**Junior and Group-Led Volunteering General Risk Assessment**

The Volunteer Services Team at Birmingham Women’s and Children’s NHS Foundation Trust requires a general risk assessment to be completed for all volunteer work. The General Risk Assessment will be valid for 12 months, will be reviewed and sent out to participating groups prior to each Junior Volunteer project and will be updated during those 12 months should any changes occur, or as and when new risks are identified.

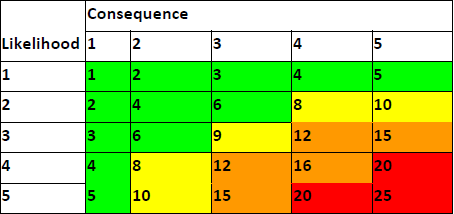
When volunteering will take place in a particular area (ward, room or other space), a Specific Risk Assessment will be completed and sent out to the participating group. Any significant risks must be dealt with before the group can use the space.

All risk assessments will be kept on file within the Volunteering Services Team.

**Guidance on completing the Risk Assessment**

**The Matrix Explained**

The purpose of giving risks scores is to give the risk a priority / severity rating that enables BWC to review its risks in a more objective and systematic way. At BWC, the following risk matrix scoring system is used.



The likelihood is the frequency that the risk will occur, with the scoring column located in the left column. 1 is a low likelihood and 5 is high.

The consequence is the adverse outcome associated with the risk that has occurred. The scoring row is located in the top row of the matrix. 1 is a low impact and 5 is high.

Likelihood x Consequence = Risk Score

After the likelihood and consequence have been decided they are multiplied together and equal the risk score. The overall risk score CANNOT exceed 25.

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| **Name of staff member completing the risk assessment and job role:** | **Name of Ward/Department:** | **Date risk assessment completed:** |
| Joy Krishnamoorthy, #iwill Volunteer Service Development Project Coordinator  Specific sections completed by clinical colleagues in specified areas | General hospital environment  Clinical areas specified  Public areas specified  Relevant off-site activities | Original: 13 June 2018  Updated: 5 March 2019 |
| **Date risk assessment due for review (12 months from completion):** | **Type of risk (e.g. clinical, non clinical, finance)** | **Overall risk assessment score (highest original risk score)** |
| 4 March 2020 | Non-clinical | 6 |
| **Description of Risk Assessment**  To assess the risk of having groups of volunteers (Junior Volunteers aged 10-16, or Group-Led Volunteers aged 16+) in the workplace. Volunteers will be fully supervised at all times but, in the case of Junior Volunteers, may not have the relevant judgement and/or experience required to make sound decisions about what is safe. This assessment therefore ensures the safety of volunteers, staff and patients/families.  **Please ensure you add any specific tasks or specific risks that are relevant and applicable to your ward/department and amend the information as appropriate** | | |

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| **No.** | **Risks and Hazards (associated with the description)** | **Effects of the risks/hazards** | **Control measures in place to prevent risk and hazards occuring** | **Likelihood**  **(0-5)** | **Consequence**  **(0-5)** | **Risk assessment score**  **(L x C)** | **Actions/**  **Treatment required to reduce/eliminate the effects** | **Responsibility** | **Timescale** | **Completed?** |
| **1** | Entering the Hospitals | Volunteers or others may be injured, possibly seriously, unless due care and attention is paid to vehicular traffic on our grounds, including ambulances | Group Leaders and additional adult supervisors will be responsible for chaperoning students safely into the buildings | 1 | 4 | 4 | Group Leaders to be briefed as to the additional hazards provided by ambulance bays, drop-off points and other considerations, such as wheelchair traffic, in advance of arrival. | Vol Serv Team & Group Leaders | Before the event |  |
| **2** | Slips, Trips and Falls when moving around in a hospital environment, including stairs and areas where hot food or drinks are served, such as:  BC:   * Conservatory * Main Outpatients   BW:   * Coffee Shop, Restaurant * Birthing Centre Waiting Area | Volunteers or others may be injured, equipment may be damaged | Training to advise participants to exercise greater care than usual in a hospital environment.  Local induction to remind participants to be especially careful when moving around wards and communal areas. Any specific risks pointed out.  Constant supervision | 2 | 3 | 6 | Ensure that each participant receives a general training session and comprehensive and effective local induction  Ensure participants are fully supervised at all times  Ensure Group Leaders know how to access First Aid if necessary  Any volunteer who feels at risk on the stairs to be advised to use lifts and chaperoned | Vol Serv Team & Staff Supervisors | Throughout the event |  |
| **3** | Fire or other serious incident requiring evacuation | Injury or death if correct evacuation procedures not followed | Basic fire safety training at the beginning of the day, including how and when to raise the alarm, when and how to evacuate and where to assemble | 1 | 5 | 5 | Ensure that each participant receives a general training session and comprehensive and effective local induction  Ensure participants are fully supervised at all times  Ensure Group Leaders know where to assemble or what to do in case of fire or other serious incident | Vol Serv Team & Staff Supervisors | Throughout the event |  |
| **4** | Separation from group | Distress or danger associated with volunteers being separated from their group | JV Code of Conduct stresses the need to remain with group at all times.  Toilet breaks taken all at once, or participants to attend in pairs, or individuals to be chaperoned to/from if not in sight.  Constant supervision. | 2 | 2 | 4 | General training and local induction to cover what to do if separated from group.  Participants to wear name badges at all times.  Security to be advised that participants are in the building and what to do in the case of separation from group.  Key Contacts list to be circulated to all relevant supervisors. | Vol Serv Team & Staff Supervisors | Throughout the event |  |
| **5** | Infection Control | Spread of infection from participant to patient/staff/family or vice versa  (Especially D&V, coughs/colds) | Infection control training, inc hand washing, at beginning of day. Reminders during Local Induction  All participants to fill out OH Self-Cert form and provide evidence of immunisations  Participants advised not to attend within 48 hours of diarrhoea / vomiting  Participants with mild communicable diseases (coughs/colds) will be asked to participate in a contingency activity instead of ward tours, if necessary | 2 | 3 | 6 | Ensure that each participant receives training and a comprehensive and effective local induction and that they are fully supervised at all times  Ensure a contingency activity is available for those who are not able to participate in ward tours | Vol Serv Team & Staff Supervisors | Before and throughout the event |  |
| **6** | Confidentiality  &  Conflict of interest | Breaches in confidentiality - volunteers talking to family or friends about patients they have seen.  Conflict of interest: participants may come into contact with patients they know | JV Code of Conduct will be signed by each participant (includes a section on confidentiality)  Confidentiality/conflict of interest training, inc telling someone if a participant recognises anyone, at beginning of day. Reminders during Local Induction | 2 | 3 | 6 | Ensure that each participant receives a general training session and comprehensive and effective local induction and is reminded of importance of confidentiality throughout the experience  No phones while volunteering  Ensure consent of patients/families on wards for JVs to be present. Release name of group/school in advance  Ensure full supervision at all times | Vol Serv Team & Staff Supervisors | Before and throughout the event |  |
| **7** | Emotional Distress brought about by hospital environment, witnessing certain situations, procedures or unplanned events | Volunteers may become upset or distressed at things they witness / feel faint | Emotional Distress training at the beginning of the day.  Discuss again during local induction and let the participant know what to do should they feel uncomfortable/unwell  Talk them through what they will see prior to any activity in clinical areas and check they are happy to take part | 3 | 2 | 6 | Ensure that each participant receives a general training session and comprehensive and effective local induction  Ensure participants are fully supervised at all times and that things they may witness are explained to them  Put in place a contingency activity should anyone want/need to sit out  Brief Group Leaders about what to do if participants experience delayed emotional distress | Vol Serv Team & Staff Supervisors | Throughout the event and afterwards |  |
