RISK ASSESSMENT POLICY

PRN-116: Risk Assessment Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

---

1. Purpose

The purpose of this policy is to establish a consistent approach to identifying, assessing, managing, monitoring, and reviewing risks associated with the delivery of the organisation's Non-Accommodation Companionship and Wellbeing Support Service.

The organisation acknowledges that effective risk management is essential for:

- **Protecting service users**
- **Protecting employees and volunteers**
- **Supporting independence and wellbeing**
- **Safeguarding vulnerable adults**
- **Maintaining service quality**
- **Fulfilling legal responsibilities**
- **Preventing avoidable harm**

The organisation is committed to ensuring that risks are managed proportionately while promoting individual choice, dignity, independence, and person-centred outcomes.

---

2. Scope

This policy applies to:

- **Employees**
- **Volunteers**
- **Managers**

- **Directors**
- **Trustees**
- **Agency workers**
- **Students and placements**

This policy applies to:

- **Service user support activities**
- **Home visits**
- **Community activities**
- **Organised events**
- **Accompanied outings**
- **Volunteer activities**
- **Organisational premises**
- **Lone working activities**
- **Travel undertaken on behalf of the organisation**

---

3. Policy Statement

The organisation is committed to:

- **Identifying hazards and potential risks.**
- **Assessing the likelihood and impact of risks.**
- **Implementing appropriate control measures.**
- **Reviewing risks regularly.**
- **Encouraging positive risk-taking where appropriate.**
- **Supporting informed decision-making.**
- **Involving service users in risk discussions wherever possible.**
- **Maintaining accurate records.**

Risk assessment is an essential part of safe and effective service delivery.

---

4. Principles of Risk Assessment

The organisation follows the following principles:

Prevention

Identify and address risks before harm occurs.

Proportionality

Control measures should be proportionate to the level of risk.

Person-Centred Practice

Risk management should support independence rather than impose unnecessary restrictions.

Participation

Individuals should be involved in decisions affecting them.

Accountability

Risk management responsibilities must be clear.

Continuous Review

Risk assessments should be reviewed and updated regularly.

---

5. Definition of Risk

A risk is the possibility that an event or circumstance may result in harm, injury, loss, damage, or adverse consequences.

Risks may affect:

- **Service users**
- **Employees**
- **Volunteers**
- **Visitors**
- **Members of the public**
- **The organisation**

---

6. Responsibilities

Directors

Directors are responsible for:

- **Ensuring effective risk management systems.**

- **Providing necessary resources.**
- **Reviewing significant risks.**
- **Promoting a positive risk management culture.**

Managers

Managers are responsible for:

- **Conducting risk assessments.**
- **Reviewing risks regularly.**
- **Implementing control measures.**
- **Investigating incidents.**
- **Monitoring compliance.**

Employees and Volunteers

Employees and volunteers must:

- **Follow risk assessment procedures.**
- **Identify and report hazards.**
- **Comply with control measures.**
- **Participate in risk assessments where required.**
- **Report changes that may affect risk levels.**

---

7. Types of Risk Assessments

The organisation may undertake various forms of risk assessment.

Service User Risk Assessments

To identify risks associated with supporting an individual.

Activity Risk Assessments

For activities, events, outings, and group sessions.

Environmental Risk Assessments

For homes, community venues, and temporary locations.

Lone Working Risk Assessments

For services delivered alone within the community.

Health and Safety Risk Assessments

For organisational activities and working environments.

Dynamic Risk Assessments

Undertaken when unexpected situations arise and immediate judgement is required.

---

8. Risk Assessment Process

The organisation will follow a structured approach.

Step 1: Identify Hazards

Consider anything that may cause harm.

Examples include:

- **Slips and trips**
- **Unsafe environments**
- **Aggressive behaviour**
- **Social isolation risks**
- **Financial exploitation**
- **Poor lighting**
- **Animal hazards**
- **Unsafe neighbourhoods**

Step 2: Identify Who May Be Harmed

Consider:

- **Service users**
- **Volunteers**
- **Employees**
- **Family members**
- **Visitors**
- **Members of the public**

Step 3: Evaluate Risk

Assess:

- **Likelihood of occurrence**
- **Potential severity of harm**

Step 4: Implement Control Measures

Identify actions to reduce risk.

Examples include:

- **Additional support**
- **Monitoring arrangements**
- **Training**
- **Environmental improvements**
- **Communication plans**
- **Lone worker safety measures**

Step 5: Record Findings

All significant risks should be documented appropriately.

Step 6: Review

Risk assessments should be reviewed regularly and whenever circumstances change.

---

9. Risk Rating System

The organisation may use the following system:

Low Risk

- **Unlikely to occur.**
- **Minimal impact.**

Medium Risk

- **Possible occurrence.**
- **Moderate impact.**

High Risk

- **Likely occurrence.**
- **Serious impact.**

High-risk situations must be escalated to management immediately.

