

CASE STUDY IAIN WILLIAMS CMIOSH

Retained Competent-Person Support for a Community Golf and Leisure Facility

Sector	Golf, hospitality and community leisure
Engagement	Retained competent-person and compliance support
Focus	Practical improvement of operational controls and records

Providing ongoing competent-person support to help a community golf and leisure facility improve practical controls across grounds maintenance, hospitality, contractors and public areas.

Client context

The organisation operates a golf and community leisure facility with clubhouse, hospitality and grounds-maintenance activities. Employees and contractors work alongside members, visitors and the public, creating a varied risk profile that includes machinery, vibration, pesticides, cleaning chemicals, fire precautions, events, contractor activity and outdoor work.

The challenge

As with many community organisations, health and safety responsibilities were shared between a small management team, employees, volunteers and external contractors. A number of controls were being applied informally, but policies, records and task-specific arrangements required greater consistency. The client needed practical support that recognised its available resources and could focus attention on the highest-priority issues.

Action taken

An initial workplace inspection and documentation review was used to identify immediate issues and longer-term system requirements. Findings were discussed directly with management and converted into a proportionate action plan. Where an obstruction affected an escape route, the matter was raised and rectified promptly, demonstrating the benefit of regular inspection and clear ownership.

Action Safety supported the development of policy and operational arrangements, with particular attention to grounds machinery, safe systems of work, training records, hazardous substances and contractor control. Hand-arm vibration exposure sheets and supporting guidance were introduced for relevant equipment, accompanied by employee briefings and toolbox talks.

The retained service also provided ongoing telephone and email advice, enabling management to obtain support when new activities, contractors or incidents arose. This helped health and safety become part of routine decision-making rather than an occasional documentation exercise.

Key outputs

Initial inspection findings and prioritised improvement actions

Health and safety policy and operational arrangements

Safe working procedures for grounds machinery and maintenance

HAVS exposure records, guidance and employee briefings

COSHH, contractor and emergency-arrangement recommendations

Ongoing competent-person advice and management support

Outcome and value

The organisation gained a clearer view of its principal risks, responsibilities and outstanding actions. Immediate issues could be resolved quickly, while longer-term controls were introduced in a manageable sequence. Employees received more relevant guidance and management obtained better records for demonstrating how machinery, training, contractors and hazardous substances were being controlled. The ongoing relationship provides continuity and allows arrangements to develop with the facility's changing activities.