



CLIFTON CARE SCHEME HEALTH AND SAFETY

Risk	Mitigation
Road accident while volunteer is transporting client	Volunteer drivers are experienced and over 25 years old. Phone holder to report any client concerns about unsafe driving to the Chair or Secretary. This will be reviewed and drivers removed from the list of volunteers, if deemed appropriate.
Client hurt due to frailty, illness or infirmity e.g. falls when getting in/out of car	Volunteers will not try to lift or support ill/infirm clients without help. Volunteers will not provide help for which they're not medically qualified or trained. Should a client be taken ill during transportation or a home visit, volunteers will summon medical help immediately. Volunteers will not be able to help clients who are considered to be too ill or infirm.
Volunteer is harmed through manual lifting or use of tools/equipment	Volunteers will not take on tasks for which they are untrained, inexperience or ill-equipped i.e. they must be realistic about their abilities. Volunteers will not lift very heavy objects without support.
Abuse, physical violence or sexual assault of a client by a volunteer	All volunteers will undergo DBS checks and they must comply with the CCS Safeguarding Policy. Any complaint from a client to a volunteer or phone holder must be reported immediately to the Chair or Secretary. See Complaints Policy
Abuse, physical violence or sexual assault of a volunteer by a client	Volunteers must refuse to complete a task when confronted with abuse, threats or violence and must report this to the phone holder. CCS will decline all future requests from any client who has been abusive, threatening or violent.
Theft, fraud or improper use of funds by volunteers	Volunteers will not accept payment of any kind except for mileage charges agreed by CCS. Volunteers must take care when purchasing items for clients and handling clients' money to avoid any misunderstanding or allegations.

Volunteer experiences stress	The phone holders will ensure that tasks are shared between all volunteers and that no client becomes unreasonably dependent upon a single volunteer. Volunteers should report any excessive demand upon them to the Chair or Secretary.
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CCS will monitor the progress, development and practice of this Policy

Chair's Signature:

Date: