OPAL Services

Risk Assessment for Temporary Services introduced because of COVID-19

Name of Service: Newsletter 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 during the production of the newsletter.Information about hand washing and self-isolating provided to all volunteers and members via 1st OPAL Reach newsletter.All meetings held on Zoom.  | Newsletters sent by email by the Organisers to their volunteers on email and by the editors to trustees. For members of services, not on email, newsletters are posted to them, by an Organiser and 2 volunteers all living in the same household, and they are not self-isolating.  |
| People collecting and posting the printed newsletters exposed to COVID-19 | People who pick up the printed newsletters and post them.  | medium | During collection social distancing is adhered to. Hand washing routines in place. All those involved live in the same household. | Collection set at a pre-arranged time from the car park. Hand washing occurs before and after collection, and before and after envelopes are filled and posted.  |
| People having caught COVID-19  | Staff, volunteers, members receiving our services | medium | 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 service member | Staff, volunteers, members receiving our services | low | Clear instructions not to visit given to all staff and volunteers  |  |

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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.  |
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