

SCHEME : RISK = Lone Working Ion

Please list hazards here:

Aggressive /violent behaviour
 Verbal/physical behaviour
 Intimidation
 No escape route
 False accusation
 Communication breakdown between client and staff
 Alcohol/drug use
 Volunteer or Staff being held against their will
 Isolation of staff / volunteer
 Third party presence at visit
 Volunteer mobile phone inoperative (not charged/poor network)
 Volunteers and staff not being able to contact a vulnerable client and not knowing what to do.
 The remote nature of the role increasing the distance from the culture of the organisation, peer support and management influence

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

Volunteers
 Staff
 Client
 Other agency staff,
 Family
 Friends

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
- Client Matching spreadsheet – high risk clients
- Role description service specification
- Volunteer Problem Solving Guidelines
- Volunteer Induction and Recruitment Procedure
- Individual Risk Assessment
- Use of Mobile phones
- On call Manager / Rota
- Use of police or emergency service
- Support and Supervision & Group Supervision
- Social Care TV training sessions
- Shadow Visits
- 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
- Notify co-worker of any changes to weekly schedule as they happen
- Telephone and in person access to CARDS Staff
- Regular email/telephone/ text check to volunteers who have not communicated their visit details
- On line supervision – availability of manager to discuss & receive guidance where required to ensure best practice is informed and thought through
- 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
 Phones not receiving network coverage
 Phones not being adequately charged
 Staff / Volunteers not knowing who is on call
 No credit in phone
 Volunteers having little or no contact with staff or other volunteers to personally reflect on their role & becoming isolated and removed from the organisation
 Individual Risk Assessments being out of date and becoming paper exercises and not live documents.
 Volunteers working with service users with complex needs & requiring same mandatory training as full time staff
 Volunteers and Staff not fully familiar with all the appropriate policies, procedures & or practices
 Staff and Volunteers being unaware of what an emergency is and whether to report.
 Adverse Weather conditions

**WHAT FURTHER ACTION IS
NECESSARY TO CONTROL THE RISK?**

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>Volunteers making arrangements with service users without informing staff</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 being able to access numbers on line</p> <p>Changes to CARDS Sessions of which Managers are not informed resulting in support not being in place.</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>Social Care TV Training audit and follow up to be checked.</p> <p>Risk Assessment SCTV training to be added to the mandatory training .</p> <p>Individual Risk Assessment Review</p> <p>Risk assessments reviews to be done as part of a group supervision exercise</p> <p>High Risk Client list on CARDS Calendar with access to all on call managers</p> <p>Audit to be regularly done and monitored in</p> <p>Phone network coverage to be added to individual risk assessment or checked by staff member first</p>	<p>Throughout 2018</p> <p>Audit commencing March 2023</p>	<p>Tracey Stewart</p>

TRAINING NEEDS

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

TYPE OF TRAINING	WHO	DATE OF TRAINING
Social Care TV mandatory Training - reviewing Diversity and Equality - Breathe Health and Safety – Induction Principles of Care and Confidentiality – Induction and shadow visits Safeguarding of Vulnerable adults – Group supervision sessions Risk Assessment – Induction Induction training Shadow visits One to one supervision Group supervision	All volunteers and Staff	Ongoing Organisational Mandatory Training under review

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. Delivering one to one supervision on request and overseeing group supervision.
Admin and Team	Organising and planning the ongoing support and supervision of all volunteers Organising and planning regular risk assessment audits and review of service administration (procedures and documents that volunteers refer to or use)	Diarising and Communicating dates Audit commencing March 2022
David Milne Gillian McNicoll	Making sure volunteers are given and have ongoing access or know where to request documents of relevance both company and organisational and are reminded of where to access this document and the guidelines upon starting lone working	Updating website being main place of resources. Introducing risk assessments to volunteers and asking them for input. Discussion at double visits and communicating issues with volunteers to TS

Assessment undertaken (date) : Jan 18

Assessment review date : March 2022

Signed : T. Stewart

Printed : TRACEY STEWART

Job Title : Volunteer Co-ordinator

Date : 21.01.2021

A small, square image showing a handwritten signature in blue ink on a light blue background. The signature appears to be 'T. Stewart'.

Signed :

Printed : T. Stewart

Job Title : Volunteer Co-ordinator

Date : March 2022