</b> | Joanne Asbury V1 |

| External Environment                                                                      |                            |                                                                                                                                                                                                                                                           |                                                                   |                 |                 |
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| Risk                                                                                      | Who might be harmed?       | Areas assessed & measures in place                                                                                                                                                                                                                        | What ADDITIONAL measures are required to further reduce the risk? | Action by whom? | Action by when? |
| <b>SLIPS, TRIPS &amp; FALLS</b><br><br>Uneven surfaces, potholes, unlit areas, hazards in | Staff / Vol / Participants | <ul style="list-style-type: none"> <li>Pathways leading to the main entrance are assessed for any risks due to condition and are on one level.</li> <li>Suitable external lighting is in place to provide good visibility around the location.</li> </ul> |                                                                   |                 |                 |

| respect of carpark and pathways leading to venue                                |                         | <ul style="list-style-type: none"> <li>On-site car park</li> <li>Participants reminded to take extra care during periods of poor weather, reduced visibility or when the car park is busy</li> <li>Any significant hazards identified in the car park, such as potholes, obstructions or poor lighting, will be noted, advised to attendees and the <i>centre's responsible person</i> for repair</li> </ul>                                                                             |                                                                   |                 |                 |
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| Risk                                                                            | Who might be harmed?    | Areas assessed & measures in place                                                                                                                                                                                                                                                                                                                                                                                                                                                       | What ADDITIONAL measures are required to further reduce the risk? | Action by whom? | Action by when? |
| <b>ACCESSIBILITY</b><br><br>for wheelchair users and those using walking frames | Staff/Vol/ participants | <ul style="list-style-type: none"> <li>Accessibility is assessed and fit for purpose</li> <li>Any issues affecting accessibility will be noted, advised to attendees and the centre's responsible person for repair</li> <li>Participants with specific accessibility requirements will be advised in advance of the venue's suitability and, where reasonably practicable, appropriate arrangements made</li> <li>Where Ramps are provided they are checked for suitability.</li> </ul> |                                                                   |                 |                 |
| <b>PERSONAL SAFETY</b><br><br>Public transport options located nearby           | Vol / participants      | <ul style="list-style-type: none"> <li>Volunteers and participants will be advised of the location of a nearby bus stop and signposted to I&amp;A for suitable transport options to meet their needs if public transport is not appropriate.</li> <li>Changes to session times or cancellations will be communicated to participants and volunteers promptly to support their transport arrangements.</li> </ul>                                                                         |                                                                   |                 |                 |

| Internal Environment                                        |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                   |                 |                 |
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| Risk                                                        | Who might be harmed?       | Areas assessed & measures in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | What ADDITIONAL measures are required to further reduce the risk? | Action by whom? | Action by when? |
| <b>Adequate Lighting, Ventilation, Temperature controls</b> | Staff / Vol / participants | <ul style="list-style-type: none"> <li>Suitable internal lighting is in place to provide good visibility in the space.</li> <li>Defective lighting will be noted, advised to attendees and reported to the <i>centre's responsible person</i></li> <li>The temperature and ventilation within the hall will be monitored during sessions, particularly during periods of extreme heat or cold adapting where necessary to maintain a comfortable safe environment.</li> <li>Where ventilation cannot be controlled satisfactorily to meet the conditions, this will be noted, advised to attendees and reported to the <i>centre's responsible person</i></li> </ul> |                                                                   |                 |                 |
| <b>FIRE SAFETY:</b><br><br>Alarm<br><br>Entry/Exit points   | Staff / Vol / participants | <ul style="list-style-type: none"> <li>Where a fire alarm, Fire blanket and Fire extinguishers are installed, evidence of regular testing and oversight will be sought.</li> <li>Attendees will be notified at each session of the Emergency Evacuation arrangements for the venue</li> </ul>                                                                                                                                                                                                                                                                                                                                                                        |                                                                   |                 |                 |