| **8** | Issues arising as a result of lack of familiarity with procedures and/or location(s) | Group Leaders and participants may not be aware of rules | Ensure each group is accompanied by a member of NHS staff and/or an experienced Adult volunteer | 4 | 1 | 4 | Provide all Volunteers accompanying Group Leaders with a Key Contacts list, including Organiser, Security, members of the Volunteering Team | Vol Serv Team | Before & During the event |  |
| **9** | Ward- or Department-specific risks  IN ADDITION TO THE ABOVE | *None known / anticipated:*  Using own spaces  Library (BW)  Burns Unit (BC)  Liver Ward (BC)  Using common spaces and/or ERC  Transformation Team (BW)  Forward Thinking Birmingham (BC)  ICT (BW, BC)  Hypnobirthing (BW) | | | | | | | | |
| **a** | Restricted Clinical Areas:   * Emergency Department (BC) * Theatre Tour (BW) * Neo-natal ICU (BW) | Participants will tour spaces which will involve being near to hazardous substances / items and delicate machinery  Emotional distress if participants witness extremely ill children and/or ambulance transfers.  Embarrassment to patients if observed unexpectedly.  Injury and/or damage to equipment. Contamination of sterile spaces/ equipment  Delay to staff/ patients if space suddenly needed for emergency use | Participants will have a comprehensive local induction covering expected behaviour when in these spaces and will be constantly supervised.  Prepare volunteers and group leaders for what they might encounter. Only enter spaces if deemed appropriate.  ED: Hold tour in the morning, when quietest.  Prepare participants and leaders in advance for what to do if immediate withdrawal is required.  Hand-washing reminder / demonstration on arrival  Suitable clothing required (nothing trailing, bare below elbow, no open-toe shoes) | 2 | 3 | 6 | Tour to be made ‘safe’ by only bringing participants into areas where they would encounter no significant risks  Ensure participants fully supervised and escorted through ED at all times  Assess suitability on the day/at the time of the tour and adjust activity if necessary.  ED: Withdraw if ambulance transfer is imminent.  Where physical space is restricted, consider accessing in small groups. | Staff Supervisors | Before & during the event |  |
| **b** | Clinical Genetics (Norton Court) | Participants will have a tour of the lab, which will involve being near to hazardous substances / items and delicate machinery | Participants will have a comprehensive local induction covering expected behaviour when in the lab.  Appropriate and protective clothing: require closed-toed shoes in pre-event communications, lab coats provided | 2 | 2 | 4 | Lab tour to be made ‘safe’ by only bringing participants into areas where they would encounter no significant risks  Participants fully supervised and escorted through Lab by CG team at all times  In-use sharps containers removed to safe locations | Staff Supervisors | During the event |  |
| **10** | Room-specific risks for group spaces and break-out rooms  IN ADDITION TO THE ABOVE | *No relevant additional risks known / anticipated, based on RA already received:* | | | | | | | | |
| **a** | Tent, Birmingham Children’s Hospital (BC) | Participants could be injured:  Moving between the Tent and the hospital / in case of emergency  In case of faulty installation / structural failure  By items within the tent, such as display boards | Clearly mark exits, fire exits and stairs  Use reputable contractor and check Tent construction before use  Ensure any free-standing items are secured appropriately | 2 | 3 | 6 | Perform visual check of the tent on the morning of event to ensure it has been set up correctly by the previous users.  Ensure tent erection company has left safety paperwork and review. | Vol Serv Team & Estates/Security | Before the and throughout event |  |
| **b** | * Education Resource Centre (BW) * Library (BW) * Education Centre (BC) | Manual handling injuries and/or damage to equipment through moving furniture and/or equipment | All users of these spaces are advised to contact Reception if any furniture needs to be moved | 1 | 2 | 2 | Ensure Risk Assessment sent out to all Group Leaders in advance of the event and incorporate reminder into training at the beginning of the day | Vol Serv Team | Before & during the event |  |
| **c** | *ICT Survey: BW*   * Antenatal Clinic Waiting Area * Birthing Centre Waiting Area * Coffee Shop * Restaurant   *ICT Survey: BC*   * Main Outpatients * Conservatory | IN ADDITION TO RISKS ALREADY DETAILED ABOVE:  Participants could encounter verbal abuse / inappropriate language from patients, families or staff under stress | Introduce signage to all common areas where surveys will be taking place advising patients, families and staff that volunteers will be carrying out surveys and what to expect / what to do if they don’t want contact.  Advise participants to use verbal and non-verbal cues to determine whom to approach  Constant adequate supervision | 1 | 2 | 2 | Ensure local briefing covers reading verbal and non-verbal cues and what to do if abusive survey subjects encountered  Install posters in cooperation with area managers and brief relevant staff that surveys will be taking place | Vol Serv & Calthorpe Academy | During the event |  |
| **11** | Off-site activity-specific risks: home baking for Homebirth tea party attenders | Attenders may fall ill if cakes etc are not prepared in a clean and hygienic environment.    Potential for allergic reactions to ingredients | Issue basic guidance on safe food preparation to any groups preparing food off-site, including the need to wash utensils etc that may have touched allergens.  All ingredients to be specified wherever food is available | 1 | 5 | 5 | Require common allergens producing severe reactions (nuts) not to be used, and that other common allergens (eggs, milk) to be clearly labeled and verbally advised wherever food is available.  Do not store/display food with different allergen content together |  |  |  |