

Welfare Adviser Volunteer Role Risk Assessment

Activity Assessed: Welfare Adviser Volunteering Role

Review date: 24/12/25

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Review Date: 23/12/26



Hazard	Who might be harmed and How might they be harmed?	Current Control Methods (What are you already doing to control this risk?)	Further control measures (Do you need to do anything else to control this risk?)	Who is responsible to carry out the actions?	Action by when?	Completed Date
Travelling to and from welfare concern	Volunteer & Volunteer & another road user Road traffic accident including crush injuries, whiplash, trapped in vehicle, other body trauma.	<ul style="list-style-type: none"> - Volunteer should have full UK driver's license - Advice given to plan journey. - Journey distance limited to 1 hour - Full location details given - Ensure welfare team check location on google maps - Welfare Adviser to ensure car is regularly serviced 	<ul style="list-style-type: none"> - Welfare team to check whether volunteer's car has had its yearly service and MOT during end of year catch up. <p>The BHS vehicle and safe driving policy and policy guide to be followed.</p>	Volunteer and Welfare Team	Ongoing	Ongoing
Parking at location	Volunteer & other road user -Road traffic accident resulting in trauma injuries. -Theft or damage to vehicle - Personal safety	<ul style="list-style-type: none"> - Guidance given to Welfare Adviser during training to use google maps prior to journey to identify safe place to park. - Helpline Coordinators to also give recommendation on possible parking place, asking concerned person or looking on google maps. 	Review and monitoring	Volunteer and Welfare Team	Ongoing	Ongoing
Weather	Volunteer -Sunburn -Hypothermia -Increased risk of accident e.g., RTC, slip/trip	<ul style="list-style-type: none"> - Advice given during Welfare Adviser training. - Welfare Advisers do not attend emergency concerns so attendance can wait until better weather (HQ to be advised of delay) 	<ul style="list-style-type: none"> - Welfare Adviser to use discretion for suitable time to attend welfare concern 	Volunteer and Welfare Team	Ongoing	Ongoing
Handling Horses	Volunteer Kicked, bitten, trodden on, knocked over, rope burn, crushed.	<ul style="list-style-type: none"> - Equestrian knowledge assessed through recruitment process - Welfare Advisers advised to keep 	<ul style="list-style-type: none"> - Welfare Advisers to approach with caution and dynamic risk assess on site. - Welfare Advisers to 	Volunteer and Welfare Team	Ongoing	Ongoing

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		<p>handling of animals to a minimum, horse owners should hold the horse, remove rugs etc.</p> <ul style="list-style-type: none"> - Welfare Adviser advised to take correct PPE to each concern - Welfare Adviser to call a member of the Welfare Team if needed. 	complete annual equestrian CPD.			
Other animals	<p>Volunteer or member of the public</p> <p>Bitten, kicked, crushed</p>	<ul style="list-style-type: none"> - Welfare Adviser not to take their own pet if meeting with a horse owner or member of the public - Maintain distance and do not approach animal on site. Ask owner to restrain if needed (e.g., keep dog on lead) 	<ul style="list-style-type: none"> - Volunteer to dynamic risk assess, if unsure on safety, then they are to leave. - Volunteers to be up to date with tetanus vaccinations. 	Volunteer and Welfare Team	Ongoing	Ongoing
Horse owners, landowners, concerned persons or members of the public	<p>Volunteer</p> <p>- Altercation with member of the public resulting in mental or physical violence</p>	<ul style="list-style-type: none"> - Advice on talking to horse owners and de-escalation techniques given during training - Helpline coordinators not to assign concern if owner known to be aggressive, record to be kept on CRM for future reference. - Location to be checked on system for any previous issues. - Introduction to motivational interviewing now covered within welfare adviser training. - Mentoring and buddy system offered - No personal information to be shared 	<ul style="list-style-type: none"> - Offering motivational interviewing CPD for all Welfare Advisers- session 2 training which includes this now offered to all as refresher 	Volunteer and Welfare Team	Ongoing	Ongoing
Manual Handling	Volunteer	<ul style="list-style-type: none"> - Volunteers advised to avoid manual handling, this should be done by horse owner during welfare visit. 	<p>Review and monitoring</p> <p>Provide manual handling training if necessary</p>	Volunteer and Welfare Team	Ongoing	Ongoing

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Lone Working	<p>Volunteer</p> <p>Accidents including slip, trip, fall, RTC,</p> <p>Confrontation with horse owner or member of the public</p>	<ul style="list-style-type: none"> - Information on 'PET' and health and safety tips given during Welfare Adviser training - Helpline coordinators to ensure all necessary information given to welfare adviser to allow for successful visit. - Refer to revised 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. <p>Volunteers who are eligible received lone working devices</p> <p>The Welfare advisors should be accompanied with another volunteer or an RSPCA members when they need to approach a known individual with a history of violence or rude behaviour.</p>	<ul style="list-style-type: none"> - Lone working training on BHS Wise - looking to offer access now email addresses in place - Use of lone worker app/device for volunteers that encounter remote and potential conflict situations - Volunteer informing Welfare Coordinator of dates and times of visits - Follow the revised lone working policy 	Volunteer and Welfare Team.	Ongoing.	Ongoing
Environment	<p>Volunteer</p> <p>Trip, fall, injury on fencing. Cuts or graze, sprains</p>	<ul style="list-style-type: none"> - Advice on lone working given during recruitment process - Welfare Advisers respond to non-emergency concerns so time can be taken to consider time of day/weather of visit - Welfare Advisers not to trespass - Helpline Coordinators to ensure volunteers have full information on location of horses and any walking required, so they have full information before agreeing 	<ul style="list-style-type: none"> - Volunteer not to attend or to leave location if feel unsafe or unsuitable environment for them. 	Volunteer and Welfare Team	Ongoing	Ongoing

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		to attend.				
Biosecurity	<p>Volunteers and their animals.</p> <p>Increased risk of spread of disease between animals.</p>	<ul style="list-style-type: none"> - Welfare concern not to be assigned if mention of possible illness, welfare adviser to leave if they have any concerns upon arrival. - All Welfare Advisers to be issued with Safe4 disinfectant to be used before and after concerns. - Hand sanitiser/hand washing to be used before and after attending the concern. - Footwear and car tyres to be sprayed with disinfectant before/after attending - Clothes to be washed before/ after attending and before visiting own animals - Touching shared equipment and gates should be avoided. - Biosecurity policy to be regularly updated and adhered to. 	<ul style="list-style-type: none"> - Welfare Team to supply hand sanitiser if required 	<p>Volunteer and Welfare Team</p>	<p>Ongoing</p>	<p>Ongoing</p>
Viruses/ Coronavirus	<p>Volunteer or Horse Owner.</p> <p>Contract and spread viruses.</p> <p>Symptoms include:</p> <ul style="list-style-type: none"> - Persistent cough - High temperature -Runny nose - Fatigue - Nausea - Loss of taste/smell 	<ul style="list-style-type: none"> - Adhere to and share current government guidance - Provision of Safe4 disinfectant and hand sanitiser (effective against COVID-19/viruses) to be used before and after each visit. - Welfare advisers to advise if they would like to be 'out of action' e.g., if have covid/illness 	<ul style="list-style-type: none"> - This is an outdoor based volunteer role so reduced chance of sharing air space but can wear mask if feel more comfortable - Mask to be provided if required 	<p>Volunteer and Welfare Team</p>	<p>Ongoing</p>	<p>Ongoing</p>

Risk Assessment Information

Although the assessment format does not include a formal risk rating, the following information may be used as a reference to help prioritise risks and implement appropriate control measures.

Evaluating Risk:

When preparing your event risk assessment, always evaluate the risk level and adopt control measures accordingly. The risk levels are defined as low risk (5-10), medium risk(11-15) and high risk(16-20). The risk levels are calculated as $R(\text{risk}) = L(\text{likelihood}) \times S(\text{severity})$.

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: $L \times S = R$.

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 $1 \times 4 = 4$. 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 $5 \times 4 = 20$. This returns a Risk Rating of High on the Risk Rating Key.

Likelihood and Severity Key:

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.
16-20	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:

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.

This Risk Assessment is a working document and will be under constant review throughout the event life, including setup and breakdown. Both proactive and reactive assessments will be carried out and scrutinised by the Event Management Team in consultation with the event Health & Safety Advisor.