



RADLEY GOOD NEIGHBOURS



RISK ASSESSMENTS AND JOB RECORD

 07716 460162



RADLEY GOOD NEIGHBOURS

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RISK MANAGEMENT FOR VOLUNTEERS

PURPOSE OF DOCUMENT

The purpose of this document is to make the Radley Good Neighbours volunteers aware of the risks to which they might be exposed and what actions they can take to minimise these risks.

HOW TO USE THIS DOCUMENT

The Radley Good Neighbours Committee expect that, before doing a task, a Volunteer reads both the General Risk Management section and the section specific to the task which is about to be carried out. The Committee also strongly recommends that a Volunteer complies with the listed actions. If the Volunteer chooses not to comply, and subsequently suffers injury or causes damage while doing the task, then it is probable that our insurance would be invalidated and the Volunteer would have to meet any subsequent costs themselves.

GENERAL RISK MANAGEMENT

1. **You are the only person who can ensure that you stay safe!!**
2. For every job which you do as a volunteer take a minute at the start to think about:
 - a. Possible hazards in the area where you will be doing the job.
 - b. The dangers there might be in the job itself
 - c. What you are going to do to reduce the chances of anything going wrong.
3. Wear clothing and footwear which is suitable for the job:
 - a. ALWAYS wear well-fitting shoes with good grip
 - b. NEVER wear flip-flops or sandals - these provide no protection, are a trip hazard because of their loose fitting / open style and might invalidate our personal injury liability insurance.
 - c. ALWAYS protect your arms and legs when working outdoors, and indoors where exposed skin is at risk of infection, burns, etc.
4. Wear additional protection where appropriate for specific tasks (see below).
5. Ensure medical protection:
 - a. Keep up-to-date with tetanus injections.
 - b. Carry medication for any allergies which might be triggered when working as a volunteer (e.g. asthma).
6. If you are hurt while doing a volunteer task you must:
 - a. Notify the Radley Good Neighbours coordinator (telephone: 07716 460162).
 - b. Seek first aid.

Please contact a Radley Good Neighbours committee member if you have any comments or questions regarding this material.



RADLEY GOOD NEIGHBOURS

HELPING IN THE GARDEN

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
General	All	<ul style="list-style-type: none"> • Do not start a job unless you are satisfied you can complete it safely • Use tools which are appropriate for the job – consult RGNS Committee member if in doubt about correct tool(s). • Wear protective footwear and clothing such as sturdy shoes with good grip, and clothing which covers arms and legs. Consider wearing old (not loose fitting) clothes / overalls and knee protectors • Ensure full protection from the weather (e.g. sunscreen, headgear, drink enough fluids, etc) • Consider always wearing garden gloves, eye protection and a face mask where there is risk of airborne material • Clear area of animal mess, etc before starting work (see “Animal mess”) • Wash hands thoroughly when finished
Ground is (a) uneven, (b) wet, (c) sloping	(a) Trip, (b) slip, (c) slide/fall	<ul style="list-style-type: none"> • Be vigilant, do not rush.
Low branches, other head height obstacles	Head wounds, eye injury	<ul style="list-style-type: none"> • Wear protective goggles; consider head protection
Ladders	Falls, collapse	<ul style="list-style-type: none"> • Stand ladders securely; only use step ladders. If in doubt about stability, use a second person to make it stable • Only access high areas using step ladders; do not climb on garden furniture, tree branches, etc
Loose animals	Injury including Bites	<ul style="list-style-type: none"> • Secure animals; only do job if satisfied animals are not a risk to you
Insects	Stings, bites	<ul style="list-style-type: none"> • Avoid antagonising insects such as bees, wasps • Do not start job if concerned about the number of bees, etc in the area

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Helping in the Garden (continued)

