

RA032 — Lone working and out-of-hours care

Naylor's Ark Soul Sanctuary · Risk assessment

Sanctuary CPH: 46/327/7111

Veterinary practice: 608 Equine & Farm Veterinary Surgeons · 01926 640 385

Partner / group: Volunteers and sanctuary staff

Assessment date: 2026-08-14 Review date: 2027-08-14

Assessor: Liberty Naylor (Sanctuary Manager)

Activity assessed

Early morning, evening and weekend animal checks or feeding carried out by a single person. The site is monitored 24/7 by CCTV.

Hazard	Who may be harmed	Control measures in place	Residual risk
Injury or collapse with no one present to help	Lone worker	Lone working only by volunteers signed off as competent on TR-01. Buddy check-in and check-out by phone or the app; escalation call if no check-out within 30 minutes. Mobile phone carried at all times. Site is monitored 24/7 by CCTV, with the landlord and the sanctuary manager both able to access the live and recorded footage, so a lone worker in difficulty can be seen and help sent quickly.	Low
Lone handling of large or unpredictable animals	Lone worker	No lone handling of cattle, alpacas or any animal flagged as unpredictable. No lone loading, foot trimming, or veterinary restraint. Tasks deferred to a two-person shift. CCTV coverage of the yard and main handling areas allows working practice to be reviewed and unsafe lone handling challenged.	Medium
Poor light, uneven ground and cold	Lone worker	Head torch and charged phone required. Yard lighting checked weekly. Routes gritted in icy weather; non-essential tasks postponed.	Low
Intruders, theft or aggressive callers	Lone worker	Gates locked when working alone. 24/7 CCTV monitoring by the landlord and sanctuary manager acts as a deterrent and provides evidence for police. Do not challenge intruders — withdraw, call 999 and then the sanctuary manager. Incident logged the same day.	Low
Animal-related injury (bite, kick, knock, trample)	Visitors, volunteers, staff	Only pre-selected, temperament-assessed animals used for contact. Supervised at all times, minimum 1 trained handler per 8 participants. No entry to enclosures without a handler. Animals unsuitable for contact segregated and signed.	Low
Zoonotic infection (E. coli O157, cryptosporidium, salmonella)	All participants, especially under-5s, pregnant and immunosuppressed people	Hand-wash stations with hot water, soap and paper towels at every animal area. Supervised hand washing after contact and before eating. No eating, drinking or hand-to-mouth in animal areas. Signage per PHE/HSE AIS23.	Low
Slips, trips and falls on uneven, wet or muddy ground	All participants	Route walked and checked before arrival. Sturdy footwear required. Wet or churned areas closed off. Spillages and hazards cleared before the group moves through.	Low
Vehicles and machinery on site	All participants	No tractor or machinery movement while groups are on site unless banksman-controlled. Pedestrian routes marked; parking segregated from animal areas.	Low
Fire or emergency evacuation	All participants	Fire evacuation procedure FEP-01 briefed on arrival. Assembly point identified. Head-count register kept by group leader. Emergency vet and 999 contact details displayed.	Low
Adverse weather (heat, cold, wind, storms)	All participants	Weather checked morning of visit. Shaded and sheltered areas available; drinking water provided. Visit postponed for high wind, storms or extreme heat.	Low

Additional arrangements

- CCTV: the site is monitored 24/7 by CCTV. Both the landlord and the sanctuary manager hold access to the system, so activity can be checked at any hour and help despatched if a lone worker is in difficulty. Cameras cover the yard, main access points and animal buildings; signage advises that CCTV is in operation. Footage is retained and used only for safety, welfare and security purposes in line with UK GDPR.
- Emergency arrangements: first aider on site during all visits; first aid kit at the yard office; nearest A&E University Hospital Coventry & Warwickshire; site address and what3words displayed at the assembly point.
- Group leaders retain duty of care for their own members and must supply ratios, medical and consent information before the visit.
- All visitors complete the visitor waiver and assumption of risk before activities. Volunteers must have completed induction, the safety quiz and SSOW-01.
- This assessment is read alongside HSP-01 Health and Safety Policy, FEP-01 Fire Evacuation Procedure, RA015 General visit and feeding, and MAP-01 Site map.
- Review: annually, after any incident or near miss, or when the activity, animals, group or site changes.

Signed (assessor): _____ Date: _____

Landlord / manager CCTV access confirmed: _____