



**somerset**  
COMMUNITY | FOUNDATION



## Isle of Wedmore Good Neighbours Risk Assessment - Generic

<b>Date of Risk Assessment</b>	8 February 2024
<b>Risk Assessment Completed by</b>	Cathy Butterworth
<b>Describe the activities you are doing and risk assessing</b> Volunteers will be supporting people in the Wedmore community and surrounding areas, including taking a short walk with a person, doing someone's shopping, collecting a prescription and visiting them in their homes.	
<b>People involved in the volunteering and those benefiting from the volunteering</b>	
<b>Volunteers:</b> – all adults, including some over 70.  <b>Clients to be helped by a volunteer:-</b> all adults of any age, but probably mostly seniors. Some may be deemed vulnerable.	

<b>What is the area for consideration?</b>	<b>Volunteers supporting a client alone – 'lone volunteering'.</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>• Client may harm volunteer.</li> <li>• There may be an accident, eg traffic incident.</li> <li>• Volunteer may feel unsure or unsafe in supporting the client for whatever reason, eg client drinking alcohol.</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>• Volunteers and clients</li> </ul>
<b>What is the level of risk?</b> <b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>• Low</li> <li>• Low</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>• Injury, distress</li> <li>• Volunteer's family being worried or concerned about their welfare and whereabouts</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>• Lone Volunteering Guidance devised and distributed to all volunteers. A printed copy is in the Volunteer File, which every volunteer has received.</li> <li>• Volunteers can decline to take on any task they do not feel comfortable to undertake, for whatever reason. This is set out in the Volunteer Pack.</li> </ul>

<b>What is the area for consideration?</b>	<b>Safeguarding Vulnerable Adults</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>• Some clients may be considered 'vulnerable' and at risk of abuse from others.</li> <li>• Volunteers may enrol to 'volunteer' with ill- intent</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• Volunteers</li> </ul>
<b>Who is the level of risk?</b> <b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>• Low</li> <li>• Low</li> </ul>
<b>What are the potential harms and to whom?</b>	<ul style="list-style-type: none"> <li>• Clients may be abused in different ways, eg financially, physically, sexually, psychologically.</li> <li>• Volunteers may be taken advantage of by clients</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>• All volunteers receive training in Safeguarding on induction and annually thereafter. This includes awareness and recognition of potential abuse.</li> <li>• A Safeguarding Lead has been appointed and volunteers know how to contact this single point of contact.</li> <li>• Volunteers are recruited appropriately, including a DBS check.</li> <li>• There is a Safeguarding Policy, a copy of which is included in the Volunteer's pack.</li> </ul>

<b>What is the area for consideration?</b>	<b>Accident and/or sudden illness while volunteering</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>• A client may become ill or collapse while a volunteer is with them</li> <li>• A client or volunteer may have an accident or fall.</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>• Clients, volunteers, the public</li> </ul>
<b>Who is the level of risk?</b> <b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>• Low</li> <li>• Low</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>• Injury, illness</li> <li>• Injury could be serious, leading to death</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>• All volunteers offered First Aid training and strongly recommended to attend.</li> <li>• All volunteers advised not to take on any task which could be risky or dangerous or outside of the scope of Good Neighbours, detailed in Welcome Pack.</li> <li>• All volunteers given a Pack, which contains guidance to follow for 'keeping safe'.</li> </ul>

<b>What is the area for consideration?</b>	<b>Volunteer breaching confidentiality or misusing personal data</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>Personal information could become public</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>Clients and their loved ones</li> </ul>
<b>Who is the level of risk?</b> <b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>Low</li> <li>Low</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>Distress, anxiety, loss of trust in Good Neighbours</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>Data Protection policy written</li> <li>All volunteers have a copy in their Volunteer Pack.</li> </ul>

<b>What is the area for consideration?</b>	<b>Volunteers driving a client in their own car.</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>There may be an accident, eg traffic incident.</li> <li>Volunteer may not be a safe enough driver</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>Volunteers and clients</li> </ul>
<b>What is the level of risk?</b> <b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>Low</li> <li>Low</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>Injury, distress</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>All Volunteer drivers need to comply with all the usual legal motoring requirements such as a full driving license, current tax, MOT and insurance.</li> <li>Drivers must inform their insurance company that they are using their car for unpaid driving,</li> <li>All volunteers have the requirements listed in their Volunteer Welcome Pack.</li> </ul>

