OPAL Services

Risk Assessment for Services

Name of Service: Book of You

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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. All Book of You sessions held electronically at home via Phone, Zoom, Skype, FaceTime etc.  | All volunteers sent Guidelines about their role.Initially all communications will be by phone |
| People who test positive for COVID-19 or who have symptoms. | Staff, volunteers, members receiving our services | low  | As above.  | Organisers to record incidents of people within OPAL having symptoms of COVID-19 or who report having tested positive, 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 Book of You 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 will have pre- arranged telephone calls.Clients are not given volunteer contact details. Volunteers report back to the organiser if there are any concerns. | 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. | Needs to be obtained but this may be via email / or by phone rather than in person. | Medium | Members will be aware through the information sheet how their data images and stories are to be processed by OPAL and shared with others within their club and for external marketing purposes.  | Source of consent is recorded if it is by email and or by phone. |
| Book of You Terms and Conditions need to be accepted by the participant.  | T&C are available only online on the Book of You website. | Low/medium | Information sheet will flag this and provide the web address. | Supply information sheet. |
| Consent to process and share data of those members who have dementia | Family members / may be involved in obtaining consent  | Medium | Members and family members must be aware how their data is to be processed by OPAL and shared with others within the club and for external marketing purposes | If the member’s capacity decreases, further consent may be requiredSource of consent is recorded if it is by email and or by phone and not on the standard OPAL form. |
| Continued use of personal data after member has left OPAL services  | Consent should be sought to continue using the personal information with in the Book of You | Medium to High | Member/family reminded of their legal right to ask for personal information within the book to be removed at any time | Organisers to remove content from the Book of You when requested by the member or family.  |
| Accidental loss of data | Contact/private information lost by volunteerData breach by Book of You. | MediumLow/Medium | Identifiable information obtained from Members is not sent by post or shared with anyone outside of the organisation.  | Data breaches resulting from OPAL mistakes are reported and investigated as per the OPAL Date Breach procedure. |