

SCHEME : CARDS RISK = Checking in and out procedure

Please list hazards here:

The remote nature of the role increasing the distance from the culture of the organisation, peer support and management influence. (organisational requirements/ health and safety) in particular checking in and out.

Being unable to access support from on call or the organisation whilst coming to distress, alarm or harm.
Volunteers and staff not understanding the difference between emergency services and on call service.

The client having no point of reference to the organisation and being unaware of the requirement for the organisation to be fully informed of their whereabouts thus leading to difference in understanding of the role.

The switch to on call for out of hours putting one more step in the process of accessing the on call contact details

Management not being aware of the responsibilities.

Irregularity of their involvement of on call management not working towards routine checking of the responsibilities when on call.

List groups of people who are especially at risk from the significant hazards which you have identified:

- Volunteers
- Staff
- Client
- Other agency staff

**IS THE RISK ADEQUATELY
CONTROLLED?**

List existing controls, or note where the information may be found in more detail, here:

- **Protection from abuse Policy**
- **Violence at work Policy**
- **Harassment Policy**
- **Lone worker Policy**
- **Health and safety policy**
- **Volunteer Complaints Policy**

- Check in and out procedure
- Incident Report Information – Patterns of abuse
- Individual Risk assessments
- Volunteer Problem Solving Guidelines
- Volunteer Induction and Recruitment Procedure
- **Individual Risk Assessment**

- On Call Managers 24/7
- Volunteers checking in/out with CARDS mobile within business hours and with the On Call Manager outwith business hours
- Check in and out procedures for on call.
- Regular checks of the success of the on call check in and out from CARDS team to On call manager to report any issues.
- CARDS Calendar shared with all managers with access to all outreach appointments and details of all client volunteer matches with full emergency contact details
- Use of police or emergency services
- Support and Supervision
- Group supervision with other volunteers and staff
- Shadow Visits and demonstration of checking in and out and debrief with volunteer after first double visit
- Training Session covering the role / check in and out procedure and risks.
- Staff and Volunteers are responsible for informing their line manager of their appointments and any changes
- Support & supervision from CARDS Staff
- On line supervision – availability of manager to discuss & receive guidance Volunteer Problem Solving Guidelines
- Volunteer communications role to check up on volunteers as to how they are getting on with completing the training

List the shortcomings in practice or procedures here:

- Volunteers and staff not following checking in and out procedure.

- Volunteers and Staff not fully familiar with all the appropriate policies, procedures or practices

- Volunteers making arrangements with service users without informing staff

- Staff/Volunteers phones not receiving network coverage

- Staff/Volunteers phones not being adequately charged

- Not knowing who is on call/how to access on-call numbers online

- No credit in phone

- Matches spreadsheet with all high risk clients listed with details of what to do and who to call and access to CARDS contact spreadsheet

- Changes to personal details such as phone number (text) or email therefore information is not received and cannot therefore be followed

- Changes made to on call rota at short notice resulting in Staff / Volunteers not having the on call support in place

- Changes to CARDS Sessions of which Managers are not informed resulting in support not being in place.

- Staff and Volunteers being unaware of what an emergency is and whether to report.

- Possible interruptions to client appointments – monitoring the texts coming from volunteers, calling the volunteer if they failed to check in/out.

- Not being able to check the phone when driving or cycling.

List the risks which are not adequately controlled and the action you will take where it is reasonably practicable to do more. You are entitled to take cost into account, unless the risk is high:

Identify who will be the responsible / lead person for the control of the risk:

| RISKS | ACTION TO BE TAKEN | TIMESCALE | LEAD PERSON |
|--|--|---|--|
| <p>Volunteers having little or no contact with staff or other volunteers to personally reflect on their role & becoming isolated and removed from the organisation</p> <p>Volunteers and Staff not fully familiar with all the appropriate policies, procedures & or practices</p> <p>Volunteers and staff not following checking in and out procedure</p> <p>Staff and Volunteers being unaware of what an emergency is and whether to report.</p> <p>Staff / Volunteers not knowing who is on call or changes to on call not being communicated sufficiently or access on call numbers on line</p> <p>Changes made to on call rota at short notice resulting in Staff / Volunteers not having the on call support in place</p> <p>Changes to personal details such as phone number (text) or email therefore information is not received and cannot therefore be followed</p> <p>Changes to CARDS Sessions of which Managers are not informed resulting in support not being in place Volunteers making arrangements with service users without informing staff</p> <p>Individual Risk Assessments being out of date and becoming paper exercises and not live documents Changes to personal details such as phone number (text) or email therefore information is not received and cannot therefore be followed</p> <p>Phones not receiving network coverage Phones not being adequately charged No credit in phone</p> | <p>Volunteers and staff missing supervision should flag up on audit.</p> <p>Shadow visits one to one to demonstrate checking in and out</p> <p>Social Care TV Training audit and follow up to be checked.</p> <p>CARDS phone and access to cards staff first.</p> <p>Individual Risk Assessment Review</p> <p>Risk assessments reviews to be done as part of a group supervision exercise</p> <p>Review of the type of risk assessments carried out by other befriending volunteer services for comparison.</p> <p>Risk assessment question asked in supervision of staff</p> <p>Audit ongoing</p> <p>Phone network coverage to be checked by staff member</p> <p>Test of check in and out procedure performed</p> | <p>Starting March 2022</p> <p>Ongoing and audit once a year</p> | <p>Tracey Stewart</p> <p>See also checklist for risk assessment in sharepoint CARDS list of risk assesments 2022.xlsx (sharepoint.com)</p> |

TRAINING NEEDS

Please describe type of training required, staff identified, and dates this will be provided:

| TYPE OF TRAINING | WHO | DATE OF TRAINING |
|---|----------------------------|--|
| Induction training Shadow visits One to one supervision Group supervision Diversity and Equality Health and Safety Principles of Care and Confidentiality Safeguarding of Vulnerable adults Risk Assessment | CARDS Staff and Volunteers | Organisational mandatory training review March 2023 |

ONGOING MONITORING

Identify the person(s) responsible for ongoing monitoring and how this will be carried out:

| NAME | TASK | HOW |
|--|---|--|
| Tracey Stewart | Delivering and overseeing the ongoing support and supervision of all staff and volunteers | Collaborating with team and other contacts as to the content. Providing training for all new recruits in a one day induction. |
| Admin and Team | Organising and planning the ongoing support and supervision of all volunteers | Delivering one to one supervision when requested and overseeing group supervision when required Diarising and Communicating dates |
| David Milne Gillian McNicoll Micheala Devlin | Making sure volunteers are given and have ongoing access or know where to request documents of relevance both company and organisational. | Diarising a manual check of all risk assessments, identifying ones for updates, giving deadline and following up until completion. Communicating any issues with TS. Updating website being main place of resources. Introducing risk assessments to volunteers and asking them for input. |

Risk assessment undertaken

Signed – CARDS TEAM

Printed

Job Title CARDS TEAM

Date July 2021

Risk Assessment Reviewed

A small, square image showing a handwritten signature in blue ink on a light blue background. The signature is cursive and appears to read 'Tracey Stewart'.

Signed

Printed Tracey Stewart

Job Title Service Manager

Date; March 2022