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| Fire equipment<br>Assembly points<br>Safety Notices<br>Entry/Exit points<br>& corridors free<br>from obstruction |                            | <ul style="list-style-type: none"> <li>• Visual inspection will take place prior to each session to ensure that Fire notices are clearly displayed.</li> <li>• An Attendance list will be taken at the start of each session.</li> <li>• A <b>PEEP</b> will be recorded for those who need assistance in the event of an emergency evacuation.</li> <li>• In the event of an emergency evacuation the <b>Course Leader will call 999</b></li> </ul> |  |  |  |
| <b>ACCESSIBLE TOILETS</b>                                                                                        | Staff / Vol / participants | <ul style="list-style-type: none"> <li>• Toilet facilities and access will be visually checked before sessions to ensure they are clean, hygienic and suitable for use. Any damaged fixtures, blocked toilets, defective emergency alarm will be reported to the <i>centre's responsible person</i></li> <li>• Attendees will be made aware of accessible toilet facilities and the emergency alarm.</li> </ul>                                     |  |  |  |
| <b>ELECTRICAL TESTING:</b><br><br>PAT & Fixed Wire                                                               | Staff / Vol / participants | <ul style="list-style-type: none"> <li>• Appliances including kettle, fridge and urn used for providing refreshments will be checked to ensure PAT testing has been completed and are currently within date.</li> <li>• Electrical appliances will be visually checked before use for signs of damage.</li> <li>• Defective equipment will be removed from use and reported to the <i>centre's responsible person</i></li> </ul>                    |  |  |  |

| SUITABILITY FOR A PHYSICAL EXERCISE CLASS                                                           |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |                 |                 |
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| Risk                                                                                                | Who might be harmed?       | Areas assessed & measures in place                                                                                                                                                                                                                                                                                                                                                                                                                                                          | What ADDITIONAL measures are required to further reduce the risk? | Action by whom? | Action by when? |
| <b>SPACE AND VISIBILITY OF INSTRUCTOR</b>                                                           | Staff / Vol / participants | <ul style="list-style-type: none"> <li>The instructor will ensure there is sufficient space for participants to move around safely and lines of sight are not blocked.</li> <li>Classes will not exceed the maximum number of participants for the venue.</li> </ul>                                                                                                                                                                                                                        |                                                                   |                 |                 |
| <b>SUITABLE CHAIRS</b>                                                                              | Staff / Vol / participants | <ul style="list-style-type: none"> <li>Chairs are checked to ensure they are in good condition and have appropriate high backs to provide additional support for participants.</li> <li>Any defects are noted, participants advised and reported to the centre's appropriate person.</li> </ul>                                                                                                                                                                                             |                                                                   |                 |                 |
| <b>SUITABLE FLOORING</b><br><br>Floor suitable for exercising-nonslip, even, free from obstructions | Staff / Vol / participants | <ul style="list-style-type: none"> <li>The floor will be checked prior to each class, to ensure suitability for the activities taking place:               <ul style="list-style-type: none"> <li>Level, non-slip surface</li> <li>Free from obstructions</li> </ul> </li> <li>The instructor will monitor before, during and after a class for any potential obstacles</li> <li>Exercise equipment will be positioned so that it does not obstruct walkways or emergency exits.</li> </ul> |                                                                   |                 |                 |