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
Thorns, wood (incl plant supports), nails	Cuts, infection, eye injury	<ul style="list-style-type: none"> Wear protective (e.g. garden) gloves; consider eye protection
Broken glass, old cans, sharp objects, etc	Cuts, infection	<ul style="list-style-type: none"> Wear protective (thick) gloves
Animal mess, etc	Infection, skin irritation	<ul style="list-style-type: none"> Wear protective (e.g. garden) gloves; consider a face mask.
Soil	Infection, skin irritation	<ul style="list-style-type: none"> Wear protective (e.g. garden) gloves; consider a face mask.
Pollen, other items which cause allergies	Shortness of breath; skin irritation	<ul style="list-style-type: none"> Wear protective (e.g. garden) gloves; face mask; protective clothing
Manure, compost, poisonous plants, etc	Infection, skin irritation	<ul style="list-style-type: none"> Wear protective (e.g. garden) gloves; consider a face mask.
Chemicals	Infection, skin irritation	<ul style="list-style-type: none"> Follow instructions on container; wear garden gloves; consider face mask
Tools (not powered), includes hosepipes	Cuts, trips, falls, eye injury	<ul style="list-style-type: none"> Ensure equipment is in good condition; consider gardening gloves; wear eye protection if risk of projectiles (e.g. stone flying up); ensure familiarity with tool operation; store neatly when finished using
Mowers, other powered equipment	Cuts, property damage, electrocution, eye injury	<ul style="list-style-type: none"> Ensure equipment is in good condition; use a circuit breaker with electric equipment; consider protective gloves, eye and ear protection
Heavy items	Injury including strains, cuts	<ul style="list-style-type: none"> Lift correctly (see Attachment A); do not overload wheelbarrows.
Water	Slip, getting wet	<ul style="list-style-type: none"> Do not water excessively and avoid getting water on paths, patios, etc



RADLEY GOOD NEIGHBOURS

VISITING AND BEFRIENDING

INCLUDING READING TO PEOPLE WITH VISUAL IMPAIRMENT AND HELPING PEOPLE TO USE E-MAIL / INTERNET

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
General	All	<ul style="list-style-type: none"> • Do not start a session unless satisfied you can complete it safely • Pre-arrange visits; Inform RGNS coordinator of date / time in advance. • Inform a family member or friend (who is known to the RGNS Committee) where you are going and when you expect to be back. • Carry a mobile phone; if no network coverage in the user's house only continue with the session if you believe you are not at risk. • Report any visit incident / concern to an RGNS Committee Member.
User becomes agitated / aggressive	Personal abuse / injury	<ul style="list-style-type: none"> • Do not intrude on user's personal space • Remain calm; avoid aggressive tone / body language • If concerned for your / user's safety leave premises and call police
User appears ill	User illness, volunteer infection	<ul style="list-style-type: none"> • Call user's doctor; assist with doctor's request(s) only if you assess that it is safe for you to do so; call NHS Direct or an ambulance if unable to contact doctor
Property is not well maintained	Slip, trip, fall	<ul style="list-style-type: none"> • Be vigilant; watch out for slippery surfaces (e.g. wet floors), uneven flooring, raised carpets / tiles. Be especially careful in poorly lit areas
Volunteer suffers reaction to user's home environment (e.g. cigarette smoke)	Shortness of breath; skin irritation	<ul style="list-style-type: none"> • Assess during initial coordinator visit; do not assign volunteers who might suffer a reaction to the user's home environment
User has badly controlled / aggressive pets	Personal injury	<ul style="list-style-type: none"> • Assess during initial coordinator visit; warn volunteers of potential risks; require user to control pets; remove user from scheme if problems



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OCCASIONAL TRANSPORT FOR USER TO SHOP, CHANGE LIBRARY BOOKS, ETC.

COLLECTING SHOPPING, PRESCRIPTIONS, ETC FOR USERS

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
General	All	<ul style="list-style-type: none"> • Do not start a task unless satisfied you can complete it safely • Pre-arrange trips; ensure RGNS coordinator knows date / time of trip(s). • Inform a family member or friend (who is known to the RGNS Committee) where you are going and when you expect to be back. • Carry a mobile phone. • Report any trip incident / concern to an RGNS Committee Member. • Notify an RGNS Committee member of any changes in your driving circumstances (RGNS policy is to check circumstances every year)
User becomes agitated / aggressive **	Personal abuse / injury	<ul style="list-style-type: none"> • Do not intrude on user's personal space • Remain calm; avoid aggressive tone / body language • If concerned for your / user's safety, call police when safe to do so
User ** / Volunteer slips, trips or falls	Personal injury	<ul style="list-style-type: none"> • Cancel trip if conditions are bad (e.g. icy roads / pavements) • Be vigilant for uneven surfaces, spillages, etc • Allow plenty of time if user's mobility is reduced (e.g. walks with a stick)
Lifting (shopping, wheelchair, etc)	Personal injury	<ul style="list-style-type: none"> • Identify users with limited mobility and / or mobility aids (wheelchairs, pushers, etc), include details on booking form and notify driver • Lift correctly (see Attachment A); do not overload shopping bags.
Motor accident	Personal injury	<ul style="list-style-type: none"> • Cancel trip if conditions are bad • Avoid user distractions (e.g. complex conversations); stop car if user refuses to cooperate ** • In the event of an accident, contact required authorities, etc; when possible, inform RGNS coordinator

