



## Skills & Volunteering Cymru (SVC) Risk Assessment

<b>Project: Covid-19 Volunteering Projects</b>	<b>Date of Risk Assessment: 09/04/2020</b>
<b>Staff member completing Risk Assessment: Johnny Ling</b>	<b>Date of next review: September 2020</b>
<b>Staff Signature: J. Ling</b>	

		Consequences		
		Minor (3)	Moderate (2)	Major (1)
Likelihood	Probable (A)			
	Possible (B)			
	Improbable (C)			

Key	Green – Low Risk	Yellow – Medium Risk	Red – High Risk
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<b>What are the hazards?</b>	<b>Who might be harmed and how?</b>	<b>Initial Risk Level</b>	<b>Risk Control Measures</b>	<b>Current Risk Level</b>	<b>Any further action required?</b>	<b>Action Officer (Follow up date if required)</b>
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<p><b>Telephone Call Volunteering</b></p>	<p><u>SVC</u>          Could damage SVC's relationship with beneficiaries and their parents/guardians if volunteers are malicious.</p> <p><u>Volunteers</u></p> <ul style="list-style-type: none"> <li>- Volunteers could become distressed if beneficiaries are rude, off load emotional distress and disclose upsetting information to volunteers.</li> <li>- Volunteers could be accused of something, due to a misunderstanding or a beneficiary's demeanour or mental health.</li> </ul> <p><u>Beneficiaries</u></p> <ul style="list-style-type: none"> <li>- Risk of abuse; psychological, verbal or emotional.</li> <li>- Can become distressed if discussing sensitive topic or if not understood by volunteer.</li> <li>- May be let down by volunteers not being reliable.</li> </ul>	<p>A3          (Probable/          Moderate)</p>	<ul style="list-style-type: none"> <li>- Project only to include beneficiaries that have already been referred to the project and who have therefore been vetted, with potential risks discussed with parents/guardians, i.e. "has a history of accusation" or "steer away from discussing mum".</li> <li>- Parents/guardians to have a phone/video call with volunteers first before the start of the project to allow them to vet the volunteer for themselves.</li> <li>- Volunteers to hold valid DBS checks.</li> <li>- Guidelines provided to volunteers</li> <li>- Easy-read guidelines/verbal instruction to beneficiaries and their parents/guardians.</li> <li>- Volunteers to set clear boundaries on call time, topics and to follow guidelines.</li> <li>- Volunteers dial using "141" private number extension to prevent unwanted/un-supported contact</li> <li>- Volunteer to be given the opportunity to feedback and debrief – SVC to provide support resources if required i.e. Mind mental health.</li> <li>- Beneficiary and their parents/guardians to be provided with SVC contact details to report problem/give feedback</li> </ul>	<p>B3          (Possible/          Minor)</p>	<p>Ongoing monitoring by SVC to address any issues and review risks</p>	<p>Staff Lead – Johnny Ling</p>
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<p><b>Pen-Pal Volunteering</b></p>	<p><u>SVC</u>          Could damage SVC’s relationship with beneficiaries and their parents/guardians if volunteers are malicious</p> <p><u>Volunteers</u>          Risk of abuse from beneficiaries, particularly if underage and beneficiary has a history of targeting certain groups due to their disability.</p> <p><u>Beneficiaries</u></p> <ul style="list-style-type: none"> <li>- Risk of abuse from volunteers, mainly psychological, emotional or written.</li> <li>- Risk of the individuals contact details (name and address) being used maliciously by volunteer or others (i.e. others in household)</li> <li>- Anxiety/obsessive behaviour, beneficiary may have patterns of obsessive behaviour which would make them anxious and fixated on pen-pal/receiving a letter – which as a delayed process this could damage their mental health.</li> </ul>	<p>A3          (Probable/          Moderate)</p>	<ul style="list-style-type: none"> <li>- Project only to include beneficiaries that have already been referred to the project and who have therefore been vetted, with potential risks discussed with parents/guardians, i.e. “has a history of accusation” or “steer away from discussing mum”.</li> <li>- Parents/guardians to have a phone/video call with volunteers first before the start of the project to allow them to vet the volunteer for themselves.</li> <li>- Guidelines provided to volunteers.</li> <li>- Easy-read/verbal instruction provided to beneficiaries and their parents/guardians.</li> <li>- Beneficiary’s parents/guardians to be provided with SVC contact details to report problem/give feedback.</li> <li>- Volunteer to send a photo of letter to SVC Staff Lead, to add additional methods of monitoring content.</li> <li>- Resources and support to be offered to volunteers if they become distressed.</li> </ul>	<p>B3          (Possible/          Minor)</p>	<p>Ongoing monitoring by SVC to address any issues and review risks</p> <p>Guidelines to be provided for support staff</p>	<p>Staff Lead – Johnny Ling</p>
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<p><b>Virtual Befriending</b></p>	<p><u>SVC</u> Reputation and relationship damage if volunteers or beneficiaries are malicious.</p> <p><u>Volunteers</u></p> <ul style="list-style-type: none"> <li>- Volunteers could become distressed if beneficiaries are rude, off load emotional distress and disclose upsetting information to volunteers.</li> <li>- Volunteers could be accused of something, due to a misunderstanding or a beneficiary’s demeanour or mental health.</li> <li>- Volunteers privacy could be at risk, i.e. if they have something in the background during video calls or if another member of their household enters the call by accident.</li> </ul> <p><u>Beneficiaries</u></p> <ul style="list-style-type: none"> <li>- Risk of abuse from volunteers, mainly psychological, emotional or verbal.</li> <li>- Risk of exposure to topics parents/guardians have yet to teach child about (E.g. via discussion or via things in</li> </ul>	<p>A3 (Probable/ Moderate)</p>	<ul style="list-style-type: none"> <li>- Project only to include beneficiaries that have already been referred to the project and who have therefore been vetted, with potential risks discussed with parents/guardians, i.e. “has a history of accusation” or “steer away from discussing mum”.</li> <li>- Parents/guardians to have a phone/video call with volunteers first before the start of the project to allow them to vet the volunteer for themselves.</li> <li>- Volunteers to hold valid DBS checks.</li> <li>- Guidelines provided to volunteers.</li> <li>- Easy-read/verbal instruction provided to beneficiaries and their parents/guardians.</li> <li>- Activities to be dynamically risk assessed by volunteers and support staff during the befriending process. i.e. considering the appropriateness of movies and TV watched together.</li> <li>- Beneficiary and their parents/guardians to be provided with SVC contact details to report problem/give feedback.</li> <li>- Resources and support to be offered to volunteers if they become distressed.</li> </ul>	<p>B3 (Possible/ Minor)</p>	<p>Ongoing monitoring by SVC to address any issues and review risks</p>	<p>Staff Lead – Johnny Ling</p>
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	<p>background of volunteer's room).</p> <ul style="list-style-type: none"> <li>- Can become distressed if discussing sensitive topic or if not understood by volunteer.</li> <li>- Disappointment if volunteers are unreliable.</li> </ul>					
<b>Online Games</b>	<p><u>SVC</u> Reputation and relationship damage if volunteers or beneficiaries are malicious or computer games are harmful or inappropriate for the audience</p> <p><u>Volunteers</u></p> <ul style="list-style-type: none"> <li>- Volunteers could be accused of something, due to a misunderstanding or a beneficiary's demeanour or mental health.</li> <li>- Beneficiaries could become non-cooperative or frustrated with game and lash out at volunteer</li> </ul> <p><u>Beneficiaries</u></p>	B2 (Possible / Moderate)	<ul style="list-style-type: none"> <li>- Project only to include beneficiaries that have already been referred to the project and who have therefore been vetted, with potential risks discussed with parents/guardians, i.e. "has a history of accusation" or "steer away from discussing mum".</li> <li>- Parents/guardians to have a phone/video call with volunteers first before the start of the project to allow them to vet the volunteer for themselves.</li> <li>- Guidelines provided to volunteers regarding appropriate game choices, regarding age restrictions, appropriate topics, etc.</li> <li>- Easy-read/verbal instruction provided to beneficiaries and their parents/guardians.</li> <li>- Selection/pre-screening of games, ensuring that they are appropriate,</li> </ul>	C2 (Improbable / Moderate)	Ongoing monitoring by SVC to address any issues and review risks	Staff Lead – Johnny Ling

	<ul style="list-style-type: none"> <li>- Risk of abuse from volunteers, mainly psychological, emotional, written or verbal.</li> <li>- Risk of financial loss or abuse from gaming site (gambling, pay walls, harmful advertisements, public chat rooms.)</li> <li>- Risk of exposure to topics parents/guardians have yet to teach child about (via advertisements, pop-ups etc.)</li> <li>- Risk of being exposed to an online game with an age restriction for which the young person does not qualify.</li> <li>- Disappointment at being let down if volunteers are unreliable.</li> </ul>		<p>and that they do not have “pay to play/pay to win/gambling” elements to avoid financial abuse and addiction. Monitored for harmful/inappropriate or computer virus pop-ups and advertisements embedded with the games. Monitored for potential inclusion of public chat rooms.</p> <ul style="list-style-type: none"> <li>- Beneficiary and their parents/guardians to be provided with SVC contact details to report problem/give feedback.</li> <li>- Resources and support to be offered to volunteers if they become distressed.</li> </ul>			
<p><b>Cooking Together Virtually</b></p>	<p><u>SVC</u> Reputation and relationship damage if beneficiaries injury themselves or become ill from food.</p> <p><u>Volunteers</u> Volunteers could be accused of something, due to a misunderstanding or a</p>	<p>B2 (Possible / Moderate)</p>	<ul style="list-style-type: none"> <li>- Project only to include beneficiaries that have already been referred to the project and who have therefore been vetted, with potential risks discussed with parents/guardians, i.e. “has a history of accusation” or “steer away from discussing mum”.</li> <li>- Parents/guardians to have a phone/video call with volunteers first before the start of the project to allow</li> </ul>	<p>C2 (Improbable / Moderate)</p>	<p>Ongoing monitoring by SVC to address any issues and review risks</p>	<p>Staff Lead- Johnny Ling</p>

