

THE HOME



OF CYCLING

Risk Assessment - Guiding, Lead & Group Sessions

Risk Criteria

Frequency (F): 4 - Repetitive 3 - Daily 2 - Weekly 1 - Infrequent

Likelihood (L): 6 - Certain 5 - Very Likely 4 - Likely 3 - Possible 2 - Unlikely 1 - Very Unlikely

Severity (S): 6 - Fatality 5 - Severe Injury 4 - Lost time > 3 days 3 - Lost time < 3 days 2 - Minor injury 1 - No injury

Personnel (P): 4 - >30 3 - 16-30 2 - 5-15 1 - 1-4

Notes on calculating risk factor: $(L+F) \times (S+P) = \text{Total}$

0 - 20 = Low risk

21 - 50 = Medium risk

51 - 100 = High risk

Hazards Present - Faulty Equipment

Equipment checked at the start of each day when it is put out, at the start and end of each hire and when it is put away at the end of the day. Any equipment deemed not suitable is taken out of service until a repair can be initiated.

Equipment is serviced following a strict servicing regime. Equipment is serviced every 10 rides, plus any other work required in between.

Maintenance work is logged, following a 33 point servicing plan.

Full time staff are trained industry professionals with Cytec mechanic qualifications. Part time and new staff are only able to work on bikes doing work that they are deemed competent in and have been assessed in internally by qualified personnel as being competent in.

Staff trained in the fitting of extra pieces of equipment such as seats, trailers and tags. Particular attention paid to the security and integrity of fittings and couplings.

Staff offer satisfaction check to customers on their return to help ensure / ascertain that equipment was working satisfactorily.

Only good quality equipment is used which is replaced regularly.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Risk Assessment - Guiding, Lead & Group Sessions (cont.)

Hazards Present - Equipment Becoming Faulty During Ride

Risk minimised as above.

Guides carry spare parts and facilitate a repair if possible.

Guides are in contact with the store where recovery can be made or new equipment can be brought to the group.

Guides carry selection of tools and spare parts to effect repairs.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Hazards Present - Injury Due to Poor Customer Knowledge of Cycling

Check is made by staff with customer to ensure knowledge and operation of gears and brakes.

Customers given a safety briefing prior to ride on risks present, bike operation, what to expect. Possible hazards i.e. wet/slippy, other users, Body position, gears, brakes, stopping at junctions and follow instructions, correct fitting of helmet, leaving space between participants. Interaction with other user groups.

Min. age requirement of 8 to ensure ability to be able to interpret and follow instructions.

Min group ratios according to age (1:6 for under 10yrs / 1:10 for 10yrs plus)

Customers are served by staff who can advise on and select equipment that is best suited to the customers needs and who can given any advice / assistance needed

Rides are split into short sections. Riders are informed at each stage what to expect within the section with help on how to tackle it.

Rides are adapted and tailored to suit the ability of the group and prevailing conditions via dynamic risk assessment.

Assessment of groups abilities via dynamic risk assessment by guides at beginning and during ride.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Risk Assessment - Guiding, Lead & Group Sessions (cont.)

Hazards Present - Injury to Customer from Falling Off or Other

Customers are asked at the point of hire if they are familiar with the operation of the equipment.

Attention is drawn to risks as above.

Helmets are compulsory on led rides.

Gloves are available to hire.

Water bottles are provided on led rides to prevent dehydration.

Trails are inspected by FC to help ensure their safety. Any issues that arise between inspections are reported to the FC and remedied.

Where accidents occur, accident reports are completed and where applicable forwarded to the FC / authorities to investigate to try and prevent a repetition.

Led rides avoid free ride areas and black run where there is a much greater chance of injury.

Rides are split into short sections. Riders are informed at each stage what to expect within the section with help on how to tackle it.

Rides are adapted and tailored to suit the ability of the group and prevailing conditions via dynamic risk assessment.

Assessment of groups abilities via dynamic risk assessment by guides at beginning and during ride.

Group leaders are trained to minimum Trail Leader award or have assisted on a minimum of 10 rides and who have been assessed as competent.

Guides are trained in 1st aid. Preferably wilderness 1st aid or within scenarios that are prevalent to the environment.

Guides carry 1st aid kits and means of communication.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Hazards Present - Separation from Group

operating within ratios: 8 -10 yr olds 1:6, 10+ yr olds 1:10 to ensure easy group management.

Ride is split into short sections with clear instruction what to do at the end of it.

Frequent breaks and head count to ensure all are present.

Ability to instigate lost persons protocol.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	2	1	21	Those using equipment	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Risk Assessment - Guiding, Lead & Group Sessions (cont.)

Hazards Present - Customers being Injured from Hire Equipment in Stands

Equipment is secured in stands specific to task.

Staff present to serve customers to issue equipment and deal with returns.

Equipment not left just 'propped up'.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	2	2	1	18	Staff 3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Hazards Present - Issue within the Forest/Trails

Trails are inspected by FC to help ensure their safety. Any issues that arise between inspections are reported to the FC and remedied.

Groups are kept to way marked forest trails and tracks. If different, routes are assessed via dynamic risk assessment according to prevailing conditions and group competency.

Where accidents occur, accident reports are completed and where applicable forwarded to the FC / authorities to investigate to try and prevent a repetition.

If a 'private group' i.e. not organised by an overseeing organisation such as school or youth group, participant emergency contact details and medical conditions taken.

1st aid kits can include emergency shelters / space blankets etc. if conditions dictate.

Adoption of FC Site emergency plan if required.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
4	3	6	1	49	Those using equipment Possible 3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.

Risk Assessment - Guiding, Lead & Group Sessions (cont.)

Hazards Present - Child Protection

Instigation of above procedures.

Guides are enhanced CRB checked.

Written child protection policy.

Avoidance of 1:1 working.

Frequency Risk	Likelihood Risk	Severity Risk	Personnel Risk	Combined Risk Factor	Who is at Risk	Further Action Required
1	1	5	1	12	3rd parties	Continuous monitoring to ensure risks continue to be minimised. Implementation of new working methods if a better or more suitable alternative is found.



Quench Cycles,
Powered By Whyte Bikes
Bedgebury Visitor Centre
Bedgebury Road, Goudhurst
Kent TN17 2SJ

Telephone: 0330 088 4311
Email: bedgebury@whytebikes.com
Web: quenchuk.co.uk
Opening Times: 8-5pm, 7 days a week

