

Coronavirus risk assessment: Volunteer shopping	Time(s) & Date(s): As it happens	Written by: Chris S
Collections and deliveries by volunteers – including food, medicine and prescriptions. Volunteers matched to households by FTC		Checked by: EG
For: Frome Town Council (FTC); FTC Emergency Group (EG); FTC Staff (S) matching households and volunteers; Volunteers (V)		3/4/2020 Page 1 of 6
Also: Matched households receiving deliveries (H); Other members of the public (P); Emergency services (ES); Referring agencies (RF)		Overall risk: High

Hazard	Who might be harmed and how	Current measures	Responsible people
		To remove, reduce or recognise the hazard	Who's managing the risk?
		Recommended or Required measures	Who's responsible for the current measures?
Additional measures to further remove, reduce or recognise the hazard			
FTC to keep up to date with and follow guidance & recommendations from central government and Public Health England			FTC Emergency Group
FTC Emergency Group set upCritical & Primary FTC messages and updates via the Emergency Group***			Line Managers
Volunteer and Household messages and updates from FTC Staff coordinating the matching scheme			All FTC Staff
Coronavirus	Risk of contracting or spreading the virus when Volunteers collect food and supplies from supermarkets, pharmacists and other shops: Volunteers > < their households Volunteers > < Shop workers Volunteers > < Members of the public (e.g. shoppers) Volunteers > < Public and their households This could include spreading the virus to other people in vulnerable groups; people self-isolating; and people shielding themselves from social contact	Collections from supermarkets and suppliers <ul style="list-style-type: none">V to incorporate additional shopping into their own shopping trips; to limit the number of times they're leaving the houseIf possible, V to add to their own (home) food deliveries; and to then deliver on the part of the delivery for the matched householdSuggested maximum of 1 V on shopping tripsV involved to immediately advise FTC if they feel unwell with any of the symptoms of the virus; and to err on the side of caution in thisV feeling unwell to self-isolate in line with government adviceNo V identified as vulnerable to be involved (as identified by government letters and texts)V excluded if they have a vulnerable person in their household (as per government letters and texts)V to follow measures and restrictions in shops; and to follow the government's up to date adviceIn particular: V to keep 2m from others as much as possible while shoppingV to keep frequently touched surfaces in their vehicles cleanRegular hand washing or sanitising throughout the dayIncluding the start of the day and the end of the dayHand wash before sorting food to be delivered on to the matched householdFTC to supply alcohol-based hand sanitiser to V if sourced and availableOr: FTC to reimburse V for personal purchases of alcohol-based hand sanitiser	Environment Manager <ul style="list-style-type: none">Chris S Community Development Manager <ul style="list-style-type: none">Kate H Coordinating Staff <ul style="list-style-type: none">Jess FHannah S All StaffAll Volunteers

Notes

- This risk assessment addresses the coronavirus threat in the first instance; and then the main identified hazards and measures for this task
- It has been prepared in line with the practices being adopted by Royal Mail; and based on good practice being adopted by companies like amazon and national supermarkets
- This risk assessment will be reviewed regularly in line with central government's advice.** It also makes reasonable assumptions and expectations of people and places