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|                                                  |                            | <ul style="list-style-type: none"> <li>Any spillages will be correctly managed, using appropriate signage and cleaning methods.</li> <li>Participants will be reminded at each class to ensure personal belongings are kept away from the exercise area.</li> <li>Participants who normally use a walking aid will be encouraged to bring and use the aids during the session.</li> <li>Instructor will remain vigilant throughout the class to these risks</li> </ul>                                                                                                                                                                                                                                                                                                |  |  |  |
| <b>INSTRUCTORS' EQUIPMENT</b>                    | Participants               | <ul style="list-style-type: none"> <li>Resistance bands, hand weights and exercise balls will be provided by Age UK Norfolk for use during the sessions.</li> <li>Resistance bands, exercise balls and hand weights will be checked regularly for signs of damage or wear. Unsafe equipment will be removed and repaired or new equipment ordered</li> <li>Exercise equipment will be stored safely when not in use to prevent it becoming a trip or other hazard</li> <li>Participants will be given instructions on the safe use of resistance bands, hand weights and exercise balls.</li> <li>Resistance bands are latex-free to reduce the risk of an allergic reaction.</li> <li>Instructor will remain vigilant throughout the class to these risks</li> </ul> |  |  |  |
| <b>HYGIENE, HEALTH &amp; SAFETY, FOOD SAFETY</b> | Staff / Vol / participants | <ul style="list-style-type: none"> <li>Kitchen facilities are checked to ensure they are maintained in good condition.</li> <li>The kitchen area will be checked before use to ensure it is clean, safe and free from hazards</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |  |  |

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| <p>Suitable kitchen facilities for providing drinks</p> <p>Slips, Trips, Falls, Burns, Scalds</p> <p>Allergens</p> |  | <ul style="list-style-type: none"> <li>• Electrical appliances will be visually checked before use for signs of damage. Defective equipment will be removed from use and reported to the Hall Manager.</li> <li>• The kettle, fridge and urn used for providing refreshments are checked to ensure PAT testing has been carried out and within date.</li> <li>• Cups, glasses and other kitchen items will be checked before use.</li> <li>• The kettle and urn will be positioned securely and away from areas where they could be knocked over</li> <li>• Only the Instructor or an appointed volunteer will prepare and serve hot drinks.</li> <li>• Staff /volunteers will regularly check that refreshments are within their use-by dates and have been stored correctly</li> <li>• Participants will be reminded to disclose any known food allergies or dietary requirements.</li> <li>• Additional care will be taken when carrying hot drinks</li> <li>• Participants will be reminded not to enter the kitchen are whilst hot drinks are being prepared.</li> <li>• All refreshments will be checked before serving to ensure they are within date, stored appropriately.</li> </ul> |  |  |  |
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| HEALTH AND SAFETY                                                                                       |                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                   |                 |                 |
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| Risk                                                                                                    | Who might be harmed?       | Areas assessed & measures in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | What ADDITIONAL measures are required to further reduce the risk? | Action by whom? | Action by when? |
| <b>HEALTH &amp; SAFETY:</b><br><br>First Aid<br><br>Defibrillator<br><br>Accident & Near Miss reporting | Staff / Vol / participants | <ul style="list-style-type: none"> <li>The instructor is First Aid trained.</li> <li>If someone becomes unwell or is injured, the instructor will provide first aid within the limits of their training.</li> <li>The instructor will monitor participants who become unwell and take all reasonable steps to prevent injury.</li> <li>A First Aid Kit is provided for each session</li> <li>The First Aid Kit is checked regularly to ensure adequate stock and items in date.</li> <li>Where a Defibrillator is located onsite or nearby, the location and accessibility of the defibrillator will be checked periodically to ensure it remains in working order.</li> <li>All accidents and near misses are reported via the <b>operational incident report form</b> and managed in accordance with organisational procedures.</li> <li>If a situation arises which is serious or urgent medical attention is required, 999 will be called.</li> <li>Where available, an emergency contact will be informed</li> </ul> |                                                                   |                 |                 |

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|                                     |       | following an incident, in accordance with organisational procedures and the participant's consent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |  |  |
| <b>MANUAL HANDLING OF EQUIPMENT</b> | Staff | <ul style="list-style-type: none"> <li>Staff will be responsible for moving tables and chairs and will ensure they are moved safely to reduce the risk of injury.</li> <li>Staff will use safe manual-handling techniques when moving tables, chairs and equipment and seek assistance with heavy or awkward items where necessary.</li> <li>Tables, chairs and other equipment will not be moved while participants are in the immediate area where there is a risk of injury.</li> <li>Chairs will be stacked no more than <b>five high</b> to help maintain stability and reduce the risk of them falling.</li> <li>Defective furniture will be noted, advised to participants and reported to the centre's <i>responsible person</i></li> </ul> |  |  |  |

| RISKS DURING DELIVERY OF CLASSES |                            |                                                                                                                                                                                                         |                                                                   |                 |                 |
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| Risk                             | Who might be harmed        | Areas assessed & measures in place                                                                                                                                                                      | What ADDITIONAL measures are required to further reduce the risk? | Action by whom? | Action by when? |
| <b>SLIPS TRIPS AND FALLS</b>     | Staff / Vol / participants | <ul style="list-style-type: none"> <li>Areas kept clear of obstacles</li> <li>All bags, clothing and unused equipment stored appropriately.</li> <li>Appropriate footwear worn at all times.</li> </ul> |                                                                   |                 |                 |
| <b>HEALTH</b>                    | Staff / Vol /              | <ul style="list-style-type: none"> <li>Before taking part in physical activity, all participants will be</li> </ul>                                                                                     |                                                                   |                 |                 |

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| <b>CONDITIONS</b>                                                          | participants | <p>asked to complete a PAR-Q+ health questionnaire to identify any health conditions or concerns that may affect their ability to participate safely.</p> <ul style="list-style-type: none"> <li>• PAR-Q+ forms will be reviewed annually and updated sooner if there has been an extended gap in attendance or a significant change in a participant's health.</li> <li>• Participants will be asked for consent for AUKN to refer to the participants medical practitioner to gain confirmation they are fit to partake in our classes, if any medical concerns are highlighted through the health assessment</li> <li>• Before taking part, all participants must read and sign a Physical Activity Liability Waiver confirming that they understand the risks involved and are happy to participate voluntarily.</li> </ul>                                                                                                                                                                |  |  |  |
| <b>BECOMING ILL DUE TO EXERTION / EXACERBATION OF EXISTING CONDITIONS.</b> | Participants | <ul style="list-style-type: none"> <li>• The instructor is made aware of any relevant medical conditions or other health concerns that may need to be monitored during the session.</li> <li>• Before each session, the instructor will check for any changes to participants health since the last session/health assessment that could affect their participation.</li> <li>• Participants will be encouraged to work at a level that feels comfortable for them and not to push beyond their own limits.</li> <li>• Exercises will be adapted to individual ability, with movements modified or intensity reduced where required to ensure safe and effective participation</li> <li>• Regular breaks will be encouraged and participants reminded to drink water throughout the session</li> <li>• Participants will be monitored throughout the session for safe exercise performance and signs of excessive exertion, including breathlessness, dizziness, pain, weakness, or</li> </ul> |  |  |  |

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|                          |                            | <p>overheating.</p> <ul style="list-style-type: none"> <li>• Participants who feel unwell or show signs of pain, dizziness, breathlessness, or any significant change in health will be advised to stop exercising, and their ability to continue will be assessed by the instructor.</li> <li>• Where a participant becomes unwell or their existing condition appears to worsen, the activity will be stopped and appropriate first aid or emergency assistance provided as necessary.</li> <li>• Participants should bring any emergency medication they may need, such as inhalers or GTN spray, to every session and keep it easily accessible</li> <li>• Participants will be reminded to bring and keep any required emergency medication readily accessible during sessions.</li> <li>• Where available, an emergency contact will be informed following an incident, in accordance with organisational procedures and the participant's consent.</li> </ul> |  |  |  |
| <b>INCLEMENT WEATHER</b> | Staff / Vol / participants | <ul style="list-style-type: none"> <li>• Weather conditions will be monitored before and during each session to ensure participant and staff safety, with sessions adapted or cancelled if necessary.</li> <li>• If a session needs to be cancelled, participants will be notified by telephone or email as soon as practical to prevent unnecessary travel</li> <li>• The instructor will monitor weather conditions throughout the session and reassess the situation if conditions change</li> <li>• During adverse weather, activities will be adapted as required, including extended warm-ups in cold conditions and additional hydration breaks or reduced intensity in hot</li> </ul>                                                                                                                                                                                                                                                                        |  |  |  |

