OPAL Services

Risk Assessment for Temporary Services introduced because of COVID-19

Name of Service: GoOnLine Befriending

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| **General risks** | **Who/What might be harmed** | **Evaluation of risks**  **High/Medium/Low** | **Precautions in place** | **Actions** |
| People being exposed to COVID-19 through our services | Staff, volunteers, members receiving our services | low | No face to face contact permitted. Information about hand washing and self-isolating provided to all volunteers and members via 1st OPAL Reach newsletter.  All GoOnLine sessions held electronically at home on Zoom, Skype, FaceTime etc. | For members not able to access the electronic sessions, OPAL Reach is posted out to them.  Organiser keeps contact with some volunteers and members by phone. |
| People having caught COVID-19 | Staff, volunteers, members receiving our services | low | As above. | Organisers to record incidents of people within OPAL having COVID-19, and to check if they have been in contact with others within OPAL. Report under RIDDOR if they have. |
| Staff or volunteer going beyond their role and visiting a GoOnLine member and/or running errands for them. | Staff, volunteers, members receiving our services | low | Clear instructions given to all staff and volunteers not to visit or run errands. |  |
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| **General data processing risks** | **What changes/new methods of data handling are proposed?** | **Evaluation of impact on data privacy** | **Precautions** | **Actions** |
| Volunteers are given client home contact details | Volunteer calls the client at their home and therefore needs to know home contact details. | Low/medium | All clients book slots through the organiser.  Clients are not given volunteer contact details.  Volunteers report back to the organiser after each session via email to confirm if there is a next session. | Volunteer introduces themselves with a predefined OPAL introduction so the client has confidence they are speaking to a trusted person. |
| Consent to process and share data. | GoOnLine data consent needs to be obtained but this may be via email rather than in person. | Medium | New members must be aware their data is to be processed by OPAL and shared with OPAL volunteers. | Source of consent is recorded if it is by email and not on the standard OPAL form. |
| Volunteer may inadvertently or by design, gain access to personal and financial data and passwords | Sessions will consist of a conversation over the phone rather than in person. | Medium | OPAL will use only trusted volunteers who are already known to us.  Volunteers will not connect remotely to the client device. |  |