

SCHEME: CARDS RISK = OUTINGS

**Please list hazards here:
(most hazardous first)**

Accidents - either with client or volunteer.
 Verbal/emotional abuse/Anti-social behaviour
 Breach of confidentiality –staff (meeting people they know)
 Breach of boundaries – Volunteer/client
 Client under the influence of substances
 Aggressive behaviour to or by members of the public or people known by the client, e.g. ex-partner
 Client or volunteer becomes ill.
 Volunteer cannot be contacted by check in/Rowan Alba staff.
 Money or belongings may go missing.
 Being able to safely support people with mobility needs (wheelchairs, walkers)
 Client requiring medication that is in the home
 Mobility issues leading to using the volunteer for support
 Health issues leading to using the volunteer to carry goods or support them with physically.
 The volunteer being responsible for getting the client home safely once out and misleading understanding of the role.
 The client misunderstanding accompanying for other forms of support.

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

Volunteers
 Staff,
 Clients,
 Staff from other agencies,
 General public

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**

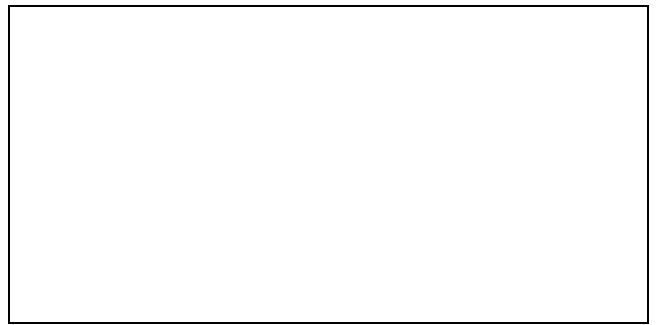
- Check in and out procedure
- Incident Report Information – Patterns of abuse
- Individual Risk assessments
- Volunteer Problem Solving Guidelines
- Volunteer Induction and Recruitment Procedure
- **Individual Risk Assessment**

- Use of Mobile phones
- 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

List the shortcomings in practice or procedures here:

In general, the shortcomings in this area are the situations that may occur that require planning and risk assessment occurring in real time and leaving the volunteer to think on their feet and potentially agreeing to something that could bring them to an increased risk.

- 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
- Online supervision – availability of manager to discuss & receive guidance
- Ensure specific Risk Assessment with each outing



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
In general, the shortcomings in this area are the situations that may occur that require planning and risk assessment occurring in real time and leaving the volunteer to think on their feet and potentially agreeing to something that could bring them to an increased risk.	Matching meetings where team discuss high risk clients and keep communication open with in the team and wider org. Good contact between case load staff member and their matches	July 2021 completed and ongoing	Tracey Stewart

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 where possible / necessary One to one supervision where possible / necessary Group supervision Principles of Care and Confidentiality Safeguarding of Vulnerable adults Risk Assessment	CARDS Staff and Volunteers	2021 Ongoing within support and supervision and other training in first column

ONGOING MONITORING

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

NAME	TASK	HOW
Tracey Stewart	Update-staff/volunteers on mandatory training and any updates on operational policies and procedures	Supervision, team meetings, email,
Gillian McNichol David Milne Michaela Devlin Samantha Rutherford Locum workers	Staff feedback in relation to any risk with outings to be raised in one-to-one supervision and or any of the platforms available to them. Good case load communication and case note recording	Supervision, team meetings, email,
Rynagh Flynn	Ensure all risk assessments are reviewed on a regular basis and with the changing needs of the client as regards to outings.	Team meetings, email, mail out to volunteers with no online access to P&P's.
Volunteers	Volunteers to remain risk aware and train their attention to reviewing risk assessment in their head and understanding the difference between communicating basics and communicating risk.	Volunteers to flag up when changes needed to Risk assessments of their clients. Date of risk assessment reviews to be reminded in advance by admin support.

Assessment undertaken date : Jan 18, Feb 2019, July 2020

Assessment review date :

Signed : T. Stewart

Signed : M Devlin

Printed : TRACEY STEWART

Printed : Michaela Devlin

Job Title : VOLUNTEER CO-ORDINATOR

Job title : Community Development

Date : July 2020

Date : 12.07.2021

¹ At the time of writing (12/07/21) Covid Restrictions apply, individual Covid Assessments & Protocols are in place: <https://www.gov.uk/coronavirus>