

		Risk Assessment of Support (Flexible Volunteering)				Carried out by: Martin Speak Councillor BHDP	
Date: 27 March 2020	Review date: 26 March 2021	Specialist assessment needed**:					
What are the hazards?	Who might be harmed and how?	What are volunteer should be already doing?	Risk rating* L,M or H	What further action is necessary?	By whom?	By when?	Done
Travel to and from clients home or on shopping trip	Volunteer: Accident Getting lost	Volunteer to consider how they will travel to and from visit. Volunteer to plan shopping trip route and mode of transport. Use of Sat Nav / Maps where available	L L L	Full address to be provided to the volunteer including postcode. Volunteer to plan journey	Volunteer	On day of visit	
Lone working	Volunteer: Assault Injury Verbal abuse Physical abuse Accident Slips, trips and falls Not returning home at the end of the visit	Visits to take place during the day (Monday to Sunday) – typically between 9am and 6pm. Volunteers to carry mobile phone. Volunteer to familiarise themselves with surroundings on arrival	L L L	Volunteer to notify co-ordinator of any incidents. Volunteer to check in and out of the visit with family member /friend whenever possible. Volunteer to consider quick exit strategy in advance of any visit	Volunteer	On day of visit	

		Ensure Volunteer has read and familiarised themselves with what they can and can't do when visting premies	L	<p>Volunteer to phone 999 if necessary.</p> <p>Volunteer to ensure that family/friends know who to contact if there are any concerns about not returning when expected after a visit</p>			
Manual Handling	<p>Volunteer and Client: Injuries to back/neck/arms and legs resulting from manual handling of client</p> <p>Injuries to back/neck/arms resulting from transferring heavy shopping bags</p>	Volunteers to ensure shopping bags are not too heavy for them to lift and the weight is evenly distributed	L		Volunteer	On day of visit	

Risk of infectious diseases whilst visiting clients in their home & shopping	Volunteer & Client: Cross infection arising from visiting shop / store and the collection of cash and delivery of shopping / essential items.	Volunteer to wash hands / use gel before and after visiting clients home, visiting shop / store for shopping.	L	Where possible volunteer coordinator to seek payment by phone / online in preference to using cash.	Volunteer	On day of visit	
		Wear rubber gloves during shopping visit to minimize risk from shopping trolleys, and handling items	M	Volunteer to contact client before attending home to ensure cash left in secure and safe place. Volunteer to maintain min 2m distance after knocking door.			
		If volunteer touches face while shopping visit toilets to wash face	M				
		Volunteer not to enter home of client and to always maintain a minimum of 2m gap if meeting client outside	M	Using disinfectant wipes (Flannel with damp with antibacterial soap bottle of water alternative), soap and water or a weak bleach solution will kill virus on plastic bank notes.			
		Cash to be left outside and away from clients entrance door when making collection	L	When shopping avoid busy periods when possible and always maintain 2m distance.			
		During any collection of cash rubber gloves to be worn & notes placed in envelope/plastic bag and taken to boot of	M				

		<p>vehicle. Notes to be wiped with disinfectant wipes/cloth Contaminated gloves and wipes placed in bag for disposal.</p> <p>Car boot should be regularly sprayed with disinfectant to decontaminate. Or use of large plastic box with lid simily cleaned in boot</p> <p>Any delivery to be left outside front/access door to premises and door knocked/bell rung to alert occupants</p>	L				
Being exposed to unhygienic environments and harmful substances.	Volunteer: Potential for spread of illness to volunteer.	<p>Volunteers to be observant and avoid contact with inappropriate substances, and uncleaned surfaces.</p> <p>Volunteers to wash hands before and after each visit.</p>	M		Volunteer	On day of visit	

Environment	<p>Volunteer or Client: Incur an injury from uneven ground, steps in and out or within client property, wet or frozen surfaces and may receive cuts, abrasions, bruising or broken bones.</p> <p>Allergic reactions, bites and stings may also occur</p>	<p>Ensure appropriate footwear is worn.</p> <p>Seek first aid/medical treatment if needed</p> <p>It is advised that anyone with a known allergy or reaction carries appropriate medication / adrenaline, any ongoing health conditions will be discussed prior to visit.</p>	<p>L</p> <p>L</p>	<p>Volunteer coordinator to be informed of any accidents/incidents, volunteer/coordinator to complete the relevant paperwork</p> <p>Volunteer coordinator to be informed of any accidents/incidents, volunteer/coordinator to complete the relevant paperwork</p>	Volunteer	On day of visit	
Weather conditions	<p>Volunteer: Dangerous travelling conditions due to adverse weather</p>	<p>Assess weather conditions before the visit and plan your journey appropriately.</p>	L	<p>Cancel the visit through the volunteer coordinator if there are severe weather warnings.</p>	Volunteer	On day of visit	

Risk rating system*

SEVERITY			PROBABILITY	
outcome	example	score	outcome	score
MINOR	Bruising, minor cuts, mild irritation to	1	Unlikely (eg no previous history)	1

	skin or eyes			
SERIOUS	Loss of consciousness , burns, broken bones, injury or condition resulting in 3 or more days absence	2	Possible (eg similar incidents have happened in the past)	2
MAJOR	Permanent disability , major notifiable injury or disease	3	Probable (eg same situations have happened in the past)	3
FATAL	DEATH	5	Highly probable (eg has occurred recently here or in another organisation)	5

Probability score x Severity score = Risk Rating total

Risk rating total

1-4 low risk
5-10 medium risk
15-25 high risk

****Specialist assessments will be need for:** fire, hazardous substances, significant manual handling tasks, computer workstation users (DSE), nursing or expectant mothers, working at height, noise and use of personal protective equipment.