---

10. Positive Risk Taking

The organisation recognises that individuals have the right to make choices and take reasonable risks.

Positive risk-taking supports:

- **Independence**
- **Confidence**
- **Community participation**
- **Personal growth**
- **Wellbeing**

Risk management should not unnecessarily restrict opportunities.

The benefits and risks of activities should be considered together.

---

11. Involving Service Users in Risk Assessment

Wherever possible, service users should participate in discussions about risks affecting them.

Individuals should be encouraged to:

- **Express concerns.**
- **Share preferences.**
- **Identify goals.**
- **Participate in decision-making.**

Involvement supports person-centred practice and informed choice.

---

12. Involving Family Members and Representatives

Subject to consent and confidentiality requirements, family members, carers, advocates, and representatives may contribute to risk assessments.

They may provide valuable information regarding:

- **Personal history**
- **Health concerns**
- **Communication needs**
- **Behaviour patterns**
- **Support requirements**

The wishes of the service user must remain central to all discussions.

---

13. Risk Assessment for Home Visits

Prior to providing support, consideration should be given to risks including:

- **Property condition**
- **Access arrangements**
- **Environmental hazards**
- **Pets**
- **Smoking**
- **Known behavioural concerns**
- **Safeguarding issues**
- **Medical emergencies**

Staff and volunteers must report any concerns immediately.

---

14. Lone Working Risks

Lone workers may face additional risks.

Risk assessments should consider:

- **Location of visits**
- **Time of day**
- **Environmental risks**
- **History of incidents**

- **Emergency communication arrangements**

Control measures should align with the organisation's Lone Working Policy.

---

15. Safeguarding Risks

Risk assessments should consider safeguarding concerns including:

- **Abuse**
- **Neglect**
- **Self-neglect**
- **Financial exploitation**
- **Social isolation**
- **Domestic abuse**
- **Radicalisation**
- **Modern slavery**

Safeguarding concerns must be managed in accordance with the Adult Safeguarding Policy.

---

16. Dynamic Risk Assessment

Employees and volunteers may encounter situations that change unexpectedly.

Examples may include:

- **Aggressive behaviour**
- **Unsafe environments**
- **Unexpected visitors**
- **Medical emergencies**
- **Community safety concerns**

In such circumstances, staff should:

- **Assess immediate risks.**
- **Prioritise safety.**
- **Withdraw if necessary.**
- **Seek advice and support.**

- **Report concerns promptly.**

---

17. Recording Risk Assessments

Risk assessments should be:

- **Accurate**
- **Clear**
- **Proportionate**
- **Current**
- **Accessible to relevant personnel**

Records should include:

- **Identified hazards**
- **Risk ratings**
- **Control measures**
- **Actions required**
- **Review dates**

Documentation must be securely stored.

---

18. Risk Assessment Review

Risk assessments must be reviewed:

Routinely

At planned intervals.

After Incidents

Following accidents, complaints, safeguarding concerns, or near misses.

Following Change

Where circumstances, needs, environments, or activities change.

Following Professional Advice

Where recommendations are received from relevant professionals.

---

19. Training

Employees and volunteers will receive training appropriate to their role, which may include:

- **Risk assessment principles**
- **Positive risk-taking**
- **Safeguarding risk management**
- **Dynamic risk assessment**
- **Incident reporting**
- **Health and safety awareness**
- **Lone working awareness**

Training records will be maintained and monitored.

---

20. Case Study

Scenario: Community Activity Participation

Mrs L, aged 75, wishes to attend a weekly community art group but has limited mobility and experiences occasional falls.

A risk assessment identifies:

Risks

- **Slips and trips**
- **Fatigue**
- **Difficulty accessing transport**

Control Measures

- **Accessible transport arranged.**
- **Venue accessibility checked.**
- **Emergency contact details available.**
- **Volunteer accompaniment provided.**

Outcome

Mrs L attends safely, develops new friendships, and reports improved wellbeing and confidence.

This demonstrates how risk management supports independence rather than preventing participation.

---

21. Monitoring and Quality Assurance

The organisation will monitor:

- **Completed risk assessments**
- **Incident reports**
- **Near misses**
- **Safeguarding referrals**
- **Complaints**
- **Training compliance**
- **Supervision discussions**

Findings will be used to improve risk management practices.

---

22. Review Arrangements

This policy will be reviewed:

- **Annually**
- **Following significant incidents**
- **Following safeguarding reviews**
- **Following legislative changes**
- **Following organisational changes**

Related Policies

- **Health and Safety Policy**
- **Lone Working Policy**
- **Adult Safeguarding Policy**
- **Financial Safeguarding Policy**
- **Incident Reporting Policy**
- **Mental Capacity Act Policy**
- **Person-Centred Support Policy**

- **Employee Wellbeing Policy**