

WOODFORD HALSE GOOD NEIGHBOUR SCHEME – RISK ASSESSMENT

During the CoVid19 outbreak, what would be the usual practises of the WHGNS have been amended as per the most up to date Protocol, to maintain as far as possible the safety of volunteers and neighbours.

This Risk Assessment supersedes the current Risk Assessment dated 17th March 2020, until such time as the pandemic is deemed to have passed.

	RISK <i>What might go wrong</i>	IMPACT <i>What problems might it cause</i>	LIKELIHOOD <i>How likely is it to happen</i>	MITIGATION <i>Planned steps to remove / reduce the problem</i>
1.	Transmission of CoVid19 between members of the Community	Individual – potentially high Scheme- Liability	High Virus is expected to affect most of the population at some point.	<ul style="list-style-type: none"> • WHGNS issue a Volunteer Protocol which the volunteers will follow strictly • WHGNS will follow all mitigating measures during essential new volunteer join up meetings. These will be: <ul style="list-style-type: none"> - Hand washing on arrival and departure - Max of 8 attendees for a maximum of 15 mins, each maintaining distance of 2 meters at all times - Documents will be left on sanitised tables for Volunteers to refer to and sign - Volunteers will bring their own pens to use and will bring minimal belongings into the room - Only 1 committee member will touch and manage the documentation given to the Volunteers. - ID placed on the table and viewed without touching by committee member.

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				<ul style="list-style-type: none"> - 2 Committee members will be in attendance of meeting and will remain 2 meters away from all Volunteers - Agreement of non-attendance of potential Volunteers if they know they may be at risk of exposing others to CoVid19 • The Committee will continuously review this guidance and update as necessary • Principles – social distancing & minimal handling of items • No Protocol can be 100% guaranteed to prevent infection, and volunteers understand this • WHGNS will create an online secure, protected folder of all necessary organisational information to be accessible and shared by the volunteer co-ordinators only, excluding the risk of handling documents/files and transmission of the virus. • Volunteers must not be available to help people if they have been exposed to a person with the sickness or are displaying symptoms themselves for a minimum of 7 days after the <i>last person in their household</i> has recovered from the virus.
2.	Increased risk of transmission if providing	Individual – potentially high Scheme - Liability	Low	<ul style="list-style-type: none"> • New volunteers will only be asked to deliver/fetch items, no other GN tasks and they will not enter member’s homes • In-house requests will be deferred, for the neighbours’ good

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	assistance within someone's home			<ul style="list-style-type: none"> • Signing of forms is suspended - Photos will be used to evidence safe delivery and held for a minimum of 1 year, with an option to review this timeline at any point. • If emergency situation WHGNS will refer onto the appropriate Emergency Services.
3.	Volunteer abuses trust	Individual – potentially high Scheme - Liability	Low	<ul style="list-style-type: none"> • New volunteers are verified as appropriate (confirmation of identity, method may vary) • New volunteers will only be asked to deliver/fetch items, no other GN tasks • The Scheme will match requests officially and keep records of who is doing what for whom • Neighbours are aware of who to contact if they have a problem • Scheme is promoting heavily, online, offline, in shops & surgery and on noticeboards to encourage requests via the Scheme if a neighbour doesn't know someone offering to help them.
4.	Loss or misuse of funds	Individual – prosecution Scheme- Liability; Disincentive to use Scheme	Low	<ul style="list-style-type: none"> • Protocol details money handling procedures during the pandemic period. • Currently all Volunteers are unable to handle cash in our new Scheme. However, this document and procedure may need to change as Gov guidance progresses during these extreme & unprecedented circumstances and then minimal handling of all cash is preferable, both when helping the Scheme or in daily life.

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				<ul style="list-style-type: none"> • Photograph evidence of handling when proof required. • Commitment to total transparency and regular public reporting
5.	Data Breach	Individual – Low Scheme- Liability	Low	<ul style="list-style-type: none"> • All Data will be held according to the existing Data Protection Policy. • Vulnerable neighbours will not have signed their permission for their data to be held, however it will be kept securely as per the policy and only used to support the individual during the pandemic period. • WHGNS will create an online secure, protected folder of all necessary organisational information to be accessible and shared by the volunteer co-ordinators only, excluding the risk of handling documents/files and transmission of the virus. • After the pandemic we will check with the neighbour if they wish the Scheme to retain their information. • Photographic evidence of safe deliveries will be kept by the Scheme for a minimum of 1 year, with an option to review this timeline at any point, after which they will be deleted. • When the volunteer has sent the photographic proof to the Scheme, they must delete the files • Confidentiality Policy in effect • Many Members and Volunteers will have joined the Scheme specifically due to coronavirus. All Members and Volunteers will be given the option to remove themselves from the

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				Scheme following the end of the outbreak and all details will be destroyed
6.	Volunteer has an accident while volunteering	Individual – potentially high Scheme- Liability	Low	<ul style="list-style-type: none"> Fully trained and registered volunteers are covered by the Scheme insurance. New volunteers are provided with the protocol, which should remove the opportunity for most incidents to occur. Maintain an accident / incident book as usual By accepting a task, volunteers imply that they are physically capable of doing it safely. Volunteers must refuse task if they determine they are physically incapable of carrying it out safely.
7.	Disputes between volunteers and neighbours	Individual – injury, upset Scheme- Liability; Disincentive to use Scheme	Low	<ul style="list-style-type: none"> Neighbours encouraged to check change, receipts and contents Volunteers to photograph evidence and submit to Scheme to ensure independent record kept. Complaints Policy in effect for all.
8.	Vehicle related incidents	Individual –	Low	<ul style="list-style-type: none"> New volunteers will only be asked to deliver/fetch items, no other GN tasks.

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		<p>Prosecution; injury</p> <p>Scheme- Liability; Disincentive to use Scheme</p>		<ul style="list-style-type: none"> • During CoVid19 No passengers will be taken within their role as Volunteers. • After the CoVid19 outbreak all Volunteer drivers will be required to hold Enhanced DBS. • All Volunteer drivers informed of their need to inform their insurance company of their volunteer role. • All drivers to ensure that on each trip: <ul style="list-style-type: none"> • the car is road-worthy • passengers are law abiding – eg correct seatbelt usage • distractions are minimised • prepare by researching routes, parking, etc in advance
9.	Scheme becomes overwhelmed	<p>Individual – unable to get help</p> <p>Scheme- Disincentive to use Scheme</p>	<p>Low</p> <p>Safety first</p>	<ul style="list-style-type: none"> • Contingency planning for phone and volunteer co-ordination, anticipating that everyone will be sick at some point. • As need increases, devolve organising responsibilities eg shopping requests may have a Captain
10.	Fear of fraud dissuades requests for users.	<p>Individual – unable to get help</p>	<p>Low</p>	<ul style="list-style-type: none"> • Official promotion of Scheme • ID badges provided where possible • Outreach to vulnerable to ensure they go via the official Scheme • Requests via Scheme centrally recorded and ensured that they have been met in a timely fashion.

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		Scheme- Disincentive to use Scheme		
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We certify that this Risk Assessment of the Woodford Halse Good Neighbour Scheme which was adopted at a meeting held on:

Date:

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Chairperson:

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Secretary:

Review (Daily assessment of need for review during the CoVid19 outbreak), then Annually:

Date:

Chair Signature: