 Role Level Risk Assessment

**Activity Assessed**: Event Volunteers: Education, Marketing and communication, Occasional volunteers

Local committee (Chairman, Vice Chairman, Secretary, Treasurer, Team members)

**Name of Assessor**: Sally Gardner/Graeme Plaistow. July 2023

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| **Ref. No.** | **Hazard** | | **Persons at Risk and How They Might be Harmed** | **Controls Currently in Place** | **Current Risk Level** | | | | **Further Controls Recommended** | **Action by Whom** | **Action by Date** | | **Completed Date** |
| **L** | **S** | **R** | **Risk Rating** |
| 1 | D  S  E | Sitting | Volunteer and Committee members are at risk from inappropriate sitting arrangement or poor posture that may cause back and neck pain, wear and tear on the joints, muscle and ligaments. | Volunteers are required to ensure appropriate seating to prevent risk.  Risk assessment identifies risk associated and apply appropriate measures to minimise risks.  Support available from volunteer support team via Health and Safety team. | 2 | 4 | 8 | Low | Review and monitoring | Volunteer support team (Regional/National Managers, Chairperson, committee members, HQ volunteer team) | Continuously monitored | | Ongoing |
| Monitor, keyboard, mouse | All roles listed may suffer from eyestrain, neck pain or fatigue from inappropriate position of monitor. They may also suffer from tendonitis or strain injury and mouse arm syndrome from inappropriate position of keyboard or repetitive use. | Volunteers are to ensure that they have suitable IT equipment in suitable condition to carry out their duties.  Support available from volunteer support team via Health and Safety team. | 2 | 4 | 8 | Low | Review and monitoring | Volunteer support team | Ongoing | | Ongoing |
| 2 | Social Media | | All roles listed may encounter risk from bullying, harsh or inappropriate behaviour from public on social media and may risk leaking sensitive data to public. | Volunteers are trained to do specific job and follow BHS codes of conduct/volunteer policies.  Volunteers can access GDPR training and are aware of data protection policy. | 2 | 4 | 8 | Low | Review and monitoring | Volunteer support team | Ongoing | | Ongoing |
| 3 | Stress and mental wellbeing | | Volunteers may experience inappropriate behaviour form public whilst taking photos, distributing posters or local newsletter, and in terms of promoting and publicising local events.  Volunteers may experience stress when planning appropriate educational, awareness raising, social or fundraising activities.  Treasurer may experience stress and anxiety whilst handling cash from donations at local events. Poor communication or inadequate support between committee members may lead to stress and affect mental wellbeing. | Cash handling is rare and actively discouraged. Payments should be made online.  Chairperson provides support to others team members in the committee to ensure that the meetings, activities of the committee and local events are carried out in accordance with BHS policies and procedures.  Treasurers receive training, guidance, and support from BHS Finance Department | 2 | 4 | 8 | Low | Review and monitoring | Volunteer support team | Ongoing | | Ongoing |
| 4 | Travelling to and from events | | Volunteer & another road user  Road traffic accident including crush injuries, whiplash, trapped in vehicle, other body trauma. | Volunteer should have full UK driver’s license  Advice given to plan journey  Driving time limited to 2 hours before taking a break as per the Highway Code.  Full location details given.  Volunteers are to ensure that car is regularly serviced as detailed in expenses policy and consented to as part of volunteer agreement. | 2 | 5 | 10 | Low | Incorporate requirement for valid vehicle MOT and relevant vehicle insurance for volunteer use within volunteer expenses policy.  Advise that volunteers check location on Google maps/Bing maps and pre plan journey in advance.  Call 999 if they are feeling vulnerable on public transport. | Volunteer support team | ASAP | |  |
| 5 | Parking at location | | Volunteer & another road user may suffer from road traffic accident resulting in trauma injuries, theft or damage to vehicle or risk to personal safety | Event risk assessment assesses parking for event as produced by event organiser. | 2 | 5 | 10 | Low | Volunteers may have prior information where to park before travelling or find appropriate parking place before parking. | Volunteer support team | Ongoing | | Ongoing |
| 6 | Weather | | Volunteer may suffer from slips/trips/falls, hypothermia, and cold from adverse weather condition.  Volunteers may experience heat wave resulting Sunburn, dehydrated and other health issues. | National/Regional Manager and Committee Chairperson will provide guidance and support.  Event risk assessment will detail controls specific to inclement weather. | 2 | 5 | 10 | Low |  | Volunteer support team | Ongoing | | Ongoing |
| 7 | Manual Handling | | Volunteers may involve manual handling while facilitating events especially in terms of helping on a show stand, marshalling, event, refreshment/tearoom that may cause range of injuries, sprains, back injuries. | Event risk assessment will identify controls related to manual handling.  Volunteers are advised to take adequate break to avoid repetitive work. | 2 | 4 | 8 | Low | Review and monitoring. | Volunteer support team | Ongoing | | Ongoing |
| 8 | Lone Working | | Volunteers including occasional volunteers, committee members, may encounter physical or psychological injury from poor management, conflict/violent attack, fatigue/stress/anxiety/depression, accidents driving or using equipment.  Mobile phone signal issues when in remote areas. | Volunteers are in direct contact with Committee Chairperson and fellow volunteers.  Refer to BHS lone working guidance and policy.  Induction training advises volunteers of procedures and best practice in terms of lone working (what3words, family member/friend knowing when you are returning home, buddy system, fully charged mobile phone).  Location to be checked on system for any previous issues.  Volunteer not to attend or to leave location if feel unsafe. | 3 | 5 | 15 | Medium | - Use of lone worker app/device for volunteers that encounter remote and potential conflict situations.  - Investigate offering further lone working training on the new E Learning platform. | Volunteer support team | ASAP | |  |
| 9 | Biological hazards (Viruses/  Coronavirus | | Volunteer and members of public and family may risk infection by or spreading covid-19/viruses and become ill with virus or other viruses. | Adhere to current government guidance.  Share government guidance with volunteers as required.  Only attend if volunteer feels comfortable doing so. | 2 | 5 | 10 | Low | Review and monitor | Volunteer support team. | Ongoing | | Ongoing |
| 10 | Fire Exit and Evacuation | | Volunteers organising indoor meetings and events may get stuck inside the building due to obstruction of fire exit door and may risk burn injury or death in the event of fire. | Chairperson and other members in the team ensure that fire exit is not obstructed, and evacuation plan is shared with members prior to start of event.  Regional team ensures that risk assessments are carried out prior to start of event.  Risk assessment is submitted to BHS Health & Safety team for review.  Venue fire risk assessment and evacuation plan reviewed in advance by event organiser. | 2 | 5 | 10 | Low | Review and monitor | Volunteer support team | Ongoing | | Ongoing |
| 11 | Electrical | | Volunteers organising external or internal events may risk to electric shock, burn injury or death from using faulty electrical portable equipment, or from faulty sockets, cables or plugs. | Regional team and local team ensure that all portable electrical equipment is PAT tested every 2 years.  Electrical equipment is checked for damage before use.  Event risk assessment highlights risks associated, and corrective action taken accordingly. | 2 | 5 | 10 | Low | Review and monitor | Volunteer support team | Ongoing | | Ongoing |
| 12 | Handling Cash | | Treasurer at risk of physical or verbal abuse whilst handling cash.  Treasurer may experience theft or misappropriation of cash.  Treasurer may experience from suppression, falsification or destruction of accounting record, or where no initial records are created at all. | Treasurer receives training, guidance and support from Finance Department at headquarters.  Treasurer receives support from Chairman and Regional/National Manager.  Cash transactions limited with online payment facility being used for almost all items. | 2 | 5 | 10 | Low | Review and monitor | BHS Finance team, volunteer support team. | | Ongoing | Ongoing |

Risk Assessment Information

**Evaluating Risk:**

This risk assessment is based on the 5 Steps to Risk Assessment model and uses numerical values to calculate the levels of risk.

In practice this means we simply assign a value of 1-5 for the likelihood of the hazard causing harm and a value of 1-5 for the severity of the harm should it occur (1 being the lowest value, 5 being the highest). The two figures are then multiplied to achieve a risk rating score: L x S = R.

For example if a worker changes a light bulb in an indoor ceiling light using a stepladder twice a year then we can rate the likelihood as ‘1’ due to the low frequency of the activity being performed. However as injuries as a result of falls from height can be serious (even from relatively short distances) then we can rate the severity as a ‘4’, Using the calculation we multiply 1 x 4 = 4. This produces a ‘Very Low’ Risk Level on the Risk Rating Key.

Another example would be for a worker who regularly has to change light bulbs as a part of their job, sometimes outside and in adverse weather conditions. The likelihood would increase to ‘5’, reflecting the regularity of the action and the potentially increased chance of falling while working outside on uneven ground and in bad weather, while the severity would remain at ‘4’. Again using the calculation we multiply 5 x 4 = 20. This returns a Risk Rating of High on the Risk Rating Key.

**Likelihood and Severity Key:**

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| --- | --- | --- | --- |
| **Likelihood** | | **Severity** | |
| **Rating** | **Guide words** | **Rating** | **Guide words** |
| 1 | Extremely unlikely | 1 | No/Minor harm |
| 2 | Unlikely | 2 | Moderate harm |
| 3 | Likely | 3 | Serious harm |
| 4 | Extremely likely | 4 | Major harm |
| 5 | Almost certain | 5 | Catastrophic |

**Risk Rating Key:**

|  |  |  |
| --- | --- | --- |
| **Score** | **Risk Level** | **Description** |
| **1-4** | **Very Low** | These risks are considered acceptable. No further action is necessary other than to ensure that the controls are maintained. |
| **5-10** | **Low** | No additional controls are required unless they can be implemented at very low cost (in terms of time, money and effort). Actions to further reduce these risks are assigned low priority. Arrangements should be made to ensure that the controls are maintained. |
| **11-15** | **Medium** | Consideration should be given as to whether the risks can be lowered, but the costs of additional risk reduction measures should be taken into account. The risk reduction measures should be implemented within a defined time period. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with harmful consequences. |
| **15-20** | **High** | Substantial efforts should be made to reduce the risk. Risk reduction measures should be implemented urgently within a defined time period and it might be necessary to consider suspending or restricting the activity, or to apply interim risk controls, until this has been completed. Considerable resources might have to be allocated to additional controls. Arrangements should be made to ensure that the controls are maintained, particularly if the risk levels are associated with extremely harmful consequences and very harmful consequences. |
| **20+** | **Very High** | These risks are unacceptable. Substantial improvements in risk controls are necessary, so that the risk is reduced to an acceptable level. The work activity should be halted until risk controls are implemented that reduce the risk so that it is no longer very high. If it is not possible to reduce risk the work should remain prohibited. |

**Definitions:**

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| **Risk Assessment** | A systematic examination of workplace risks in 5 steps: 1) Identify the hazards, 2) Identify who might be harmed and how, 3) Evaluation the hazard (by examining current controls and recommending further controls), 4) Recording the assessment and 5) Reviewing the assessment. |
| **Hazard** | Something with the potential to cause harm e.g. tools, machinery, work equipment, substances, workstation, unsafe system of work etc. |
| **Harm** | The damage that a hazard may cause e.g. physiological effects (physical injury, ill health) and psychological factors (e.g. stress), loss of time/efficiency and damage to the premises/equipment. |
| **Likelihood** | The chance that a hazard realises its potential to cause harm. |
| **Severity** | Extent of injury, damage etc. |
| **Risk** | The probability of a hazard actually causing harm. |
| **Controls** | Measures introduced or installed to reduce to a minimum the possibility of harm to persons, plant and property. |