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Coronavirus Delivering food to people in Frome	Risk of contracting or spreading the virus when Volunteers deliver food and supplies to matched households: Volunteers > < their households Volunteers > < Households receiving the deliveries Volunteers > < Other members of the public And the risk of spreading the virus more generally by leaving the house; to neighbouring households, for instance. This could include spreading the virus to other people in vulnerable groups; people self-isolating; and people shielding themselves from social contact	Delivery (out and about) <ul style="list-style-type: none"> Maintain minimum 2m gap from all other people while out delivering Suggested maximum of 1 person per delivery vehicle Strict maximum of only 1 person to complete the doorstep delivery, though Vehicles cleaned at the end of each day; especially high-touch surfaces Regular hand washing or sanitising throughout the day FTC to supply alcohol-based hand sanitiser to V if sourced and available Or: FTC to reimburse V for personal purchases of alcohol-based hand sanitiser V to try to minimise contact with doors including handles, door-bells etc. Agreed delivery windows for an efficiency FTC/V to take a contact number for the recipient H; so V can call to say that the food is ready to be left. If not, knock on the door Food to be left on the doorstep V to move away from the door to at least 2m; and then wait to check the food is taken in If the delivery cannot be completed, V to move on and report back to FTC 	FTC Volunteers
Coronavirus Gloves	Current guidance from Public Health England and the World Health Organisation is that gloves are not necessary outside of clinical and medical environments. And that contaminated gloves could put V and others at risk; especially if V feel that gloves make them less at risk of contracting the virus (so they inadvertently take more risks; and may not wash their hands as often as if they weren't wearing them)	<ul style="list-style-type: none"> FTC is not supplying V with gloves at this time; based on the current UK guidance V to regularly wash or sanitise their hands instead (using an alcohol-based hand sanitiser when washing is impractical) Recommended: V to wash or sanitise hands between all deliveries and after touching any surface that could be contaminated; especially high-touch surfaces in vehicles e.g. steering wheels and gear sticks FTC to supply alcohol-based hand sanitiser to V if sourced and available Or: FTC to reimburse V for personal purchases of alcohol-based hand sanitiser If V choose to supply and use their own gloves, they are then responsible for wearing, using and disposing of them in line with guidance and good practice This could mean regularly washing or disinfecting re-usable gloves after each use Noting that repeated or extended use of gloves can be risky And that wearing gloves should not replace regular hand washing 	FTC Volunteers

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Coronavirus Masks	<p>Current guidance from Public Health England and the World Health Organisation is that masks are not necessary outside of clinical and medical environments.</p> <p>And that contaminated masks could put V and others at risk.</p> <p>However, there are conflicting views and approaches internationally; and some countries and scientists advocate wearing masks on a day to day basis, including the CDC in America.</p> <p>These could be simple and homemade cotton masks, though; they do not have to be surgical masks.</p>	<ul style="list-style-type: none"> FTC is not supplying V with masks as a matter of course; based on the current UK guidance But: FTC will support V to make cotton facemasks en masse; and to advise other V where these masks can be collected from if they want to use masks V to collect 2 or 3 masks so they can rotate them (while one is being washed; the other is available, for instance) V to wash collected masks before first using them at a high temperature Alternatively: V can choose to supply or make their own masks If V do this, they are then responsible for wearing, using and disposing of their masks in line with guidance and good practice. Including having more than 1 Noting that repeated or extended use of masks can be risky Suggested that volunteers keep up to date with international guidance on masks e.g. CDC guidance: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html FTC to keep up to date with PHE and WHO advice on masks 	FTC Volunteers
Coronavirus Cash	<p>Risk of contracting or spreading the virus if Volunteers take cash as payment when delivering food to the community.</p> <p>And potentially an increased risk of spreading the virus to people in vulnerable groups since they may be more likely to only use cash or prefer using cash</p>	<ul style="list-style-type: none"> Preferred payment options agreed by FTC and circulated to V & H Payment arranged between V & H to avoid cash handing whenever possible If people only have or only use cash, it's suggested that they leave this in an envelope for the V to collect V to wash hands before opening envelopes with cash in Or to clean/wash/spray the envelope; and/or leave it until opening it Clear information at the point when people call asking to be matched with a V; including a question about possible and preferred payment methods 	FTC Volunteers
Cash	Risk of Volunteers being identified and then mugged for cash (even small amounts)	<ul style="list-style-type: none"> Payments arranged between V & H to avoid cash handing as far as possible 	FTC Volunteers
Food allergies And intolerances	<p>Risk of delivering food to someone with an allergy</p> <p>Potential for that person to have a severe reaction to food that's been delivered; including needing to go to hospital</p>	<ul style="list-style-type: none"> S to note allergies and other requirements V & H to agree shopping lists; including alternatives and substitutes V to leave all packaging and labels on food so there's clear allergy advice S & V made aware of allergy UK website, including advice FTC includes allergy disclaimer as part of the Council's Coronavirus FAQs 	FTC Volunteers

