



Isle of Wedmore Good Neighbours Risk Assessment and Guidance

Date of Risk Assessment	7 th May 2026
Risk Assessment Completed by	Cathy Butterworth
Describe the activities you are doing and risk assessing	
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.	
People involved in the volunteering and those benefiting from the volunteering	
Volunteers: – all adults, including some over 70. Clients to be helped by a volunteer:- all adults of any age, but probably mostly seniors. Some may be deemed vulnerable.	

What is the area for consideration?	Volunteers supporting a client alone – 'lone volunteering'.
What are the potential hazards?	<ul style="list-style-type: none"> • Client may harm volunteer, including due to mental health distress/crisis. • There may be an accident, eg traffic incident. • Volunteer may feel unsure or unsafe in supporting the client for whatever reason, eg client drinking alcohol, abusive or aggressive behaviour.
Who may be harmed?	<ul style="list-style-type: none"> • Volunteers and clients
What is the level of risk? What is the likelihood of the risk?	<ul style="list-style-type: none"> • Low • Low
What are the potential harms?	<ul style="list-style-type: none"> • Injury, distress • Volunteer's family being worried or concerned about their welfare and whereabouts
Strategies to reduce risk.	<ul style="list-style-type: none"> • Lone Volunteering Guidance devised and distributed to all volunteers. A printed copy is in the Volunteer Pack, which every volunteer has received. • Volunteers can decline to take on any task they do not feel comfortable with, for whatever reason. They can decline at any time during the encounter. This is set out in the Volunteer Pack. • Duty Coordinators to screen as far as possible, the mental health state of a potential client and decline to take on the request if any sign of risk.

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

What is the area for consideration?	Accident and/or sudden illness while volunteering
What are the potential hazards?	<ul style="list-style-type: none"> • A client may become ill or collapse while a volunteer is with them • A client may become extremely distressed or show aggressive behaviour. • A client or volunteer may have an accident or fall.
Who may be harmed?	<ul style="list-style-type: none"> • Clients, volunteers, the public
Who is the level of risk? What is the likelihood of the risk?	<ul style="list-style-type: none"> • Low • Low
What are the potential harms?	<ul style="list-style-type: none"> • Injury, illness • Injury could be serious, leading to death
Strategies to reduce risk.	<ul style="list-style-type: none"> • All volunteers offered First Aid training and strongly recommended to attend. • 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 Volunteer Pack.

	<ul style="list-style-type: none"> • A volunteer can withdraw support at any time if there is a risk of harm to the volunteer, the client or others. In an emergency situation due to mental distress, call 999. If possible stay with the client until help arrives. • All volunteers given a Pack, which contains guidance to follow for 'keeping safe'.
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What is the area for consideration?	Volunteer breaching confidentiality or misusing personal data
What are the potential hazards?	<ul style="list-style-type: none"> • Personal information could become public
Who may be harmed?	<ul style="list-style-type: none"> • Clients and their loved ones
Who is the level of risk? What is the likelihood of the risk?	<ul style="list-style-type: none"> • Low • Low
What are the potential harms?	<ul style="list-style-type: none"> • Distress, anxiety, loss of trust in Good Neighbours
Strategies to reduce risk.	<ul style="list-style-type: none"> • Data Protection policy written • All volunteers have a copy in their Volunteer Pack.

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

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

Who may be harmed?	<ul style="list-style-type: none"> • Clients, volunteers, the public
Who is the level of risk? What is the likelihood of the risk?	<ul style="list-style-type: none"> • Low • Low
What are the potential harms?	<ul style="list-style-type: none"> • Volunteer may feel worried or upset about task(s) to be done. • Clients may be worried or harmed inadvertently by a younger Volunteer's approach
Strategies to reduce risk.	<ul style="list-style-type: none"> • 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. • 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. • Any Volunteer under the age of 18 who wishes to volunteer by driving must notify their car insurers and gain consent. • 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. • Another Volunteer or parent or guardian will accompany any younger Volunteer when they are volunteering. • A named Committee Member will be allocated to 'supervise' him/her and to be a point of contact to discuss any issues or concerns. • 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. • All volunteers given a Volunteer Pack, which contains guidance to follow for 'keeping safe'.

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

	<ul style="list-style-type: none"> All volunteers have the requirements listed in their Volunteer Pack and have signed to show their agreement.
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What is the area for consideration?	COVID-19, Flu, coughs, colds and respiratory infections
What are the potential hazards?	<ul style="list-style-type: none"> Infection and spread of the disease
Who may be harmed?	<ul style="list-style-type: none"> Clients, volunteers, the public
Who is the level of risk? What is the likelihood of the risk?	<ul style="list-style-type: none"> Risk level varies at different times, depending on level of respiratory infections in the community and depending on what diseases are around. Likelihood varies depending on level of cases in the community.
What are the potential harms?	<ul style="list-style-type: none"> Infection, illness, spread to people at additional risk from illness due to underlying health conditions.
Strategies to reduce risk.	<ul style="list-style-type: none"> There are no COVID-19 restrictions in the UK. If a volunteer has COVID-19 or any other infectious disease they should try to stay at home and not offer to volunteer. For all infectious diseases follow strategies to minimize risk of spread, eg frequent handwashing or sanitiser, open windows where possible, consider a vaccine if eligible. Risk Assessment reviewed annually or as and when Government regulations change.

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: 7th May 2026

Next Review due: May 2027