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|                                                               |                               | <p>conditions, to ensure participant safety.</p> <ul style="list-style-type: none"> <li>The environment will be monitored throughout the session to ensure conditions remain safe for exercise.</li> </ul>                                                                                                                                                                                                                                                                |  |  |  |
| <b>MOBILITY /<br/>MANUAL<br/>HANDLING OF<br/>PARTICIPANTS</b> | Participant                   | <ul style="list-style-type: none"> <li>To participate a service user must be able to self-mobilise.</li> <li>Emergency services will be called if someone falls, staff are not permitted to lift a person who has fallen.</li> <li>Where a risk of falls has been identified, alternative seated exercises will be provided.</li> </ul>                                                                                                                                   |  |  |  |
| <b>AGGRESSIVE<br/>BEHAVIOUR</b>                               | Staff / Vol /<br>participants | <ul style="list-style-type: none"> <li>Staff stop class immediately if the group feel threatened or uncomfortable.</li> <li>Staff will notify manager if class has ended for these reasons and ongoing risks will be considered</li> </ul>                                                                                                                                                                                                                                |  |  |  |
| <b>SAFEGUARDIN<br/>G</b>                                      | Staff / Vol /<br>participants | <ul style="list-style-type: none"> <li>Staff are trained to recognise, manage, and report safeguarding concerns, including participant confusion, disorientation, emotional distress, or disclosures of abuse.</li> <li>Staff to have read and understood Age Uk Norfolk's safeguarding policy and have completed relevant training.</li> </ul>                                                                                                                           |  |  |  |
| <b>LONE<br/>WORKING</b>                                       | Staff                         | <ul style="list-style-type: none"> <li>Lone working policy is in place which all staff have read and understand</li> <li>Staff adhere to guidance on staying safe in the Lone Working policy. <b>handbook/FAQ?</b></li> <li>Instructors have a buddy system in place in accordance with the Lone Working policy</li> <li>Emergency contact details held on <i>People HR</i> for all staff and on <i>Charity Log</i> for volunteers, with a telephone list held</li> </ul> |  |  |  |

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|  |  | in <i>TEAMS</i> . <ul style="list-style-type: none"> <li>Avoid parking in unlit areas and have keys accessible when approaching vehicle</li> </ul> |  |  |  |
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## CONFIDENTIAL INFORMATION

| Risk                                                                                                               | Who might be harmed | Areas assessed and measures in place                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | What ADDITIONAL measures are required to further reduce the risk | Action by whom? | Action by when> |
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| <b>DATA BREACH:</b><br><br>GDPR:<br>Confidentiality and Sensitive Information. Incl Storage, handling and disposal | Participants        | <ul style="list-style-type: none"> <li>Sensitive health information will be collected by telephone before participants attend.</li> <li>Participant information will only be collected when necessary for service delivery, and will only contain information relevant to the safe conduct of the class</li> <li>Information will be recorded directly onto our secure Charity Log system and retained in accordance with Age UK Norfolk's policies</li> <li>Access to participant information will be restricted to authorised staff only, who require the information to carry out their role.</li> <li>Health information will be reviewed and confirmed with participants at the in-person Health assessment.</li> <li>Suspected data breaches will be reported promptly in accordance with Age UK Norfolk's policies</li> <li>All personal data will be kept securely at all times and in accordance with Age UK Norfolk's policies</li> </ul> |                                                                  |                 |                 |

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| <b>Risk assessment completed, reviewed,<br/>and signed off by manager:</b> |  |
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| <b>Review Date:</b> |  |
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