

# Pitstone Community Car Scheme

## RISK ASSESSMENT

Risk	Probability	Impact	Mitigation
Road Accident while volunteer is transporting client	L	H	<ul style="list-style-type: none"> <li>• Driver &amp; vehicle safety information issued for compliance by all volunteers.</li> <li>• Only volunteers with a minimum of 3 years driving experience will be utilised.</li> <li>• Any client concerns about unsafe driving or vehicles to be immediately reported to the co-ordinator.</li> <li>• Any unsafe driving or vehicles reported by clients or others will be immediately reviewed and drivers removed from the list of available volunteers where considered appropriate.</li> </ul>
Client harmed due to frailty, illness, or infirmity (e.g. falls when getting in or out of car)	M	H	<ul style="list-style-type: none"> <li>• Volunteers will not attempt to lift or support ill or infirm clients. Clients needing such assistant must be accompanied by a carer.</li> <li>• Volunteers will not provide help for which they are not medically qualified or trained.</li> <li>• Should a client be taken ill when being transported by vehicle, volunteers will immediately summon medical help.</li> <li>• Clients who are considered too ill or infirm will not be transported by vehicle, but alternative arrangements made via trained social services or NHS staff.</li> <li>• Volunteers will not collect client's medication on their behalf.</li> </ul>
Volunteer harmed through manual handling or use of tools & equipment	L	M	<ul style="list-style-type: none"> <li>• Volunteers will not take on tasks for which they are untrained, inexperienced or ill equipped.</li> <li>• Volunteers will not attempt to lift any heavy objects without appropriate experience, help or support.</li> <li>• When agreeing to any task, volunteers must be realistic about their abilities and experience.</li> <li>• Volunteers to wear clothing and footwear appropriate to the task being undertaken.</li> <li>• When assisting clients, volunteers will not use tools, appliances or other equipment unless they are qualified or experienced and confident to do so.</li> </ul>

			<ul style="list-style-type: none"> <li>Volunteers will not take on any task that is outside the scope of the scheme.</li> </ul>
Volunteer harmed by client's dog or another animal	L	M	<ul style="list-style-type: none"> <li>Volunteers should not undertake a task involving a client's pet, such as dog walking.</li> <li>Volunteers should not undertake any task where there is the threat of injury from a client's dog(s) or other animals.</li> <li>Volunteers will report such incidents and future requests for help will only be undertaken if the relevant client negates the threat.</li> </ul>
Abuse, physical violence, or sexual assault of client by volunteer	L	H	<ul style="list-style-type: none"> <li>All volunteers will undergo DBS checks.</li> <li>All volunteers must comply with the Safeguarding Policy.</li> <li>Any complaint from a client to a volunteer will be immediately reported to and acted upon by the co-ordinator and, in appropriate cases, the police will be informed if the client has not already done so.</li> <li>Volunteers will ensure all clients are treated equally in accordance with the Safeguarding and Equal Opportunities Policies.</li> </ul>
Abuse, physical violence, or sexual assault of volunteer by client	L	H	<ul style="list-style-type: none"> <li>Volunteers must refuse to complete a task when confronted with abuse, threats or violence from a client or other person and must report this fact to the co-ordinator.</li> <li>In cases of abuse and violence directed towards volunteers, the volunteer concerned will decide if a report to the police is necessary.</li> <li>The scheme will decline all future requests for help from any client who has been abusive, threatening or violent.</li> <li>More than one volunteer will be allocated to a particular task when it is considered acting alone would render a single volunteer vulnerable.</li> </ul>
Theft, fraud, or improper use of funds by volunteers	L	M	<ul style="list-style-type: none"> <li>All volunteers will undergo DBS checks.</li> <li>Volunteers will not accept payment of any kind for their services other than the mileage charges agreed and published by the Pitstone Community Car Scheme.</li> <li>Volunteers must not purchase items for clients or handle client's money to avoid any misunderstandings or allegations.</li> <li>Clients/their families wishing to make a donation to the scheme will be directed to speak to the co-ordinator.</li> <li>Volunteers will treat clients' property with respect and will not undertake any tasks for which they are not qualified or experienced and confident.</li> </ul>

			<ul style="list-style-type: none"> <li>Any complaint from a client to either a volunteer or the co-ordinator will be immediately reported to and acted upon and, in appropriate cases, the police will be informed if the client has not already done so.</li> </ul>
Volunteer experiences stress or overwork	M	M	<ul style="list-style-type: none"> <li>The coordinator will ensure that tasks are shared between all volunteers and that no client becomes unreasonably dependent upon a single volunteer.</li> <li>Volunteers will be encouraged to report any excessive demands on their time.</li> </ul>
Breach of client confidentiality by volunteer	M	H	<ul style="list-style-type: none"> <li>Volunteers will ensure that all information obtained about clients and the service provided to them is kept strictly confidential.</li> <li>Clients will not be identified by name during any meeting.</li> <li>Care will be taken to ensure activities are not the cause of village gossip thus increasing the vulnerability of clients.</li> <li>Volunteers will always carry and show their identity card when asked to do so.</li> </ul>

### **Review**

These Guidelines were adopted by Pitstone Parish Council on ..... *25 February 2021*.....

minute reference ..... *332/20*..... and will be reviewed on at least an annual basis.

Signed on behalf of Pitstone Parish Council by:

*D Nicholls*

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Chairman