

# KIRKBY MALZEARD, LAVERTON AND DALLOWGILL PARISH COUNCIL

## RISK ASSESSMENT – COMMUNITY HELPER SCHEME CREATED TO ASSIST RESIDENTS DURING THE CORONAVIRUS OUTBREAK MARCH 2019 ONWARDS.

This document was produced to enable the Council to assess the risks it faces and to indicate the steps that have been taken to minimise them. It was revised following the Government guidance referred to below.

It should be read in conjunction with Government advice as set out in the document attached as an Appendix subsequently issued on March 26, 2020 titled ‘Coronavirus – How to Help Safely’.

LIKELIHOOD				
Highly Likely (3)	Medium (3)	High (6)	High (9)	
Possible (2)	Low (2)	Medium (4)	High (6)	
Unlikely (1)	Low (1)	Low (2)	Medium (3)	
	Negligible (1)	Moderate (2)	Severe (3)	IMPACT

1. AIM: To protect anyone registering for help from being infected by coronavirus as a result of contact by helpers.

RISK RATING: Likelihood - Possible – 2

Impact – Severe – 3

Risk Rating – High – 6

#### MEANS OF MANAGING RISK:

a) Maintain social distancing from helpers– 2m distance at all times.

b) Regular hand washing will be undertaken by helpers to minimise any virus being left on items (including cash).

Recipient to take similar precautions on receiving items.

c) Helpers not to enter home – all dealings to be carried out with recipient inside house and helper outside.

d) Follow all additional advice set in Appendix 1 of this document.

2. AIM: To safeguard any vulnerable people who seek help from a helper

RISK RATING: Likelihood - Unlikely – 1

Impact – Severe – 3

Risk Rating – Low – 3

#### MEANS OF MANAGING RISK:

a) Organisers will keep a record of which volunteers are assigned to which people requesting help

- b) Any vulnerable adults or those living on their own to be assigned to volunteers with a recent DBS check as appropriate.
- c) Follow all other advice set out in Appendix 1 of this document.

3. AIM: To protect volunteer helpers from being infected by coronavirus whilst carrying out tasks as part of this scheme.

RISK RATING: Likelihood – Possible – 2  
Impact – Severe – 3  
Risk rating – High – 6

#### MEANS OF MANAGING RISK

- a) Helpers to adhere to social distancing advice – 2m distance at all times -when shopping, collecting items from Doctor's surgery etc and when delivering items.
- b) Regular hand washing to be undertaken to avoid transfer of virus on items including cash.
- c) Anyone with declared underlying health conditions, over 70, pregnant or is currently unwell (or has anyone in their family who is unwell) not to be enlisted as helpers for any tasks other than telephone chats.
- d) Helpers asked to acknowledge disclaimer (which includes this section):

“Please note that it is your responsibility to check up-to-date guidance from the NHS about keeping yourself safe.  
Please note that you should not volunteer if you have symptoms as described on the NHS website or if you have been in close contact with people with such symptoms.  
Please follow advice on handwashing and keeping distance from those who are being supported (2m).  
Please be aware of current advice on how the virus can live on surfaces etc. and take care handling items between volunteers and those who are being supported.  
Please take care if handling cash, both with regard to cash as a means of infection and also as a valuable good”

e) Follow all other advice set out in Appendix 1 of this document.

4. AIM: To protect helpers from injury whilst carrying out tasks as part of this scheme.

RISK RATING: Likelihood – Unlikely – 1  
Impact – Severe – 3  
Risk rating – Medium - 3

MEANS OF MANAGING RISK:

a) Advise helpers not to take any actions without carefully assessing possibility of any danger e.g. whilst driving, whilst carrying items, whilst entering external areas of properties, not hurrying unduly etc and to take into account any other relevant health conditions which they may have.

- b) That they should make Community Help Scheme organisers aware of the nature and timing of task being undertaken.
- c) Follow all other advice set out in Appendix 1 of this document.

5. AIM: To protect personal data of volunteers and recipients being compromised.

RISK RATING: Likelihood – Unlikely – 1  
Impact – Moderate – 2  
Risk Rating – Low – 2

#### MEANS OF MANAGING RISK

- a) Only one helper allocated to each recipient rather than contact data being given out to more than one person.
- b) Organisers to keep secure records of details of helpers and recipients, covered by the Parish Council GDPR arrangements.
- c) Helpers asked to acknowledge receipt of following disclaimer

*“I understand that my phone number will be distributed amongst members of the community.”*

6. AIM: To prevent any disputes between helpers and recipients

RISK RATING: Likelihood - Unlikely – 1  
Impact – Moderate – 2

## Risk Rating – Low – 2

### MEANS OF MANAGING RISK:

- a) Helpers to obtain receipts and to collect payment for good at time of delivery
- b) Helpers to refer any disputes to organisers immediately for investigation.

