

## **CROW - Task Organisation**

For CROW tasks there are two key roles, that of task co-ordinator (for want of a better description) and task leader. The co-ordinator will organise tools and refreshments, collect volunteer details, contact the Fire Service when required, etc.. The leader will describe what is to be done and how it is to be achieved and will monitor progress. The co-ordinator and leader should work together to ensure the work undertaken falls within the scope of the risk assessment.

The roles of co-ordinator and leader may be undertaken or shared. The co-ordinator will always be a volunteer from the group; the leader may be a volunteer or be from the organisation for whom the work is being undertaken.

The following is primarily aimed at the task co-ordinator, those aspects which relate to the task leader are noted accordingly.

Prior to the task the administrator will provide a task sheet containing a summary of the task, meeting point, risk assessment, etc.. On completion of the task, this document should be returned to the administrator with details of the volunteers who attended and any other pertinent information.

### **Before the task**

- Confirm that appropriate tools will be available together with first aid kit and PPE.
- The risk assessment should be reviewed and administrator advised of any amendments which are required.

### **Start of task**

- Note names of those attending and obtain emergency contact details for new volunteers. Emergency contact information can now be entered online, see the Volunteer Documents section of the Admin page of the website.
- Describe nature and purpose of task to volunteers. (Task Leader)
- Carry out tool and safety talk where necessary. (Task Leader)
- Where required, notify Fire Service if having bonfire (risk assessment will indicate if notification required).

### **During the task**

- Regularly check volunteers are:
  - Working safely and following correct use of tools. (Task Leader)
  - Adhering to the task requirements. (primarily Task Leader)
- Note any tools requiring maintenance.

### **End of task**

- Check work site to ensure:
  - It is in a safe state particularly any bonfires, see 'Bonfires' risk assessment for guidance. (Task Leader)
  - All tools have been collected.
- Ensure all volunteers have been accounted for.

### **After the task**

- Complete task sheet with details of volunteers attending, noting incidents particularly any requiring first aid, time task ended if early, lost or damaged tools, etc., and return to administrator.

### **Simple Tasks**

Simple tasks are where the end user organisation provides detailed instructions of what must be done and/or provides a task leader on the day. Most tasks fall into this category and the role of the task leader is covered by the above.

On rare occasions, a site visit ahead of the task may be desirable to confirm details.

### **More Complex Tasks**

More complex tasks are where the end user organisation has provided an outline or objectives but not specified how these are to be achieved.

The task leader will then need to carry out the above plus:

- Decide how best to achieve the task outline or objectives by either a site visit prior to the task or decisions on the day.
- Give guidance to volunteers on what is to be done and to be clear on why it is needed and what it is we are trying to achieve.

### **Refreshments**

Currently limited to providing biscuits.

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