

Risk assessment

No	Risk	Prob (1,2,3) 1 Low	Impact (1,2,3) 1 Low	RPN Prob x Impact	Mitigation	Action
1	Road Accident whilst volunteer transporting client	2	2	4	<ul style="list-style-type: none"> • Driver and vehicle safety policy issued for compliance by all volunteers • Only volunteer drivers over the age of 25 utilised • Telephone organiser to report any client concerns about unsafe driving or vehicles immediately to the chairman of the BGNS • Any unsafe driving or vehicles reported by clients or others will be reviewed and drivers removed from the list of available volunteers where considered appropriate 	<ul style="list-style-type: none"> • Added to the Welcome Pack • Added to the Welcome Pack • Added to the Telephone user document
2	Client harmed due to frailty, illness or infirmity (when getting into or out of the car)	1	3	3	<ul style="list-style-type: none"> • Volunteers will not attempt to lift or support ill or infirm clients without training or help • Volunteers will not provide help for which they are not medically qualified or trained. • Should a client be taken ill during the course or a home visit or when being transported by vehicle, volunteers will immediately summon medical help • Clients who are considered too ill or infirm will not be transported by vehicle but alternative arrangements made via trained social services or NHS staff. • When collecting a client's medication, 	<ul style="list-style-type: none"> • Appropriate wording included in the Volunteers Welcome Pack. Volunteers to sign off that they have read and understood the welcome pack. • Added to the Welcome Pack

					volunteers will ensure the dispensed items bear the correct name & address before delivery to the client.	
3	Volunteer harmed through manual handling or use of tools & equipment	1	3	3	<ul style="list-style-type: none"> • Volunteers will not take on tasks for which they are untrained, inexperienced or ill equipped. • Volunteers will not attempt to lift any heavy objects without appropriate experience, help or support. • When agreeing to any task, volunteers must be realistic about their abilities and experience. • Volunteers to wear clothing and footwear appropriate to the task being undertaken • When assisting clients, volunteers will not use tools, appliances, cleaning liquids, chemicals, ladders or other equipment unless they are qualified or experienced and confident to do so • Volunteers will not take on any task that is outside the scope of the scheme. 	<ul style="list-style-type: none"> • Appropriate wording included in the Volunteers Welcome Pack. Volunteers to sign off that they have read and understood the Welcome Pack.
4	Volunteer harmed by client's dog or other animal	2	2	4	<ul style="list-style-type: none"> • Volunteers should not undertake a task involving a client's pet, such as dog walking, unless they have sufficient experience and confidence to do so. • Volunteers should not undertake any task where there is the threat of injury from a client's dog(s) or other animals • Volunteers will report such incidents and future requests for help will only be undertaken if the relevant client 	<ul style="list-style-type: none"> • Appropriate wording included in the Volunteers Welcome Pack. Volunteers to sign off that they have read and understood the Welcome Pack.

					negates the threat.	
5	Abuse, physical violence or sexual assault of client by volunteer	1	3	3	<ul style="list-style-type: none"> All volunteers will undergo DBS checks All volunteers must comply with the Policy for the Safeguarding of Vulnerable Adults Any complaint from a client to either a volunteer or the telephone organiser will be immediately reported to and acted upon by the committee and, in appropriate cases, the police will be informed if the client has not already done so. Committee members and volunteers will ensure all clients are treated equally in accordance with BGNS's Safeguarding Policy and in line with the declared aims and values of BGNS 	<ul style="list-style-type: none"> As covered by the Welcome Pack As per the complaints policy As covered by the Welcome Pack
6	Abuse, physical violence or sexual assault of volunteer by client	2	3	6	<ul style="list-style-type: none"> Volunteers must refuse to complete a task when confronted with abuse, threats or violence from a client or other person and must report this fact to the telephone organiser. In cases of abuse and violence directed towards volunteers, the volunteer concerned will decide if a report to the police is necessary. BGNS scheme will decline all future requests for help from any client who has been abusive, threatening or violent. 	<ul style="list-style-type: none"> Appropriate wording included in the Volunteers Welcome Pack. Volunteers to sign off that they have read and understood the Welcome Pack.
7	Theft, fraud or improper use of funds by volunteers	1	1	1	<ul style="list-style-type: none"> All volunteers will undergo DBS checks Volunteers will not accept payment of 	<ul style="list-style-type: none"> As Covered in the Welcome Pack

					<p>any kind for their services other than the mileage charges agreed and published by BGNS</p> <ul style="list-style-type: none"> • Volunteers must take care when purchasing items for clients and handling clients money to avoid any misunderstandings or allegations • Volunteers will always provide a receipt for money given to them for purchasing items on a client's behalf • Volunteers receiving donations from clients will ensure they are handed to the Treasurer at the earliest opportunity and that records are kept. • Volunteers will treat clients' property with respect and will not undertake domestic tasks for which they are not qualified or experienced and confident • Any complaint from a client to either a volunteer or the telephone organiser will be immediately reported to and acted upon by the committee and, in appropriate cases; the police will be informed if the client has not already done so. 	
8	Client becomes ill as a result of poor food hygiene	1	3	3	<ul style="list-style-type: none"> • Volunteers preparing or providing food for clients must ensure that all the necessary practices for ensuring food hygiene are followed. 	<ul style="list-style-type: none"> • Added to Welcome Pack that Volunteers should not engage in the preparation of food for Clients.
9	Volunteer experiences stress or Overwork	1	2	2	<ul style="list-style-type: none"> • The telephone coordinator will ensure that tasks are shared between all volunteers and that no client becomes unreasonably dependent upon a single 	<ul style="list-style-type: none"> • Added to phone holders guidelines

					volunteer <ul style="list-style-type: none"> • Volunteers will be encouraged to report any excessive demands on their time. 	
10	Breach of client confidentiality by volunteer	2	3	6	<ul style="list-style-type: none"> • Volunteers will ensure that all information obtained about clients and the service provided to them is kept strictly confidential • Where possible clients should not be identified by name during any committee meeting or minutes. • Volunteers will always carry and show their identity card when asked to do so. 	<ul style="list-style-type: none"> • Welcome Pack • Welcome pack