	<p>beneficiary's demeanour or mental health.</p> <p><u>Beneficiaries</u></p> <ul style="list-style-type: none"> <li>- Beneficiaries may become distracted by the volunteer, rather than the task in hand, increasing risk of injury i.e. cuts and burns.</li> <li>- Beneficiary may play with dangerous kitchen equipment and the volunteer will not be able to stop them</li> <li>- Beneficiary could prepare food or drink that is harmful to eat and volunteer will not be able to stop them</li> <li>- Beneficiary may not be able to portion control effectively and may run out of food, or use too much of parent/guardians' money</li> <li>- Beneficiaries disappointment if let down by unreliable volunteers.</li> </ul>		<p>them to vet the volunteer for themselves.</p> <ul style="list-style-type: none"> <li>- Volunteers to hold valid DBS checks.</li> <li>- Guidelines provided to volunteers.</li> <li>- Easy-read/verbal instruction provided to beneficiaries and their parents/guardians.</li> <li>- Beneficiaries to be supported as per their ratio (by their parents/guardians) when preparing food as volunteers are completing a social role not a safety one.</li> <li>- Beneficiaries only to prepare food that is within their capabilities, as per their parent/guardian's guidance.</li> <li>- Volunteers to remain vigilant and provide encourage/instruction and warnings as required</li> <li>- Beneficiary and their parents/guardians to be provided with SVC contact details to report problem/give feedback.</li> <li>- Resources and support to be offered to volunteers if they become distressed.</li> </ul>			
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<p><b>Emergency Supply Volunteering</b></p>	<p><u>SVC</u> Reputational and relationship damage if project fails</p> <p><u>Volunteers</u></p> <ul style="list-style-type: none"> <li>- Car accidents</li> <li>- Covid 19 infection</li> <li>- Accusations of theft if supplies are missing/orders not able to be fulfilled as requested.</li> <li>- Manual handling injuries from moving supplies.</li> <li>- Being stopped by the police and fined in-line with lockdown guidance</li> </ul> <p><u>Beneficiaries</u></p> <ul style="list-style-type: none"> <li>- Not getting essential supplies if the volunteers are unable to, or do not fulfil their role.</li> <li>- Covid 19 infection from supplies being delivered. Some young people on the project are prone to running outside when door is opened.</li> <li>- Manual handling injuries from moving supplies.</li> <li>- Concerns regarding the level of info being supplied to volunteers (name, address, prescription details etc).</li> </ul>	<p>B1 (Possible / Major)</p>	<ul style="list-style-type: none"> <li>- Guidelines provided to volunteers.</li> <li>- Easy-read/verbal instruction provided to beneficiaries and their parents/guardians. Families to instruct their children to stay inside.</li> <li>- Volunteers/drivers to have full UK Driving license, MOTs, Insurance and tax, not to drive while tired, drunk or on drugs, following DVLA guidelines.</li> <li>- Both beneficiaries and their parents/guardians, with support from SVC staff, and volunteers to practice social distancing in-line with Public Health Wales guidelines. Deliveries can be left at door step, volunteers to knock door and move away from doors whilst delivery is taken inside. Volunteers not to enter the homes of beneficiaries.</li> <li>- Follow proper manual handling guidance. Volunteers to assess load according to their capability, and to spread the load into well-balanced bags where possible. Boxes to be labelled clearly if heavy.</li> <li>- Letter to be provided to volunteers highlighting the nature of their journey as essential travel as per government guidelines, volunteers to have this available if stopped by the police or other authority.</li> </ul>	<p>C1 (Improbable / Major)</p>	<p>Ongoing monitoring by SVC to address any issues and review risks</p> <p>Review this risk assessment with extreme changes in weather, i.e. slips, trips and falls when snowing.</p>	<p>Staff Lead- Johnny Ling</p>
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			<ul style="list-style-type: none"><li>- Picture to be taken of supplies at drop off point as evidence, showing that vulnerable people have received supplies.</li><li>- Only volunteers with valid DBS checks to be given medicines for collection or delivery.</li><li>- Beneficiary and their parents/guardians to be provided with SVC contact details to report problem/give feedback.</li><li>- Resources and support to be offered to volunteers if they become distressed.</li></ul>			
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