** Risk / action only applicable to Occasional Transport for User to Shop, Change Library Books, etc tasks.



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DOG WALKING/HELP WITH PETS

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
General	All	<ul style="list-style-type: none"> • Do not start a task unless satisfied you can complete it safely • Do not walk, or help with, pets which you do not trust. • Only let a dog off the lead if you know it can be trusted. • Clear up any pet mess (see “Animal mess” below) • Report any incident / concern to an RGNS Committee Member.
Slips, trips or falls	Personal injury	<ul style="list-style-type: none"> • Cancel job if it is outside and conditions are bad (e.g. icy pavements) • Be vigilant for uneven surfaces, animal mess / puddles, etc
Lifting	Personal injury	<ul style="list-style-type: none"> • Lift correctly (see Attachment A)
Animal mess	Infection; chemical reaction from, for example, cat litter	<ul style="list-style-type: none"> • Use waste bags • Protect hands; wash hands • Dispose of mess in dog bins; do not use standard litter bins
Lack of control of animal(s), either by volunteer or 3 rd party resulting in, for example, fights with other animals	Personal / animal injury	<ul style="list-style-type: none"> • Walk away (with pet) if other animals appear aggressive • Maintain your safety, then the pet’s safety • Get treatment for bites, scratches, etc (both on you and the pet)
Water, steep slopes, traffic, etc	Personal injury	<ul style="list-style-type: none"> • Put pet on lead near water, steep slopes, traffic, etc • Do not go into water, or onto ice, to get to a pet; contact the fire brigade



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BASIC DIY/MAINTENANCE

INCLUDING CHANGING LIGHT BULBS, FUSES, REPLACING BATTERIES, CHECKING SMOKE ALARMS

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
General	All	<ul style="list-style-type: none">• Do not start a job unless you are satisfied you can complete it safely• Use tools which are appropriate for the job – consult RGNS Committee member if in doubt about correct tool(s).• Wear protective footwear and clothing, including sturdy shoes with good grip, clothing which covers arms and legs• Consider always wearing gloves, eye protection and a face mask where there is risk of airborne material• Always use proper supports to hold items up while fixing them (for example do not balance them on piles of books, etc)
Floor is (a) uneven, (b) wet, (c) sloping	(b) Trip, (b) slip, (c) slide/fall	<ul style="list-style-type: none">• Be vigilant, do not rush.
Head height obstacles	Head wounds, eye injury	<ul style="list-style-type: none">• Wear protective goggles; consider head protection
Ladders	Falls, collapse	<ul style="list-style-type: none">• Stand ladders securely; only use step ladders. If in doubt about stability, use a second person to make it stable. DO NOT stand on furniture, etc
Screws, nails, studs, etc	Cuts, infection, eye injury	<ul style="list-style-type: none">• Wear gloves and eye protection
Glass, wood, metal sheets, etc	Cuts, infection	<ul style="list-style-type: none">• Wear gloves and eye protection
Chemicals	Infection, skin irritation	<ul style="list-style-type: none">• Follow instructions on container; wear gloves; consider face mask
Tools (not powered)	Cuts, trips, falls, eye injury	<ul style="list-style-type: none">• Ensure equipment is in good condition; consider gloves; wear eye protection if risk of projectiles (e.g. nails); ensure familiarity with tool operation; store properly when finished using

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Basic DIY/Maintenance (continued)

Drills, other powered equipment	Cuts, property damage, electrocution, eye injury	<ul style="list-style-type: none">• Ensure equipment is in good condition; use residual current detector (RCD) with electric equipment; wear eye protection; consider ear protection• Check areas to be drilled, etc for hidden pipes, cables, etc
Power cables, other leads	Trips, electrocution	<ul style="list-style-type: none">• Keep cables / leads tidy; cover when run takes them across walkway; store properly; never exceed power rating
Heavy items	Strains, cuts	<ul style="list-style-type: none">• Lift correctly (see Attachment A)
Water	Slips, falls, electrocution	<ul style="list-style-type: none">• Mop up spills immediately• Keep water, metal and electricity well separated
User's electrical appliances	Electrocution	<ul style="list-style-type: none">• Ensure items are isolated from the power supply before starting work• Ensure items are correctly protected (fuse, circuit breaker, etc)• If in any doubt about electrical safety, do not undertake work• Check wiring, etc is in good condition (e.g. not frayed) before and after task



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LIGHT HOUSEWORK

HAZARD	RISK	ACTIONS TO REDUCE THE RISK
General	All	<ul style="list-style-type: none"> • Do not start a job unless you are satisfied you can complete it safely • Use tools which are appropriate for the job – consult RGNS Committee member if in doubt about correct tool(s). • Consider always wearing gloves and a face mask where there is risk of airborne material • Wash hands when finished
Floor is (a) uneven, (b) wet, (c) sloping	(c) Trip, (b) slip, (c) slide/fall	<ul style="list-style-type: none"> • Be vigilant, do not rush.
High areas and / or high items	Falls	<ul style="list-style-type: none"> • Use steps; avoid over-stretching; do not stand on chairs / stools
Protruding screws, nails, studs, etc	Cuts, infection	<ul style="list-style-type: none"> • Be vigilant; wear protective gloves
Sharp edges	Cuts, infection	<ul style="list-style-type: none"> • Be vigilant; wear protective gloves
Germs (e.g. cleaning toilet bowls, handling soiled garments / bedclothes)	Infection	<ul style="list-style-type: none"> • Wear protective gloves; consider eye protection if splash risk
Chemicals including cleaners, polish, etc	Infection, skin irritation	<ul style="list-style-type: none"> • Follow instructions on container; wear gloves; consider face mask
Cleaning equipment (powered and non-powered) including vacuum cleaners	Cuts, trips, falls	<ul style="list-style-type: none"> • Ensure equipment is in good condition; ensure familiarity with tool operation; keep cables / leads tidy; cover when run takes them across walkway; store properly
Heavy items	Strains, cuts	<ul style="list-style-type: none"> • Lift correctly (see Attachment A)
Water	Slips, falls, electrocution	<ul style="list-style-type: none"> • Mop up spills immediately • Keep water, metal and electricity well separated
User's electrical appliances	Electrocution	<ul style="list-style-type: none"> • Ensure items are electrically safe (e.g. turned off) before cleaning • If in any doubt about electrical safety, do not undertake work
Volunteer suffers reaction to user's home environment (e.g. cigarette smoke)	Shortness of breath; skin irritation	<ul style="list-style-type: none"> • Assess during initial coordinator visit; do not assign volunteers who might suffer a reaction to the user's home environment
User has badly controlled / aggressive pets	Personal injury	<ul style="list-style-type: none"> • Assess during initial coordinator visit; warn volunteers of potential risks; require user to control pets; remove user from scheme if problems



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SAFE LIFTING TECHNIQUE

(from [Orthopedics.About.com, How to Lift](https://www.orthopedics.about.com/od/howtolift/))

1. Plan ahead before lifting.

Knowing what you're doing and where you're going will prevent you from making awkward movements while holding something heavy. Clear a path, and if lifting something with another person, make sure both of you agree on the plan.

2. Lift close to your body.

You will be a stronger, and more stable lifter if the object is held close to your body rather than at the end of your reach. Make sure you have a firm hold on the object you are lifting, and keep it balanced close to your body.

3. Feet shoulder width apart.

A solid base of support is important while lifting. Holding your feet too close together will be unstable, too far apart will hinder movement. Keep the feet about shoulder width apart and take short steps.

4. Bend your knees and keep your back straight.

Practice the lifting motion before you lift the object, and think about your motion before you lift. Focus on keeping your spine straight--raise and lower to the ground by bending your knees.

5. Tighten your stomach muscles.

Tightening your abdominal muscles will hold your back in a good lifting position and will help prevent excessive force on the spine.

6. Lift with your legs.

Your legs are many times stronger than your back muscles--let your strength work in your favor. Again, lower to the ground by bending your knees, not your back. Keeping your eyes focused upwards helps to keep your back straight.

7. If you're straining, get help.

If an object is too heavy, or awkward in shape, make sure you have someone around who can help you lift.

Tips:

- **Never bend your back to pick something up.**

It's just not worth the damage that improper lifting technique can cause.

- **Hold the object close to your body.**

You are a much more stable lifter if you're not reaching for an object.

- **Don't twist or bend.**

Face in the direction you are walking. If you need to turn, stop, turn in small steps, and then continue walking.

- **Keep your eyes up.**

Looking slightly upwards will help you maintain a better position of the spine.



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VOLUNTEER JOB RECORD

Date	Nature of Job	User

Notes:

