



DGN Risk Assessment

Risk Assessment for the activities of Volunteers & Service Users

Date Undertaken: 26th November 2020

New section to be added for Covid-19 risks

Risk	Probability (L/M/H)	Impact (L/M/H)	Mitigation
Road accident while volunteer is transporting service user	Low	High	<ul style="list-style-type: none">• Driver & vehicle safety policy issued for compliance by all volunteers.• Only confident volunteer drivers over the age of 25 utilised.• Help Line to report any service user concerns about unsafe driving or vehicles immediately to the Chair of Dunstable Good Neighbours.• Any unsafe driving or vehicles reported by service users or others will be immediately reviewed and drivers removed from the list of available volunteers where considered appropriate.
Service user harmed due to frailty, illness or infirmity (e.g. falls when getting in or out of car)	Low	High	<ul style="list-style-type: none">• Volunteers will not attempt to lift or support ill or infirm service users without appropriate training or help.• Volunteers will not provide help for which they are not medically qualified or trained.• Should a service user be taken ill during the course of a home visit or when being transported by vehicle, volunteers will immediately summon medical help.• Service users 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 service user's medication, volunteers will ensure the dispensed items bear the correct name & address before delivery to the service user.

Risk	Probability (L/M/H)	Impact (L/M/H)	Mitigation
Volunteer harmed through manual handling or use of tools & equipment	Low	Medium	<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 service users, 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 DGN.
Volunteer harmed by service user's dog or other animal	Low	Medium	<ul style="list-style-type: none"> • Volunteers should not undertake a task involving a service user'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 service user's dog(s) or other animals. • Volunteers will report such incidents and future requests for help will only be undertaken if the relevant service user negates the threat.
Abuse, physical violence or sexual assault of service user by volunteer	Low	High	<ul style="list-style-type: none"> • All volunteers will undergo DBS checks • All volunteers must comply with the Policy for the Safeguarding of Children & Adults. • Any complaint from a service user to either a volunteer or the Help Line will be immediately reported to and acted upon by the committee and, in appropriate cases, the police will be informed if the service user has not already done so. • Steering Group members and volunteers will ensure all service users are treated equally in accordance with the Safeguarding Policy and in line with the declared aims and values of Dunstable Good Neighbours.

Risk	Probability (L/M/H)	Impact (L/M/H)	Mitigation
Abuse, physical violence or sexual assault of volunteer by service user	Low	Medium	<ul style="list-style-type: none"> • Volunteers must refuse to complete a task when confronted with abuse, threats or violence from a service user or other person and must report this fact to the Help Line. • In cases of abuse and violence directed towards volunteers, the volunteer concerned will decide if a report to the police is necessary. • DGN will decline all future requests for help from any service user who has been abusive, threatening or violent. • More than one volunteer will be allocated to a particular task when it is considered acting alone would render a single volunteer vulnerable.
Theft, fraud or improper use of funds by volunteers	Low	Low	<ul style="list-style-type: none"> • All volunteers will undergo DBS checks. • Volunteers will not accept payment of any kind for their services other than the mileage charges agreed and published by DGN. • Volunteers must take care when purchasing items for service users and handling service user's money to avoid any misunderstandings or allegations • Volunteers will always provide a receipt for money given to them for purchasing items on a service user's behalf • Volunteers receiving donations from service user will ensure they are handed to the Treasurer at the earliest opportunity and that records are kept. • Volunteers will treat service user's property with respect and will not undertake domestic tasks for which they are not qualified or experienced and confident. • Any complaint from a service user to either a volunteer or the Help Line will be immediately reported to and acted upon by the committee and, in appropriate cases, the police will be informed if the service user has not already done so.

Risk	Probability (L/M/H)	Impact (L/M/H)	Mitigation
Volunteer experiences Stress or Overwork	Low	Medium	<ul style="list-style-type: none"> • The Help Line will ensure that tasks are shared between all volunteers and that no service user becomes unreasonably dependent upon a single volunteer. • Volunteers will be encouraged to report any excessive demands on their time.
Breach of service user confidentiality by volunteer	Medium	Medium	<ul style="list-style-type: none"> • Volunteers will ensure that all information obtained about service users and the service provided to them is kept strictly confidential. • Service users will not be identified by name during any committee meeting or minutes. • Care will be taken to ensure Dunstable Good Neighbours activities are not the cause of local gossip thus increasing the vulnerability of service user. • Volunteers will always carry and show their identity card when asked to do so.

This risk assessment will be reviewed biannually

Chair's Signature_____

Print Name_____

Date_____