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| Standards ToolkitRisk Assessment Advice  |
| This guidance is for groups to gain information and guidelines for implementing a risk assessment.  |
| 2017  |

1. ***These documents, templates and policies are for advice and support purposes only.***
2. ***You may edit and amend the documents to render them suitable for your group purposes.***
3. ***You must not sell or re-distribute any documents or derivatives thereof.***

**1. Identify the hazards**

As a first step, you should identify any possible hazards by examining the nature of the job;

* The type of clients or customers the employee/volunteer may work with or may encounter;
* The places, locations, times and environments that are relevant;
* The views of the staff/volunteers;
* Incident reports, including any near misses.

**2. Decide who might be harmed and how**

Next, think about which employees/volunteers might be harmed?

* What type of injury or ill health might occur – for example,
* Through violence if employees/volunteers are attacked by a guest/service user;
* Through infection, blood borne disease or needle stick injury;

**3. Evaluate the risks and decide on precautions**

In this third step, you should:

* Decide whether the existing precautions are adequate or more should be done;
* Whether or not the risks are low or acceptable;
* Establish if there are systems in place aimed at eliminating or reducing the risk, and whether or not you have clear risk assessments; (template below)
* Find out if staff/volunteers have training and/or skills in defusing situations;
* Discover if your group has a clear policy, procedure and guidelines for visiting or dealing with guests/service users while alone;
* Find out if there is a clear trail to ensure colleagues know the whereabouts of an employee in the event of non-return to the office or reporting back to head office; and
* Establish if staff have personal alarms, mobile telephones or mobile panic alarms that can alert the employer to the employee’s location.

**4. Record your findings and implement them**

At this stage, you should:

* Complete a risk assessment (template below)
* Communicate all information to employees/volunteers

**5. Review your assessment and update if necessary**

Step five ensures you keep your risk assessment up to date by:

* Reviewing on a regular basis, but at least once a year;
* Changing and amending as required; and
* Ensuring the risk assessment is completed and implemented.

**Here are some specific pointers:**

Ensure the lone worker policy is relevant and that all workers know about it. Where lone workers are visiting people, ensure any referral is risk assessed before each visit.

Where necessary, provide staff training in:

* Risk assessment;
* Defusion/de-escalation, conflict resolution skills;
* Breakaway/disengagement techniques; and
* First aid training and dealing with an emergency.
* Develop a trail of evidence so staff can monitor lone worker locations.
* Consider providing mobile telephones or panic alarms
* Provide personal protective equipment and clothing where the risk assessment has identified these as being required.
* Consider if the premises to be visited are secure.
* Visual risk assessment on site.

In a bid to try to predict the hazard of violence to lone workers visiting guests/volunteers, there are a number of fundamental questions that need to be asked in a risk assessment from an organisational perspective.

These are:

* Do workers understand the reasoning for having a risk assessment?
* Do workers actually comply with the final risk assessment?
* Is the risk assessment process designed to be easy and user friendly?
* Does the risk assessment process combine individual and health and safety issues?
* Does it fit on A4 paper or can it be easily computerised?
* Does it use a basic traffic-light scoring system?
* Can it be accessed easily?

**Conclusion**

Risk assessment enables hazards to be quantified and managed more effectively. But it is important that the risk assessment does what it is meant to do – predict the likelihood of injury and make employees/volunteers amend their behaviour accordingly. While some aspects of lone working are inherently high risk, the failure to put systems in place to reduce recognised risk could leave employers/group open to charges of negligence and costly litigation.

Reference;
[Website for reference](http://guardian24.co.uk/carrying-out-a-lone-worker-risk-assessment/)