<b>What is the area for consideration?</b>	<b>Recruitment of volunteers under 18 years of age</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>A younger Volunteer may not have skills, confidence and confidence to cope with volunteering role, due to lack of life experience.</li> <li>A younger Volunteer may act in a way which is unsafe or inappropriate.</li> <li>Clients may not feel confident with a younger Volunteer.</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>Clients, volunteers, the public</li> </ul>
<b>Who is the level of risk?</b>	<ul style="list-style-type: none"> <li>Low</li> </ul>

<b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>• Low</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>• Volunteer may feel worried or upset about task(s) to be done.</li> <li>• Clients may be worried or harmed inadvertently by a younger Volunteer's approach</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>• Any Volunteer under the age of 18 will be interviewed personally by Chair or another Committee member to assess suitability, in terms of maturity, motivation and appropriate skills.</li> <li>• If a young person is taking part in an organised scheme, eg Duke of Edinburgh award or belongs to an organization, eg Scouts, Guides, this will be seen as a positive feature in terms of assessing suitability.</li> <li>• Any Volunteer under the age of 18 who wishes to volunteer by driving must notify their car insurers and gain consent.</li> <li>• A Committee Member will accompany any younger Volunteer on their first visit to assess how they interact with a client, especially as most of our clients are older.</li> <li>• Another Volunteer or parent or guardian will accompany any younger Volunteer when they are volunteering.</li> <li>• A named Committee Member will be allocated to 'supervise' him/her and to be a point of contact to discuss any issues or concerns.</li> <li>• All volunteers advised not to take on any task which could be risky or dangerous or outside of the scope of Good Neighbours or their own personal competence and confidence.</li> <li>• All volunteers given a Volunteer Pack, which contains guidance to follow for 'keeping safe'.</li> </ul>

<b>What is the area for consideration?</b>	<b>Inappropriate behaviour of a Volunteer</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>• Unlawful activity by a volunteer</li> <li>• Volunteer may behave inappropriately or in a way which upsets the client</li> <li>• Volunteer may behave in a way which is not according to the Good Neighbours ethos</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>• Volunteers and the public</li> </ul>
<b>What is the level of risk?</b>	<ul style="list-style-type: none"> <li>• Low</li> </ul>
<b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>• Low</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>• Injury, distress</li> <li>• Damage to trust, reputation and credibility of Good Neighbours</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>• Volunteers are recruited appropriately.</li> <li>• All Volunteers are checked via DBS</li> <li>• All volunteers have the requirements listed in their Volunteer Pack and have signed to show their agreement.</li> </ul>

<b>What is the area for consideration?</b>	<b>COVID-19 pandemic</b>
<b>What are the potential hazards?</b>	<ul style="list-style-type: none"> <li>• Infection and spread of the disease</li> </ul>
<b>Who may be harmed?</b>	<ul style="list-style-type: none"> <li>• Clients, volunteers, the public</li> </ul>
<b>Who is the level of risk?</b> <b>What is the likelihood of the risk?</b>	<ul style="list-style-type: none"> <li>• Risk level varies at different times, depending on level of cases in the community.</li> <li>• Likelihood varies depending on level of cases in the community.</li> </ul>
<b>What are the potential harms?</b>	<ul style="list-style-type: none"> <li>• Infection, illness, long COVID</li> </ul>
<b>Strategies to reduce risk.</b>	<ul style="list-style-type: none"> <li>• Full separate Risk Assessment for COVID-19 written and updated as necessary. Updated guidance sent as necessary to volunteers.</li> <li>• Strategies for volunteers to use meet with Government regulations.</li> <li>• Risk Assessment reviewed 6 monthly or as Government regulations change.</li> </ul>

NB – all volunteers received a Volunteer Pack by email on induction and have signed to agree and abide by its contents, including policies for Data Protection and Safeguarding Vulnerable Adults. Volunteers have since received a binder containing a printed version of the pack. This will be reviewed annually and redistributed with up to date documents.

Chair's signature: Johnny Torrens-Spence



Date: 8 February 2024

Next Review due: February 2025