

**Activity Hot meals delivery (Page 1)**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| Road Traffic Accident | Driver and/or passengers | Vehicle owners should ensure that their motor insurance covers them (or the driver of the vehicle) for volunteering activity. | Advise volunteers | To be decided | July 2022 |  |
| Vehicle breakdown | Driver may be stuck in a remote location. | All volunteer drivers are expected to ensure that their vehicles are roadworthy. | Advise volunteers | To be decided | July 2022 |  |
| Vehicle running out of fuel | Driver may be stuck in a remote location. | Volunteers to be advised to check fuel levels before they set off | Advise volunteers | Gil Dunn | July 2022 |  |
| Aggression or violence | Volunteer may suffer physical or psychological injury | At the first signs of inappropriate behaviour volunteers should remove themselves from danger and should report the circumstances to the Duty Phone Manager.  If in physical danger volunteers should call 999.  Offending service users will no longer qualify for the services provided. | Advise volunteers | Gil Dunn | July 2022 |  |



**Activity Hot Meals Delivery (Page 2)**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| Adverse weather | Adverse weather may affect driving conditions and increase risk of RTA where volunteer or others could be injured | Duty Phone Managers and volunteers should keep an eye on the weather and make any appropriate decision should it become unsafe for volunteers to continue their deliveries.  In the event of severe winter conditions any volunteer driver should be selected on the basis of the type of vehicle they have available, e.g. 4x4. | Advise volunteers | Gil Dunn | July 2022 |  |
| Farm animals | Volunteers could be injured by aggressive farm animals | When delivering to more rural locations volunteers should be wary of livestock. | Advise volunteers | Gil Dunn | July 2022 |  |
| Slips, trips, and falls | Volunteers and/or service users | Volunteers should be alert to their surroundings when delivering to service users  Rostering of volunteers should be limited to daylight hours.  In the event of severe weather Duty Managers should consider whether service should stop, temporarily. | Volunteers to be advised  Duty managers on Mondays and Thursdays to be advised | Gil Dunn  Jerry Sumpster | July 2022 |  |



**Activity Hot Meals Delivery (Page 3)**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| Allergens | Service Users may have allergic reaction to certain food products (Nuts, Gluten etc). | Where Service Users have been identified as folk to receive hot meals, prior to commencement of the service the service user is asked whether they have any allergies, which are recorded.  The Service User’s name and details of any allergies are then passed to The Elphinstone Hotel, who provide the appropriate meal for the client, suitably labelled, and have their own indemnity insurance in place.  When delivering food care should be taken to ensure that the labelled food is delivered to the correct service user. | Advise volunteers to check addresses on meals carefully | Gil Dunn | July 2022 |  |
| Infection COVID | Volunteers and service users | Maintain social distancing at all times.  Sanitise hands thoroughly before and after each delivery BCAG will provide sanitiser.  Minimise contact with surfaces while delivering. | Volunteers to be advised. | Gill Dunn | July 2022 |  |