

**Activity Shopping and Prescription Helpline (Page 1)**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| Carrying shopping | Volunteers or service users using incorrect manual handling techniques | Shops should not overload baskets of shopping. If volunteers feel that the service user may struggle with the way the shopping is packed, they should ask the shop staff to repackage the shopping.Volunteers should be aware of manual handling best practices, see <https://www.hse.gov.uk/toolbox/manual.htm> | Volunteers to be advised  | Jerry Sumpster | July 2022 |  |
| Traffic movement | Volunteers or members of public | Volunteers should park as close as possible to the shop they are collecting shopping from, and to the house they are delivering to.Volunteers should be alert to moving traffic when carrying shopping to and from the car. | Volunteers to be advised  | Jerry Sumpster | July 2022 |  |
| Road Traffic Accident  | Driver and/or passengers | Vehicle owners should ensure that their motor insurance covers them (or the driver of the vehicle) for this volunteering activity. | Volunteers to be advised | 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. | Volunteers to be advised | 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 | Jerry Sumpster | July 2022 |  |



**Activity Shopping and Prescription Helpline (Page 2)**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| Aggression or violence | Volunteer may suffer physical or psychological injury | At the first signs of inappropriate behaviour volunteers will remove themselves from danger and 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 | Jerry Sumpster | July 2022 |  |
| 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 to deliver.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 | Jerry Sumpster | 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 | Jerry Sumpster | July 2022 |  |



**Activity Shopping and Prescription Helpline (Page 3)**

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| **Hazards?** | **Who could be harmed? How?** | **Existing controls?** | **Further controls needed?** | **Who is doing this?** | **By When?** | **Done** |
| No phone signal | Volunteers could be unable to communicate in the event of an emergency | Duty Phone Managers ensure that at the end of the volunteer day (normally shortly after 3pm) they check that the volunteers are home safely  | Remind Duty Managers | Jerry Sumpster | July 2022 |  |
| Slips, trips, and falls | Volunteers and/or service users | Volunteers should be alert to their surroundings when delivering to service usersRostering 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 | Jerry Sumpster | 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 reminded. | Jerry Sumpster | July 2022 |  |