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Dogs	Risk of personal injuries - including bites - from dogs protecting their territory if V go into private gardens to deliver food	<ul style="list-style-type: none"> S to ask question about dogs when organising the delivery V made aware of dogs Household receiving the delivery to have dogs inside during the agreed delivery window V to double-check for loose dogs in gardens before going into them If in doubt about a situation, V not to cross thresholds 	FTC Volunteers
Driving	Risk of vehicle accidents	<ul style="list-style-type: none"> V to take care while driving; and deliveries to take place during daylight as far as possible All drivers insured; with driving licences recorded by FTC V responsible for their own vehicles V to secure loads (including food for delivery) before driving off 	FTC Volunteers
Driving	V could breakdown or run out of fuel/charge whilst driving	<ul style="list-style-type: none"> V responsible for their vehicles; including having enough fuel V to report breakdown to FTC asap V to report delayed or postponed delivery to H 	FTC Volunteers
Manual handling	V may suffer musculoskeletal disorders, such as back pain, from carrying and moving bags of food	<ul style="list-style-type: none"> Multiple V signed up for deliveries FTC manages how households V are shopping for V to schedule deliveries sensibly 	FTC Volunteers
Working next to roads	V risk being struck by vehicles	<ul style="list-style-type: none"> V to take care crossing roads Deliveries to take place during daylight hours as far as possible FTC to supply high visibility vests if requested by V 	FTC Volunteers
Lone Working	Heightened risks while people are out on their own; including medical emergencies	<ul style="list-style-type: none"> All V to have a charged mobile phone with them while out delivering V to advise their household (or ICE) about where they're going and when to expect them back Phone numbers for V recorded centrally by FTC Check in between V and FTC after each delivery V to have personal medication with them while they're out e.g. inhalers; EpiPens 	FTC Volunteers
Slips, Trips & Falls	V could suffer musculoskeletal disorders or a variety of one-off injuries from minor cuts and grazes to broken bones	<ul style="list-style-type: none"> V to take due care when they're out delivering V advised to wear suitable footwear for the task and the weather 	FTC Volunteers

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Public concern	Concern about taking deliveries at this time	<ul style="list-style-type: none"> Practical measures as outlined above Specific information about food deliveries included in FTC FAQs Simple Information & Advice sheet for V and people being matched Current practice based on adopted practices from organisations and companies like Royal Mail and amazon; and supermarkets 	FTC Volunteers
Personal data GDPR	Risk of data being stored or shared inappropriately. Including breaches of the GDPR legislation	<ul style="list-style-type: none"> S to advise people V & H that certain personal information will necessarily be recorded by FTC and shared between all three parties to enable matching and deliveries to happen Only relevant personal information shared by FTC This could include medical information re: allergies FTC to be clear with V & H about what information will be recorded; and what information will be shared Clear explanation included in FTC's Coronavirus FAQs 	FTC Volunteers
Safeguarding	Risk to vulnerable people from deliveries. And the possibility that S & V making deliveries might see, hear or sense something concerning in the house receiving the delivery	<ul style="list-style-type: none"> Clear explanation about the scheme in FTC's Coronavirus FAQs Clear information relayed by FTC that V do not go inside someone else's house And that households do not need to allow V in to deliver Full introduction between V & H by FTC; including joint email and/or text message or WhatsApp message if possible (all recorded) Clear information for S & V about how and where to report safeguarding concerns 	FTC Volunteers
Financial security And fraud	Risk that some people might be nervous about the legitimacy of the scheme. And that they might be defrauded of money and bank details by someone pretending to be part of the scheme. Or they might be nervous about someone else doing their shopping – and spending more than they would (or more than they have at that moment)	<ul style="list-style-type: none"> Clear explanation about the scheme in FTC's Coronavirus FAQs Full introduction between V & H by FTC; including joint email and/or text message or WhatsApp message if possible V & H to agree shopping lists; with an agreed maximum spend Clear message that payment between V & H takes place after the shopping has been delivered; and on production of receipts Copy receipts for all purchases for V & H Possibility of FTC or a similar agency acting as a middle-ground for payments 	FTC Volunteers
Supplies	Risk that Volunteers might not be able to get preferred and wanted shopping	<ul style="list-style-type: none"> V & H to agree shopping lists; including alternatives and substitutes Expectation and understanding that V are helping out at a time of crisis 	FTC

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Overall safety and viability of the scheme	Updated or changed advice (or measures) from central government, PHE or the WHO could mean that the scheme is no longer safe or viable	<ul style="list-style-type: none"> ▪ FTC to keep up to date with and follow guidance & recommendations from central government, Public Health England and the WHO ▪ FTC Emergency Group set up to meet regularly each week – and with the capacity to meet to discuss an urgent matter ▪ Emergency Group to decide on the scheme if there is a question about it 	FTC

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