OPAL Services

Risk Assessment for Temporary Services introduced because of COVID-19

Name of Service: Telephone 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 meetings held on Zoom. | All volunteers sent Guidelines about the role of a Telephone Befriender and what they can and mustn’t do. |
| People having caught COVID-19 | Staff, volunteers, members receiving our services | medium | As above.  System of regular contact between Organisers and their volunteers to include asking whether/if the volunteer or their telephone member has contracted COVID-19. | 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 service member | Staff, volunteers, members receiving our services | low | Clear instructions not to visit given to all staff and volunteers |  |
| Failure to identify members at risk from abuse, lack of food, medication, poor physical and mental health and poor personal care | Members receiving our services | Low/medium | Volunteers are to check over the phone on the welfare of the member. Volunteers asked to inform their Organiser of any concerns. | Organisers to contact the family and/or appropriate authorities.  To report issues to their Line Manager |
| Volunteer receives repeated calls from the member they have been asked to call. | volunteers | Low/medium | Volunteers asked to phone from their landline using the withheld number feature. | Volunteers to dial 141 before the number they want to call. |

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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** |
| Inaccurate data | Lists of members created from existing database to be shared with volunteers by email or post | Low/medium | Check databases for accuracy. |  |
| Consent to process and share data. | Where new members request access to the telephone befriending service only, during coronavirus pandemic, consent may take the form of a letter or email or in exceptional circumstances over the phone. | Low | 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 not on the standard OPAL form. |
| Accidental loss of data | Lists shared with volunteers by email and by post rather than in person. | Medium | Full lists of person identifiable information not sent by post.  Separate emails or lists for names and contact details. | Data breaches are reported and investigated as per the Data Breach procedure. |