

Risk Assessment

Ministry: SHEP Project	Assessment Type (Note 1) tick as appropriate	
Location/ Activity: The collection, delivery and the storage, of furniture and white goods.	Specific <input type="checkbox"/>	Generic <input checked="" type="checkbox"/>
Date/timings (if specific):	Who is at Risk:	
	All Staff + Volunteers: <input checked="" type="checkbox"/>	
	Clients: <input checked="" type="checkbox"/>	
	Public + Visitors etc.: <input checked="" type="checkbox"/>	

HAZARD/ ACTIVITY	SIGNIFICANT HAZARDS	RISK*			RISK CONTROL MEASURES (Note 2)	RESIDUAL RISK**		
		L	S	DR		L	S	DR
Health, Special needs or illness.	Poor mental health causing unpredictable behaviour. Past experiences i.e. domestic abuse.	3	2	6	<ul style="list-style-type: none"> Form for volunteers to be completed to ask for health, special needs and medical information and also emergency contact details. Volunteer to be aware of any medical/ special needs history of clients. Volunteers to have mobile phone with them to contact emergency services. Volunteer's aware how/where to access emergency health contact details if required. Referral form to include details of clients' needs and experiences. Appointment details to be given to clients before delivery. 	1	2	2
Lifting and carrying furniture and white goods.	Strained muscles, pulled back, cuts and bruises.	2	2	4	<ul style="list-style-type: none"> Volunteers to be reminded to use correct lifting techniques. 2 volunteers to lift white goods and make use of sack barrow. Volunteers NOT to overload themselves, take care of bulky items, and take breaks when required and not collide with others. Volunteers to wear appropriate footwear. 	1	2	2
Setting up furniture and white goods.	Trapped fingers, Cuts, bruises, or injury. Failed PAT testing.	2	2	4	<ul style="list-style-type: none"> Volunteers to check all furniture correctly assembled. First aid kit to be at hand in the van. Electrical items to be PAT tested, and fitted by professionals. 	1	2	2
Fire.	Burns, Smoke inhalation or Physical injury.	2	2	6	<ul style="list-style-type: none"> Volunteers are to be made aware where fire exits are situated and assembly areas outside of venue. White goods and furniture to be kept clear of fire exits. 	1	3	3

Aggressive behaviour by client or member of the public.	Physical injury, Emotional injury or Abuse.	3	2	6	<ul style="list-style-type: none"> Volunteers are made aware during training of how to deal with these incidents: e.g do not challenge aggressor. Ensure people are safe and seek to diffuse the situation. Volunteers have access to phone to contact police, if necessary. Project leader trained on how to support volunteers and members of public involved in these incidents. Team debrief sessions to be held regularly to ensure all volunteers are supported with any concerns. 	1	2	2
Lone Working.	Being left undiscovered after an accident or incident.	3	3	6	<ul style="list-style-type: none"> No Lone working is to not take place when making deliveries or collections. Volunteer to carry a mobile phone. Project leader to know when the delivery slot is to take place. Front door of the client's home to be kept open when only one person in building. 	1	2	2
Inappropriate behaviour and Safeguarding.	Emotional upset, Physical injury, Sexual activity or Abuse.	3	2	6	<ul style="list-style-type: none"> All Volunteers will attend Safeguarding training. Up to date signposting information on other services available for all volunteers to help them maintain boundaries. Volunteers to have agreed and signed policy around confidentiality/safeguarding/boundaries. Volunteers to be aware of and follow process for reporting safeguarding concerns. Team debrief sessions to be held regularly to ensure all volunteers are supported with any concerns. Process in place to support volunteers with any concerns. 	1	2	2
Delivering, working, picking up stores in Warehouse (unit 2a – Wakely Works Essendine PE9 4LT).	Lone working, fire, lifting injuries, van manoeuvring, heat/cold injuries.	2	2	4	<ul style="list-style-type: none"> Ensure warehouse is emailed with details of arrival prior to setting off. Book in and out of the Log book in the entrance hall and let the office staff in the warehouse cabin know of arrival and departure. Enquire as to any known fire drills or safety tests and timings during the visit period. Leave the van outside of building with handbrake firmly applied (due to incline at entrance). Ensure trolleys are used to both unload and load of all furniture, due to bulky, heavy items and distance to the internal storage area. Ensure all volunteers are familiar with the works evacuation routes and alarms, upon arrival. SHEP furniture must be stored in accordance with local arrangements and only in the allocated space. SHEP stores must not impede the walkways and access route of the warehouse. No heavy lifting/loading/unloading is to be undertaken alone. A working mobile phone is to be carried at all times when operating in this warehouse. 	1	2	2

					<ul style="list-style-type: none"> • Warm clothing is to be worn during winter months and water is to be available for arduous work during hotter periods. • Confirmation of the use of all facilities, including the plugging in of electrical equipment, during the period of work in the warehouse, is to be approved and authorised by the appropriately qualified warehouse representative(s). 			
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Points which must be undertaken prior to activity are:

- Volunteers and client forms to be completed.
- Project Leader to notify client of delivery slot.
- Volunteers to have DBS checks and to have been made aware of RA and St George's adults safeguarding policy.

Points which must be undertaken after activity are:

- Debrief of event and venue and RA of event/venue to be amended as required for future events.

Assessor (Note 4)		Operations (Note 4)		Overall Risk Rating (highest risk)
Signature:	<i>L Rose</i>	Signature:	<i>C Arthey</i>	3
Position:	Fresh Hope Project Coordinator	Position:	Operations Manager	
Date completed:	21/02/2022	Date completed:	21/02/2022	
Operations Assessment Review (Note 4 and 5)				
Date:	14/01/2021	21/02/2022		Review frequency
Signature:	<i>J Caseley</i>	<i>J Caseley</i>		Annually or sooner if req.

Risk Management

All activities have risks associated with them. The purpose of Risk Management is to recognise that risks exist, to identify them to mitigate them and to plan for their possible occurrence. Risk Management can be sub-divided into risk assessment and risk control.

Risk Management is an ongoing process throughout any activity.

A risk assessment is a proactive approach to lessen the chance of an untoward event ever happening and is used to identify possible problems and situations that could cause harm. It is designed to identify things or activities which could cause harm (hazards) and the people that may be effected and evaluate the associated risk which is a combination of the probability of the hazard being realized and the consequence of its outcome.

Armed with this information decisions can be made on how the risk is to be mitigated. Safety awareness is essentially common sense and a risk assessment is just a structured approach to something that in everyday life one does automatically.

Risk evaluation

Once the hazards have been identified the risks associated with each hazard must be evaluated. This must take into account the probability of exposure to the hazard and the consequence of the outcome e.g. how many people could be affected, how severely (see consequences) or the cost

Risk can be recognised and managed by using the formula: RISK = PROBABILITY (Likelihood) X CONSEQUENCE (Severity)

High	Common, regular or frequent occurrence.	3	3 Med	6 High	9 High
Medium	Occasional occurrence.	2	2 Low	4 Med	6 High
Low	Rare or improbable occurrence.	1	1 Low	2 Low	3 Med
Risk Matrix Likelihood X Severity			1	2	3
			Minor injury or illness.	Serious injury or illness.	Fatalities, major injury or illness.
			Low	Medium	High

Mitigation

If all risk scores on the assessment are 5 or below, the activity can proceed. No action is required, but if the risk can be easily reduced further then it would still be sensible to do so. If some of the initial scores are 6 or higher then further work must be done to reduce the risk:

High	Rigorous scrutiny of control measures required to ensure ALARP , Improve control measures where possible; consider stopping the activity. Conducting activities at this level of risk may require formal approval from the PCC.
Medium	Review control measures and improve if reasonably practicable to do so, consider alternative ways of conducting the activity.
Low	Maintain control measures and review regularly or if there are any changes.

* Numbers used are for illustrative purposes only. ** Residual risk is the level of risk that remains after suitable and sufficient control measures are introduced.

Notes:

- 1 If using a 'Generic' risk assessment, Assessors and Operations are to satisfy themselves that the assessment is valid for the task and that all significant hazards have been identified and assessed. If additional hazards are latterly identified they are to be recorded and the Generic assessment updated to a 'Specific' risk assessment.
- 2 Only a reference to a simple description of the control measures is required. If the existing control measures reduce the risk to [ALARP](#) and the residual risk is considered not to be significant then no further assessment should be needed for the risk relating to that hazard.
- 3 If the risk assessment identifies the need for additional control measures, the risk relating to that hazard and any other hazard s affected by the change will need to be reassessed once the additional controls have been implemented.
- 4 Assessors are to note that they are responsible for production of the risk assessment and that by completing this section they acknowledge ownership of the risk and that the risk assessment is suitable and sufficient.
- 5 Risk Assessments are to be reviewed:
 - at a frequency proportional to the risk (e.g. high risk – 6 monthly; medium risk – annually; low risk – every 2 years)
 - If there is reason to doubt the effectiveness of the assessment.
 - Following an accident or near miss.
 - Following significant changes to the task, procedure, person at risk or staff.
 - Following the introduction of more vulnerable persons.