## Appendix 1

Extracts from Government guidance issued 26.03.2020

# CORONAVIRUS – How to help safely

## Contents

- 1.Can I help?
- 2.Who can I help?
- 3.How can I help safely?
- 4.What can I do?
- 5.What should I do if I'm worried about someone's health?
- 6.How to stay safe when accepting help from others
- 7. Volunteering

The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives.

Full guidance on staying at home and away from others can be found on [gov.uk](https://www.gov.uk). You should only leave the house for one of four reasons, and one of these is to provide care or to help a vulnerable person. Even when you are doing this, you need to do so safely. You should be minimising time spent outside of the home and ensuring you are 2 metres (6 feet) apart from anyone outside of your household.

This guidance outlines how you can help and importantly, how to do this safely.

## 1. Can I help?

You can only provide support to people who are in isolation if you fulfil ALL of the conditions below:

- You are well and have no symptoms like a cough or high temperature and nobody in your household does
- You are under 70
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to coronavirus.

## 2. Who can I help?

You can help households who are isolating. This could include friends and family members as well as your neighbours.

If you want to help in your local community, but don't know how, further information can be found in the details below.

Always remember, you should only provide support in person where it is essential for the health or care of a vulnerable person.

## 3. How can I help safely?

The single most important action we can all take, in fighting coronavirus, is to stay at home in order to protect the NHS and save lives.

When we reduce our day-to-day contact with other people, we will reduce the spread of the infection and save lives. This remains the case when you are helping others.

You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. Breaking these rules could put you at risk of infection, or risk spreading it to others.

If you are picking things up for others, try to limit the amount of time you spend outside of your home by picking up essential items for them when you do your own shopping or collect their medicines during the same trip.

You should stay 2m or six feet away from anyone you do not live with at all times. Do not share a car journey with them.

You should also regularly wash your hands with soapy water for at least 20 seconds.

If you have offered to help other people, please do not place yourself in positions where you may feel unsafe, for instance helping late at night.

You must also always adhere to our advice on how to stay safe.

If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay home. You still play an important role but will need to do this from home.

## 4. What can I do?

There are many ways you can help friends or family as well as neighbours who are in isolation.

### 4.1 Help with food shopping

If people staying at home because of coronavirus need basic necessities, you could do this yourself and leave the groceries on the person's doorstep. Try to limit the amount of time you spend outside of your home by picking up essential items for others only when you do your own shopping.

Or you could help those who aren't as familiar with online shopping by placing an order for them or by talking them through the process over the phone.

### 4.2 Collecting medication



You can pick up medicines on someone else's behalf. People should only request medication that they need, in their usual quantities.

Remember to keep a safe distance when leaving any items on the person's doorstep or drop off area, and make sure that they have collected the medication before leaving.

#### 4.3 Stay in touch over the phone or via social media

Staying at home for a long time can be a lonely experience and may impact on people's wellbeing. Just saying hello and regularly checking in over the phone or by video-chat is important, or you could help people by recommending information from organisations like Every Mind Matters.

#### 4.4 Encourage people to stay mentally and physically active

People who have experienced staying at home have kept themselves busy with activities such as cooking, reading, online learning or watching films. Swap suggestions about how people you are supporting can keep themselves busy. If people are well enough, encourage them to do some light exercise and keep active around the home, perhaps by using an online exercise class.

#### 4.5 Share trusted sources of information

It's easy to become worried by online information, some of which may be deliberately designed to mislead people. Help your community by sharing trusted information from the NHS, Public Health England or the Department of Health and Social Care.

## 5. What should I do if I'm worried about someone's health?

Encourage anyone you are in touch with or supporting to use the NHS 111 online Coronavirus service. They should only call 111 if they can't get online, their symptoms worsen or they have been instructed to. Call 999 if you believe someone's life is at risk.

## 6. How to stay safe when accepting help from others

Please refer to guidance on staying at home.

If you are receiving voluntary help do not share financial details like credit/debit card numbers or personal information.

If someone you don't know calls at your home, always ask for ID and always ensure you are comfortable sharing details like your phone number or address. Only provide information on a need to know basis and if you have seen ID. Do not feel pressured into providing information. If you have doubts about those who are approaching you, and are concerned, it is advised that you don't engage, and report serious suspicious behaviour to the police.

Remember that genuine volunteers have been instructed not to enter your home.

## 7. Volunteering

Volunteering will be crucial in the response to coronavirus and people have not been stopped from doing this.

However, volunteering that requires going out of the house is now only permitted in certain circumstances. If you are well and are not at risk from coronavirus you can undertake essential activities including:

- Delivering food
- Helping people with their medical needs, such as picking up prescriptions
- Providing essential care or to help a vulnerable person or person(s), including through essential public and voluntary services, such as food banks, homeless services, and blood donation sessions

Voluntary organisations are supporting people across the UK in this time of high need, providing practical, emotional and social support.

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