

Role Level Risk Assessment of Volunteers

Activity Assessed: Occasional volunteers

Name of the Assessor: Samar Chakraborty

Date of next review: 23/12/2026



Hazards	Who might be harmed and How might they be harmed?	Current Control Measures (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?	Date of completion
Stress and mental wellbeing	Occasional volunteers may experience inappropriate behaviour from community or stranger while delivering events and activities, and helping local support team in fundraising, advertise and promoting local events.	Volunteer support team provides help and assistance throughout the personal volunteering journey with the BHS	Review and monitoring risks by the support team annually.	Volunteer support team	Ongoing	Ongoing
Travelling to and from events	Occasional volunteer & another road user may involve in 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 Journey distance limited to 1 hour Full location details given Volunteers are to ensure that car is regularly serviced	Volunteers are to ensure that car or bike is regularly serviced. Call 999 if they are feeling vulnerable on public transport	Volunteer and local supportive Team	Prior to attending each event	Ongoing
Parking at location	Occasional volunteer & another road user may suffer from road traffic accident resulting in trauma	Support team helping volunteers to plan journey and to identify safe place to park.	Volunteers may have prior information where to park before travelling	Volunteer and Local support team	Prior to attending each event	Ongoing

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	injuries, theft or damage to vehicle or risk to personal safety.	Local support team provides recommendation on possible parking place, advise volunteers to looking on google maps.				
Weather	<p>Volunteer may suffer from slips/trips/falls, hypothermia, and cold from adverse weather condition.</p> <p>Volunteers may experience heat wave resulting Sunburn, dehydrated and other health issues.</p>	<p>Volunteer support team provides with local guidance and support.</p> <p>Volunteers do not attend emergency concerns so attendance can wait until better weather (Support team to be advised of delay)</p>	Local support team uses discretion to cancel event or find suitable alternative.	Volunteer and Local support Team	Prior to attending each event	Ongoing
Manual Handling	Occasional volunteers may involve in manual handling during delivery of events especially in terms of helping out on a show stand, marshalling, backing, refreshment/tearoom that may cause range of injuries, sprains, back injuries	<p>Volunteers are advised to avoid manual handling.</p> <p>If manual handling not possible to avoid then, support team to arrange handling aids locally.</p> <p>Volunteer are advised to take adequate break to avoid repetitive work</p>	Review and monitor manual handling by the support team	Support team	Ongoing	Ongoing
Lone Working	<p>Occasional volunteers may risk injury from inappropriate decision making of handling equipment or information.</p> <p>Slip, trips or fall hazards may occur while administering meetings and events.</p>	<p>Volunteers are in direct contact with support team</p> <p>Support team monitor activities and provide assistance during event activities.</p>	<p>Volunteers advised to download what3words onto phone</p> <p>Volunteers to tell family member or friend when to expect them home.</p>	Volunteer and Support team	Prior to attending events or visiting a place	Ongoing

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	Stress and anxiety may occur for confrontation with public whilst distributing leaflets, or newsletter in the community.	Location to be checked on system for any previous issues. Volunteer not to attend or leave location if feel unsafe	Volunteers have to be given welfare team contact information. Volunteers not leaving the event alone without informing support team if feel unwell.			
Fire Exit and Evacuation	Occasional volunteers organising indoor meeting and events may stuck inside the room due to obstruction of fire exit door and risk burn injury or death in case of fire.	Volunteers support team ensures that fire exit is not obstructed, and evacuation plan is shared prior to start an event. Risk assessments are carried out prior to start an event. Risk assessment is submitted to BHS Health & Safety team for review.	Review and monitor	Regional and local support team	Before every event	Ongoing
Electrical	Occasional volunteers organising or attending indoor meeting and 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. Electrical equipment are checked for damage before use. Risk assessment highlight risks associated, and	Annual review	Regional and local support team	Prior to attending event	Ongoing

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		corrective action taken accordingly				
Biological hazards (Viruses/Coronavirus)	Occasional volunteers may be at risk of infected by or spreading covid-19 and become ill with virus	<ul style="list-style-type: none"> -Always follow government guidance on restrictions. -Share government guidelines with volunteers. -Use of hand sanitiser and that to be always carried. -Wear mask when meeting others (unless exempt) is recommended to help prevent the spread of virus and maintain distance if possible. -Only attend if volunteer feels comfortable doing so. 	<ul style="list-style-type: none"> Get vaccinated Arrange online meetings if possible Social distancing if possible 	Volunteer and Support team.	Prior to attending event	Ongoing

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:

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: $L \times S = R$.

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.
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:

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.